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Our Ref: DS
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Date: 24th May 2017

Dear Councillor,

Environmental and Development Services Committee

A Meeting of the **Environmental and Development Services Committee** will be held in the **Council Chamber**, on **Thursday, 01 June 2017 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**
Councillor Watson (Chairman), Councillor Muller (Vice-Chairman) and Councillors Mrs Brown, Coe, Mrs Hall, Mrs Patten, Roberts, Tipping and Wheeler

Labour Group
Councillors Chahal, Dunn, Taylor and Tilley

AGENDA

Open to Public and Press

- 1** Apologies and to note any substitutes appointed for the meeting.
- 2** To receive the Open Minutes of the Meeting held on 26th April 2017.

Environmental and Development Services Committee 26th April 2017 Open Minutes **4 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** KEY PERFORMANCE INDICATORS – LICENSING DEPARTMENT **8 - 9**
- 8** CORPORATE PLAN 2016-21 - PERFORMANCE REPORT (1 JAN- 31 MAR 2017) **10 - 51**
- 9** SERVICE PLANS 2017-18 **52 - 116**
- 10** SWADLINCOTE TOWN CENTRE GRANT SCHEME **117 - 122**
- 11** CORPORATE ANTI-SOCIAL BEHAVIOUR POLICY **123 - 137**
- 12** DESIGN SUPPLEMENTARY PLANNING DOCUMENT AND AIR QUALITY **138 - 284**

13	ENFORCEMENT AND COMPLIANCE REPORT	285 - 290
14	COMMITTEE WORK PROGRAMME REPORT	291 - 295

Exclusion of the Public and Press:

- 15** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 16** To receive the Exempt Minutes of the Meeting held on 26th April 2017.
Environmental and Development Services Committee 26th April 2017 Exempt Minutes
- 17** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE

26th April 2017

PRESENT:-

Conservative Group

Councillor Watson (Chairman), Councillor Muller (Vice-Chairman) and Councillors Atkin (substituting for Councillor Mrs Brown), Coe, Ford, Hewlett (substituting for Councillor Roberts), Mrs Patten, and Smith (substituting for Councillor Stanton)

Labour Group

Councillors Chahal, Shepherd, Taylor and Tilley

EDS/92 **APOLOGIES**

Apologies for absence from the meeting were received from Councillor Mrs Brown, Mrs Hall, Roberts and Stanton (Conservative Group).

EDS/93 **MINUTES**

The Open Minutes of the Meeting held on 2nd March 2017 were noted, approved as a true record and signed by the Chairman.

EDS/94 **DECLARATIONS OF INTEREST**

Councillor Smith declared a personal and pecuniary interest in relation to Item 7 on the Agenda, by virtue of living on the boundary of one of the green spaces identified in the report and advised that he would neither vote nor take part in the debate. With the agreement of the Committee, the Chairman stated that the Councillor could remain in the Chamber whilst the Item was discussed.

EDS/95 **QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from Members of the Public had been received.

EDS/96 **QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

EDS/97 **REPORTS OF THE OVERVIEW & SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

MATTERS DELEGATED TO COMMITTEE**EDS/98 LOCAL GREEN SPACES OPTIONS CONSULTATION**

The Planning Policy Officer presented the report to Committee.

Members sought clarification on why some sites had been excluded or were deemed unsuitable within the report. The Planning Policy Officer responded, advising that the consultation process would provide an opportunity for sites to still be nominated for designation provided that sufficient evidence is gathered from the local community to support its inclusion. The Planning Policy Manager explained the importance of evidence for the examination process especially in cases where objections to potential designations had been received.

Some Members raised concerns relating to the consultation process, specifically within urban, unparished areas of the District. The Director of Community and Planning Services addressed this by advising that Area Forums would assist.

The Chairman sought clarification on the length and timing of the consultation process. The Planning Policy Manager responded, advising that in order to increase its impact, the consultation may run in conjunction with other consultations being put to the Committee and commencement would be advised accordingly.

RESOLVED:

Members approved the Local Green Spaces Options document for consultation.

Abstention: Councillor Smith

EDS/99 LOCAL DESIGN SUPPLEMENTARY PLANNING DOCUMENT CONSULTATION

The Design Excellence Officer presented the report to Committee which was welcomed by Members.

Councillor Smith wished for it to be noted that the 18th century lock up pictured on page 119 of the report is based in Smisby not Ticknall. The Officer advised that this would be amended.

Councillor Ford sought clarification on the omission of domestic sprinklers in the report. The Officer responded, advising that they would be included in the document.

Councillor Shepherd requested that this document be supplied to developers to encourage understanding of the process. With regards to trees outside residents' properties, the Councillor requested that this document includes a species guidance and also highlighted that safety

needs to be taken into consideration. The Officer responded advising that such matters were included in the community safety section and would be repeated in the report as appropriate.

The Chairman discussed excessive external illumination at night and whether guidelines could be added to this document, particularly in the conservation areas. The Planning Services Manager advised the Committee that the contents of this document could only be effective where the Council has authority.

RESOLVED:

Members approved the South Derbyshire Design Supplementary Planning Document for consultation.

Councillor Mrs Patten left the Meeting at 6.30pm

EDS/100 **AFFORDABLE HOUSING SUPPLEMENTARY PLANNING DOCUMENT CONSULTATION**

The Planning Policy Manager presented the report to Committee,

RESOLVED:

Members approved the South Derbyshire Affordable Housing Supplementary Planning Document for consultation.

EDS/101 **HOUSING WHITE PAPER CONSULTATION**

The Planning Services Manager presented the report to Committee, highlighting the essential questions from the White Paper and outlined where the Council's Local Plan already addressed some of the issues identified; where further clarification would be required. Where the White Paper referred to the disclosure by Planning Authorities of annual figures for development, the Planning Services Manager explained that this would potentially provide clarity when assessing the five-year supply.

It was discussed that the method for arriving at the five-year year supply be made clearer by the Department of Communities and Local Government (DCLG) so that this could assist Planning Authorities and developers.

Members welcomed the report from Officers and commented on housing density, off-street parking and monitoring land-banking and extension requests made by developers in a more robust manner. The Planning Services Manager responded advising that comments would be submitted accordingly.

RESOLVED:

Members noted the content of the Housing White Paper and endorsed the comments in respect of specific questions posed in the consultation on the White Paper for submission to the Department of Communities and Local Government.

EDS/102 **COMMITTEE WORK PROGRAMME**

RESOLVED:

Members considered and approved the updated work programme.

EDS/103 **LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

RESOLVED:-

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it would be likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

MINUTES

The Exempt Minutes of the Meeting held on the on 2nd March 2017 were received.

EXEMPT QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11

The Committee were informed that no exempt questions from Members of the Council had been received.

STRAY DOG COLLECTION AND KENNELING CONTRACT (Paragraph 8)

Members approved the recommendation contained in the report.

SPATIAL DATA MANAGEMENT AND STAFFING ARRANGEMENTS (Paragraph 2)

Members approved the recommendations contained in the report.

PLANNING POLICY MANAGER SECONDMENT (Paragraph 2)

Members approved the recommendations contained in the report.

The meeting terminated at 7.20pm.

COUNCILLOR P WATSON

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	1 ST JUNE 2017	CATEGORY: DELEGATED/ RECOMMENDED
REPORT FROM:	CHIEF EXECUTIVE	OPEN/EXEMPT PARAGRAPH NO:
MEMBERS' CONTACT POINT:	ARDIP KAUR 01283 595 715 ardip.kaur@south-derbys.gov.uk	DOC:
SUBJECT:	KEY PERFORMANCE INDICATORS – LICENSING DEPARTMENT	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1. Recommendations

- 1.1 That Members note the performance of the Licensing Department in relation to the Key Performance Indicators

2. Purpose of Report

- 2.1 To provide Members with an update on the Licensing Department and the Key Performance Indicators

3. Detail

- 3.1 As part of the audit of the Licensing Department held in 2014, service standards were put in place with regards to target times for the processing of complete applications and dealing with any complaints received by the Department.
- 3.4 The Licensing Department will provide a quarterly update as to the Department's performance against the service standards. The results for the previous quarter are:

Private Hire Licensing

Type of Licence Application	February 2017 to April 2017
Private Hire Vehicles (5 days)	100%
Private Hire Drivers (10 days)	100%
Private Hire Operators (5 days)	100%

Licensing Act 2003

Type of Licence Application	February 2017 to April 2017
Personal licence (10 days).	100%
Grant of premises licence (15 days after grant)	100%
Variation of designated (15 days after grant)	100%
Transfer of premises licence holder (15 days after grant)	100%
Variation of premises licence (15 days after grant)	100%
Minor variation of premises licence (15 days after grant)	100%
Temporary event notice (1 day)	100%

Enforcement

Type of Application	February 2017 to April 2017
Acknowledgement of complaint within 2 days	100%
Letter detailing works required within 10 days	100%
Notify complainant of outcome of investigation within 10 days	100%

4. Financial Implications

- 4.1 There are no financial implications to the Council.

5. Corporate Implications

- 5.1 The service standards demonstrate that we support local businesses whilst protecting local residents which contribute directly to the corporate vision to make South Derbyshire a better place to live, work, and visit, and to the theme of sustainable growth and opportunity and safety and security.

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES	AGENDA ITEM: 8
DATE OF MEETING:	1st JUNE 2017	CATEGORY: DELEGATED
REPORT FROM:	CORPORATE MANAGEMENT TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	DAVID HUCKER (EXT. 5775) STUART BATCHELOR (EXT. 5820)	
SUBJECT:	CORPORATE PLAN 2016-21: PERFORMANCE REPORT (1 JAN – 31 MARCH 2017)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That progress against performance targets is considered.

2.0 Purpose of Report

- 2.1 To report progress against the Corporate Plan for the period 1 January to 31 March 2017, as well as the year end, under the themes of People, Place, Progress and Outcomes.

3.0 Detail

- 3.1 The Corporate Plan 2016 – 2021 was approved following extensive consultation into South Derbyshire's needs, categorising them under four key themes: People, Place, Progress and Outcomes. The Corporate Plan is central to our work – it sets out our values and vision for South Derbyshire and defines our priorities for delivering high-quality services.

- 3.2 This Committee is responsible for overseeing the delivery of the following key aims:

People

- *Use existing tools and powers and take appropriate enforcement action*
- *Reduce the amount of waste sent to landfill*
- *Develop the workforce of South Derbyshire to support growth*

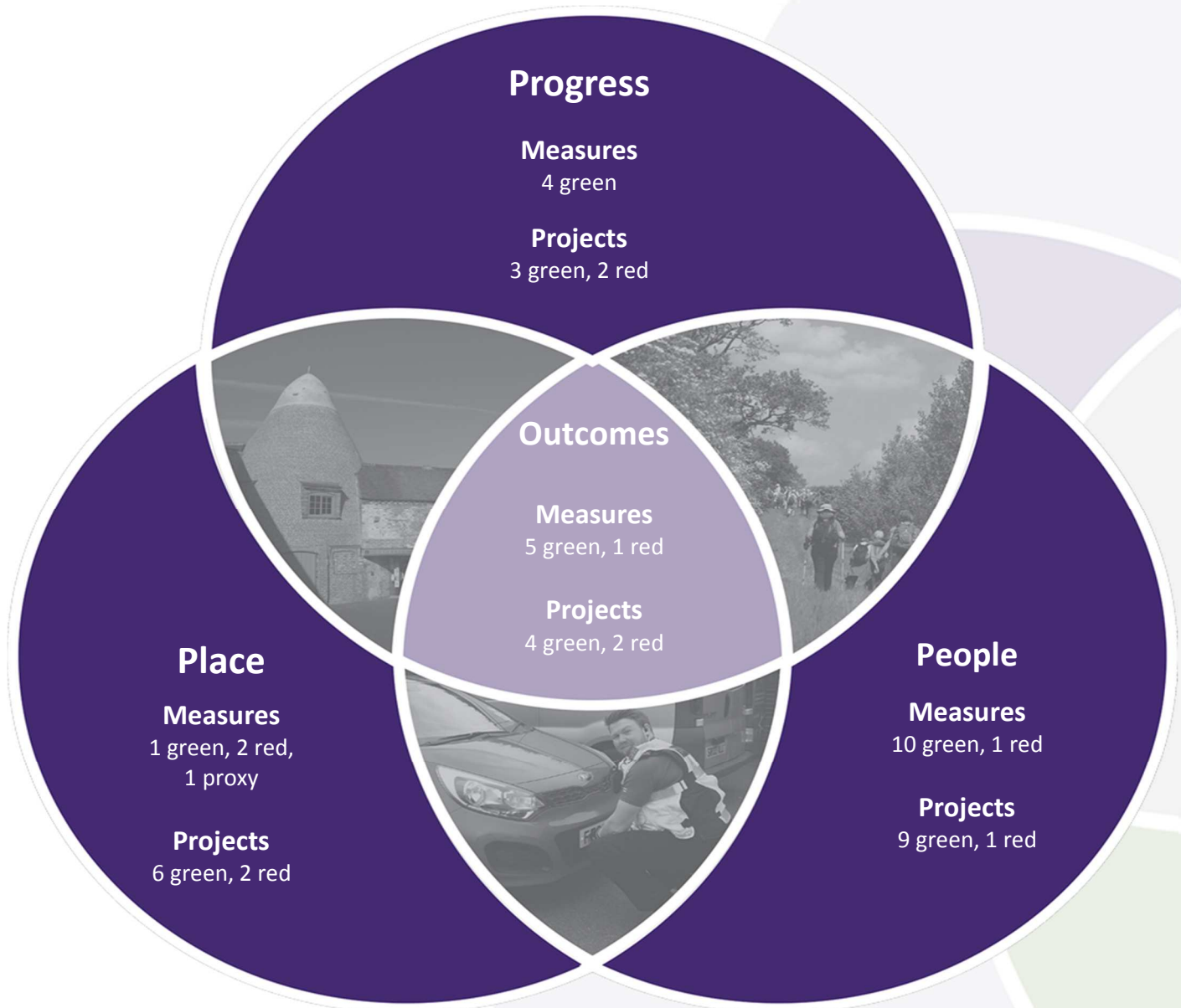
Place

- *Facilitate and deliver integrated and sustainable housing and community infrastructure*
- *Enhance understanding of the planning process*
- *Help maintain low crime and anti-social behaviour levels in the District*
- *Connect with our communities, helping them feel safe and secure*
- *Deliver services that keep the District clean and healthy*

Progress

- *Work to attract further inward investment*
- *Unlock development potential and ensure the continuing growth of vibrant town centres*
- *Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists*
- *Help to influence and develop the infrastructure for economic growth*
- *Provide business support and promote innovation and access to finance*

- 3.3 These aims are underpinned by outcomes including financial health, improved customer focus, good governance, enhanced environmental standards and maintaining a skilled workforce. Of the 25 measures and projects under the jurisdiction of Environmental and Development Services, 16 are green and eight are red for quarter four and the year end. One is a proxy measure.
- 3.4 More information can be found in the Performance Board in **Appendix A**. A detailed breakdown of performance for Environmental and Development Services is available in the Success Areas and Performance Action Plan documents (**Appendices B and C respectively**), while associated risks are contained in **Appendices D, E and F**.
- 4.0 **Overall Council performance – Quarter four (January 1 to March 31, 2017)**



The Council's annual outturn for 2017/18 stands at 42 green, 11 red and four abandoned measures and projects. One is a proxy.

5.0 **Financial and Corporate Implications**

- 5.1 None directly.

6.0 Community Implications

- 6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations to local communities. This report demonstrates how priorities under the People, Place and Progress and Outcomes themes contribute to that aspiration.

7.0 Appendices

Appendix A – Performance Board
Appendix B – Environmental and Development Services: Success Areas
Appendix C – Environmental and Development Services: Actions
Appendix D – Chief Executive’s Risk Register
Appendix E – Community and Planning Risk Register
Appendix F – Housing and Environmental Services Risk Register

Appendix A – Performance Board

Quarter 4 (January 1 to March 31, 2017)

People Measures							
Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PE1: Enable people to live independently							
Provide an efficient and well-targeted adaptation service	% of adapted properties allocated on a needs basis PE1.1	100% Target >90%	>90%	83.3% (10/12)	>90%	88%	See Action Plan. H&CS
	% of residents very or fairly satisfied with the quality of their new home PE1.2	100% Target >88%	>88%	88% (24/27)	>88%	92%	We received 197 survey responses in 2016/17. 183 were satisfied with the quality of their home. H&CS
PE2: Protect and help support the most vulnerable, including those affected by financial challenges							
Maintain regular contact with tenants, with a focus on those identified as 'vulnerable'	Total number of tenancy audits completed PE2.1	693 Target 750	1,000 (Cumulative)	357	1,000	1,055	A strong performance in the last quarter saw the annual target exceeded. H&CS
	% of successful introductory tenancies PE2.2	100% Target >85%	>85%	92% (38/41)	>85%	96%	167 Introductory tenancies were reviewed during 2016/17. 161 were successfully

							transferred to secure tenancies. H&CS
Process Benefit claims efficiently	Average time for processing new Benefit claims PE2.3	22 days Target <18 days	<18 Days	18 days	<18 days	25.3 days	See Action Plan F&M
	Average time for processing notifications of changes in circumstances PE2.4	11 days Target <8 days	<8 days	5.7 days	<8 days	6.7 days	Performance includes 10 months with Northgate Public Services. Since then work has been brought completely up to date so that future efforts are solely those of SDDC. F&M
PE4: Increase levels of participation in sport, health, environmental and physical activities							
Delivery of sport, health and physical and environmental activity opportunities	Number of sport, health, physical activity and play scheme participations PE4.1	7,980 Target 4,980	5,470	7,272	37,845	39,091	New projects starting and sustaining helped to over achieve. H&CS
	Number of Environmental Education participations PE4.2	8,702 Target 1,300	1,200	4,740	5,250	20,541	Sainsbury's £30,000 for school activities in Swadlincote has been the main factor in the success of this measure. H&CS

	Number of Parklife opportunities PE4.3	382 Target 150	100	376	500	2,408	Good attendances at events during Q4. The year has seen huge growth in participations and activities. Also attracted more than £30k of external funding to help support projects and deliver capital improvements. H&CS
PE5: Reduce the amount of waste sent to landfill							
Minimise waste sent to landfill	Household waste collected per head of population PE5.1	94.3kgs Target <130kgs	<130kgs	90kgs	<510kgs	403kgs	Work on waste minimisation, particularly through Waste less, Save more, has seen tonnages rise at a slower rate than the population. E&DS
	% of all collected waste recycled and composted PE5.2	43.4% Target >48%	>45%	43%	>50%	48.4%	See Action Plan. E&DS

People Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PE1: Enable people to live independently						
Support the voluntary and community sector to enable people to maintain living independently	New SDDC Volunteer Policy and development plan approved at committee.	Support promotion of voluntary and community sector to Elected Members.	Achieved	Maintain SDDC grant funding to the voluntary and community sector. PE1.3	Achieved	Consultation event at Gresley Old Hall planned for April 10. Work has started on developing community buildings in Burnaston and Stenson F&M
Continue to contribute to the county wide review of Disabled Facilities Grants (DFGs)	No actions for Q3.	No actions for Q4.	N/A	All recommendations implemented by April 1, 2017. PE1.4	N/A	N/A H&CS
Expand the use of Telecare services to increase independence	The 6-month wait for TSA visits meant accreditation was delayed.	Implement recommended changes.	Achieved	Provide a value for money Supported Housing product. PE1.5	Achieved	TSA accreditation booked for April 2017. Report to Housing and Community Services on April 20 about new initiatives. H&CS
PE2: Protect and help support the most vulnerable, including those affected by financial challenges						
Approval of South Derbyshire as a Dementia friendly District	113 SDDC Staff/Elected Members became 'Dementia Friends'.	Deliver Elected Member and staff dementia awareness sessions.	Achieved	Work progressed towards Dementia Friendly Community status. PE2.5	Achieved	A third of staff (116) trained. H&CS

Provide a service for homeless applicants which is nationally recognised as delivering 'best practice'	Submission prepared.	Complete accreditation assessment.	Achieved	To attain NPSS Standard for Homelessness PE2.6	Achieved	Assessors onsite March 27-29 with report and feedback booked for May 2017. H&CS
Develop a Community Champion Scheme through volunteer development	Scope of Community Champion Scheme agreed with CVS.	Deliver scheme.	Achieved	Establish approved scheme. PE2.7	Achieved	Volunteering champions attended South Derbyshire Day. Volunteering policy now in place and development plan will continue over next 12 months H&CS
PE3: Use existing tools and powers to take appropriate enforcement action						
Publish and annually review a single Enforcement Policy covering all SDDC regulatory activity	Approved by relevant committees.	Produce relevant updates for quarterly report.	Achieved	Quarterly report on enforcement activity to Overview and Scrutiny Committee. PE3.1	Achieved	Revision of operational procedures has started. 12 complete, 38 remain. H&CS/ E&DS
PE4: Increase levels of participation in sport, health, environmental and physical activities						
Develop a Healthy Communities approach for SD	Work started to support development of BNE1 Healthy Lifestyle section of the Local Plan.	Produce annual report.	Achieved	Work towards Healthy Communities Accreditation PE4.4	Achieved	Draft report produced. Meeting to discuss health impact of planning has taken place. Housing to be included too. H&CS

Develop a Sport, Health and Physical Activity Strategy	Draft strategy completed and being reviewed by strategic partners.	Strategy adopted.	See Action Plan.	Strategy developed and implemented PE4.5	See Action Plan.	See Action Plan. H&CS
PE6: Develop the workforce of South Derbyshire to support growth						
Stage a careers fair for young people and jobseekers	Date set for the Jobs and Skills Fair - April 6, 2017	Start planning 2017 event.	Achieved	Deliver event, review and plan for 2017 fair. PE6.1	Achieved	Preparations advanced for Jobs and Skills Fair on April 6. E&DS
Increasing school engagement to raise aspirations	SDDC supporting strategic and operational working groups.	Agree programme of work for 2017/18.	Achieved	Schools agree to work with SDDC. PE6.2	Achieved	Programme delivered in local secondary schools. Ongoing delivery and looking to extend project for 2017/18. H&CS

Place Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PL1: Facilitate and deliver a range of integrated and sustainable housing and community infrastructure							
Increase the supply and range for all affordable housing provision	Increased supply of affordable homes. PL1.1	11 properties delivered by SDDC in Rowley Court, Swadlincote	Proxy	Not Available	Proxy	175	During 2016/17 the Council delivered 65 properties, with 110 provided by Registered Providers including Derwent Living and Trent and Dove. H&CS/ E&DS
Deliver Housing Asset Management Strategy	Deliver against targets set out in the Asset Management Strategy Action Plan. PL1.2	Asset Management Strategy approved by Committee.	No measures have been developed We will continue to monitor actions.	N/A	Targets to be finalised once strategy is adopted.	N/A	As per Q4 target. H&CS
PL3: Help maintain low crime and anti-social behaviour levels in the District							
Deliver a programme of proactive interventions to reduce environmental crime	Downward trend in fly-tipping incidents. PL3.1	536 Target <507 (cumulative)	<676	758	<676	758	See Action Plan. E&DS
PL4: Connect with our communities, helping them to feel safe and secure							
Reduce number of noise complaints	Reduce number of noise complaints. PL4.1	6.1 Target <4.8	<4.6 complaints per 1,000 people.	5.4	<4.6 complaints per 1,000 people.	5.4	See Action Plan. E&DS

PL6: Deliver services that keep the District clean and healthy

Reduce contaminated risk rating of land	Number of contaminated land assessments PL6.1	1 Target 1	1	1	4	4	<p>SDDC directed phase 1 assessment of Staley Close, Swadlincote to define environmental and Geo-technical constraints on developing the site. Target met for the year.</p> <p>E&DS</p>
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Place Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PL1: Facilitate and deliver integrated and sustainable housing and community infrastructure						
Deliver an adopted South Derbyshire Local Plan, Parts 1 & 2	Regulation 19 consultation undertaken.	Examination in public of Local Plan Part 2.	See Action Plan.	Plan adopted. PL1.3	See Action Plan.	See Action Plan. E&DS
Increase the supply and range of affordable housing provision	Draft document completed. Further internal consultation and data input required.	Adoption of Supplementary Planning Document (SPD).	See Action Plan.	Framework to review rural housing needs. Develop affordable housing SPD. PL1.4	See Action Plan.	See Action Plan. H&CS
Consider the introduction of a Community Infrastructure Levy (CIL)	Delayed due to awaiting Government white paper which could change policy on and planning obligations.	Review of decision.	N/A	Informed decision made. PL1.5	N/A	The review of CIL found shortcomings and made recommendations to the Government. The outcome is unknown. Updates to be provided in 2017/18. E&DS/F&M
PL2: Enhance understanding of the planning process						
Support the development of Neighbourhood Plans	The screening report for the Repton Neighbourhood Plan was consulted upon.	Provide support to interested parties.	Achieved	Number of plans supported PL2.1	Achieved	Repton and Melbourne plans still in development Presentation made at Willington Parish Council in March. E&DS

PL3: Help maintain low crime and anti-social behaviour levels

Review, publish and deliver the Safer South Derbyshire Community Safety Partnership Plan	Actions delivered against all six priority themes.	Carry out annual review of Partnership Plan	Achieved	Plan published. Actions within the plan delivered. PL3.2	Achieved	New Partnership plan approved. Priorities include acquisitive crime and offender management ASB and alcohol harm and substance misuse. H&CS
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PL5: Support provision of cultural facilities and activities

Introduce and progress the Sport, Recreation and Open Space Facility Strategy	Initiation of Melbourne Sports Park site development plan for future pitch and facility developments.	Review strategy action plan.	Achieved	Number of facilities enhanced. PL5.1	Achieved	The strategy has provided an evidence base for developer contribution requests, planning negotiations and attracting financial support. The action plan has been refreshed. H&CS
Implement and manage the leisure facility capital build programme	Melbourne Sports Park building and site operational, supporting member clubs and new activities.	Complete Chestnut Avenue community facility in Midway.	Achieved	Facilities completed. External investment and grants brought to District. PL5.2	Achieved	Melbourne Sports Park and Midway Community Centre operational, with the latter seeing a growing number of regular bookings. H&CS/F&M

Introduce and progress the District Cycle Plan, including an annual cycle event	Findern, Linton and Belmont Primary Schools held Early Rider sessions.	Produce 2017/18 delivery plan.	Achieved	Develop and implement action plan. Number of opportunities offered PL5.3	Achieved.	Significant progress has been achieved during the year with the hosting of the Women's Tour, development of a stakeholder group and a cycle hub provision. Plans for 2017/18 agreed. Infrastructure routes provided to County Group and community event planned for summer. H&CS
PL6: Deliver services that keep the District clean and healthy						
Ensure that food, water, housing, land and air all meet designated standards for human health	Air quality report taken to the Health Protection Board.	Implement the proposed changes to the air quality monitoring network.	Achieved	Air Quality meets Directive 2008/50/EC and the Air Quality Strategy standard. PL6.2	Achieved	No changes to be made to the air quality monitoring network. E&DS

Progress Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PR2: Unlock development potential and ensure the continuing growth of vibrant town centres							
Delivery of Swadlincote Townscape project	Number of target buildings offered grants. PR2.1	3 Target 1	0	0	2	5	High level of interest. 1 grant awarded; 1 underway; 3 to be complete in the early part of the new fiscal year. E&DS
PR3: Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend to tourists							
Support the development of the tourism sector	Tourist Information Centre enquiries handled. PR3.1	9,027 Target >5,000	>5,000	10,482	>20,000	44,315	English Tourism Week supported. Spring edition of What's On published. National Forest Tourism Business Forum staged at Calke Abbey. E&DS
PR5: Provide business support and promote innovation and access to finance, including in rural areas							
Maximise the prosperity of businesses in South Derbyshire through the delivery of the Better Business Regulation Partnership	Number of food businesses which have a Food Hygiene Rating score of 5. PR5.1	83.9% Target >75%	>75%	84.1%	>75%	84.1%	The positive publicity given to 5 star food businesses has encouraged an improvement in the local food business sector. E&DS
	Number of registered food businesses active in the District PR5.2	837 Target >790	>790	828	>790	828	Reflects our continuing free support to food businesses. E&DS

Progress Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
PR1: Work to attract further inward investment						
Launch new Economic Development Strategy	The new strategy was adopted and launched.	Adopt strategy.	Achieved	New five-year strategy launched and actions from it delivered. PR1.1	Achieved	Delivery of strategy underway, including new online marketing material, business start-up workshop and stakeholder event for schools and businesses focusing on the employability of young people. E&DS
PR2: Unlock development potential and ensure the continuing growth of vibrant town centres						
Delivery of Swadlincote Townscape Project	Two Townscape TV Sessions delivered to schools with Environmental Education Project Team and Burton TV.	Deliver start of Heritage Trail and submit funding application.	Achieved	Delivery of Activity Plan. PR2.2	Achieved	Trail research completed, final checks being made by Magic Attic. First successful funding application confirmed: £700 from East Midlands Airport. Launch event booked for August. Work on the activity plan has progressed to timetable and to budget. E&DS

	Delay due to changes being required.	Completion of works to Diana Memorial Garden.	See Action Plan.	Enhancement of Diana Memorial Garden. PR2.2	See Action Plan.	See Action Plan. E&DS
Organise and/or support town centre events	Events included Christmas Lights, International Food and Drink Festival and Xmas Mega Market.	Events delivered and/or supported	Achieved	Events delivered and/or supported. PR2.3	Achieved	Events included the Swadlincote Pancake Races, which attracted 40 local businesses and organisations, and a successful first Swadlincote Makers Market with arts, crafts, food and drink stalls. E&DS
PR4: Help to influence and develop the infrastructure for economic growth						
Review and update the Infrastructure Delivery Plan	An initial review was completed, but changes to sites meant further review work had to be undertaken.	Support the delivery of the plan.	See Action Plan.	Plan published. PR4.1	See Action Plan.	See Action Plan. E&DS

Outcomes Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
O1: Maintain financial health							
Deliver a balanced general fund	5-year General Fund reserve balance is a minimum of £1m by 2021. O1.1	Annual target	Annual target	Annual target	General Fund Reserve balance at £6.2m as at March 31, 2017.	Achieved	Balance projected to be £7.6m, as reported to the Council in February 2017. F&M
	A balanced General Fund budget by 2018/19. O1.2	Annual target	Annual target	Annual target	A strategy and savings plan agreed by the Council.	Achieved	Action to generate £850,000 budget savings agreed by the Council in February 2017. F&M
Maximising income	Generate income from New Homes Bonus, Business Rates and sweating of assets O1.3	Annual target	Annual target	Annual target	Income from Business Rates/New Homes Bonus is £6m at March 2017.	Achieved	Income was £6.3m, as reported to the Council in February 2017. F&M
Maximise rental income to help the Council do more with less	Rent collected from current and former tenants as % rent due (excluding arrears b/f) O1.4	100.06% Target 99.9%	99.9%	100.55%	99.9%	100.55%	£12,511,619 collected against rent debt of £12,541,651. (void loss £98,252). H&CS/F&M
O3: Enhance environmental standards							
Strive to be more energy efficient.	Annual improvements in the energy consumption of public buildings O3.1	4.27% increase Target 3% reduction	3% reduction	7.36% (118 MWh)	3% reduction	1.40%	See Action Plan. E&DS

O4: Maintain a skilled workforce

Strengthen measures and support employees to reduce absence due to sickness/ill health	The average working days lost per employee is less than 8 days per year (2 days per quarter) O4.1	2.59 days Target <2 days	<2 days	2.98 days	<8 days	9.91 days	See Action Plan. F&M
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Outcomes Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Details
O1: Maintain financial health						
Keep under review priorities into which available funds may be invested in communities	Annual target	Annual target	Annual target	Key priority areas evaluated and agreed by F&M. To be considered as part of 2017/18 Budget round. O1.5	Achieved	This was completed on a broad basis. The main priority in the Council's MTFP is sustainability given the need to make budget savings ahead of 2018/19. However, the budget round identified and allocated resources to meet demand for services arising from the growth of the District. This will be invested in priorities to deliver People, Place and Progress themes.
Explore potential commercialisation opportunities and identify areas for competing with the private sector	Charging conservation advice to other organisations progressed and Building Control services promoted through Business Breakfast.	Deliver reviews.	Achieved	Explore potential commercialisation opportunities and identify areas for competing with the private sector. O1.6	Achieved	Business improvement project initiated in Community and Planning and service areas identified which could be developed for revenue potential, such as conservation and tree advice. All Committees

O2: Achieve proper corporate governance						
Maintain a proper Risk Management Framework	Updated registers shown as appendices to the Performance Board.	Update registers for next committee cycle.	Achieved	Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis. O2.1	Achieved	Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis. All Committees
O3: Enhance environmental standards						
Maintain ISO 14001 certification	External surveillance audit due 23-25 January 2017.	Ensure continual compliance with ISO 14001 and reflect process outcomes into Corporate and Service Plan action setting for 2017/18.	Achieved	Achieve ISO 14001 certification O3.2	Achieved	External audit complete. The auditors have confirmed that we will be reaccredited. 5 minor non-conformities identified are being addressed. E&DS
O4: Maintain a skilled workforce						
Maintain a skilled workforce	The national Standard for IIP has changed and it is proposed to attain accreditation in 2017/18.	Retain Investors in People Standard.	N/A	Investors in People standard for staff development maintained. O4.2	N/A	As per last quarter update. F&M
O5: Maintain customer focus						
Design and deliver a new website that allows customers to find information easily	Icons also produced. Content, structure and online forms progressing.	New website launched.	See Action Plan	New website launched. O5.1	See Action Plan.	See Action Plan. F&M

O6: Be aware of and plan for financial, legal and environmental risks

Improve resilience to the local impacts of climate change and emergency responses.	A draft climate change adaptation strategy (Climate Ready) was produced	Implement climate change mitigation and adaptation plan in line with consultation outcomes	See Action Plan	Deliver campaigns to mitigate and aid adaptation of climate change and flooding. O6.1	Achieved	See Action Plan E&DS
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Measures and projects outlined in green are on track.

Measures and projects outlined in grey have a single, annual target and are not measured on a quarterly basis.

Measures and projects outlined in purple are proxy.

Actions being taken on indicators currently not on target (coloured in red and amber) are outlined in the Action Plan in Appendix C.

Environmental and Development Services
Strategic and Service Success Areas
Quarter 4, 2016/17

Appendix B



90kgs

<130kgs target
Household waste collected per head of population.



10,482

>5,000 target
Tourist Information Centre enquiries handled.



7.36%

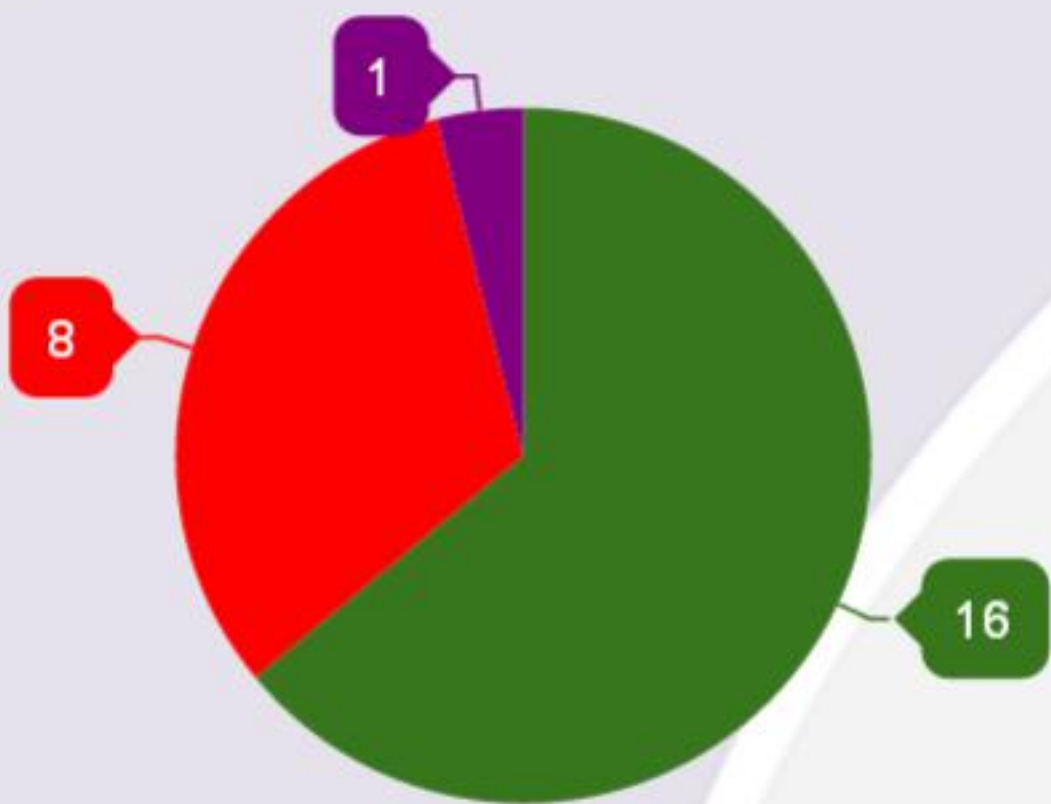
3% target
Reduction in the energy consumption of public buildings.



84.1%

75% target
Number of food businesses which have a Food Hygiene Rating score of 5.

E+DS Performance Overview



Green (64%) Red (32%) Proxy (4%)



Heritage

on the trail
First successful funding application confirmed for Swadlincote Heritage Trail.



Market

strong start
Encouraging first Swadlincote Makers Market with arts, crafts, food and drink stalls.



Communities

planning ahead
Presentation made at Willington Parish Council about Neighbourhood Planning.



ISO14001

upping our game
5 minor non-conformities being addressed following accreditation.



175

Proxy target
Affordable properties delivered by the Council and registered providers.



The future

employability
Stakeholder event held for schools and businesses on the employability of young people.

Environmental and Development Services Performance Action Plan - Quarter 4, 2016/17

Appendix C



48%

% of all
collected waste
recycled and
composted

Annual target
>50%

Theme - People. Action – PE5.2 % of all collected waste recycled and composted

Target: Q4 - >45%. Year end - >50%
Performance: Q4 - 43%. Year end - 48%

Trend (compared to last quarter) – Trend is improving. Quarter three was four percentage points below target. Quarter four was two percentage points below target.

Background – National trends are showing a reduction in materials being recycled and composted. While the national trend is around a five percentage point drop, ours is staying fairly stable at around a two percentage point drop.

Key actions underway – We are currently analysing data and tonnage trends, both locally and nationally, to better inform any potential actions. Typically it takes around six months for any direct actions to deliver improved performance figures. Plans will be developed to improve performance on compost waste collections and new residents' behaviours.

Opportunities/risks: National trends are showing a reduction in materials being recycled and composted. The recycling market is depressed and material processing companies are becoming increasingly reluctant to accept any levels of contamination due to the volume of high quality material available.



758

Downward
trend in fly-
tipping
incidents

Annual target
<676

Theme - Place. Action – PL3.1 Downward trend in fly-tipping incidents

Target: Fewer than 676 recorded incidents of fly-tipping over the financial year
Performance: 758 recorded incidents.

Trend (compared to last quarter) – Until September 2016 the general trend of fly-tip incidents had been downward. Since October there has been a general increase, although there does not seem to be any obvious underlying reason for this.

Unfortunately, the increase in incidents seems to reflect a national trend of increases in fly-tipping. We've already taken a number of actions during 2016/17 to discourage fly-tipping and to take proportionate legal action against those who we find to be responsible.

Key actions underway:

- E&DS approved the use of Fixed Penalty Notices to fine small scale fly-tip offenders from May 2016. Six offenders have subsequently been issued with fines of £400.
- The Council has taken four successful prosecutions for waste offences since July 2015. One of these prosecutions in April achieved substantial national press coverage. We recently featured on "The One Show" on the BBC (March 2017) and on BBC East Midlands "Inside Out" programme in October 2016.
- Recycling centres, particularly in Hatton, have been acting as hot spots where large quantities of household waste are being dumped. Neighbourhood Wardens are now routinely issuing littering fines to individuals caught leaving household waste at recycling centres. From 2013-15 inclusive the Wardens issued 11 littering fixed penalty notices. In 2016/17 they issued 60.
- Safer Neighbourhood Wardens are investing more time and energy into fly-tip investigations than ever before. Twenty people were interviewed under caution in 2016/17.
- The Council has taken the lead in a major investigation into fly-tipping following an incident in Church Gresley. We have seized a 42 tonne 3 axle articulated HGV involved in the incident and are pursuing the investigation in partnership with national regulators. An arrest warrant has been issued for the primary suspect.
- We have invested in additional motion capture surveillance equipment to monitor for potential offences at known fly-tipping hot-spots.
- In order to achieve efficiencies in fly-tip investigations, Clean Team staff have been trained in how to collect and retain evidence to a criminal investigation standard.
- We have peer reviewed our existing services against the 2016 Tidy Britain Group Fly-tipping National Action Plan. The plan contained very little in the way of practical anti fly-tip actions that we are not already doing.

Theme - Place. Action – PL3.1 Downward trend in fly-tipping incidents (continued)

Further actions proposed:

- Recent new powers have become available to us to seize vehicles suspected of being involved in fly-tipping. We fully intend to utilise these powers and publicise it as a deterrent when the case circumstances are right.
- We intend to increase our use of social media to try to bring in more intelligence from our local communities about incidents and to promote the message about the consequences of both householders and businesses not meeting their legal duty of care.

Opportunities: Enhanced co-operation between separate departments. Opportunity to show that we are well ahead of other local authorities in our use of relevant powers and interventions. We are looking at opportunities to re-invest the income from the fixed penalty notices back into providing more support and expertise into the team.

Risks: Fly-tipping investigations are time consuming. Therefore, the more time officers spend investigating these offences the less time we have to spend on other matters such as dog control and noise nuisance. Performance may slip in these areas.

Our high press profile in this area could give the incorrect perception the South Derbyshire has a significant fly-tipping problem.



5.4

Reduce number
of noise
complaints per
1,000 people

Annual target
<4.6

Theme – Place. Action – PL4.1 Reduce number of noise complaints.

Target: Q4 and year end - <4.6 per 1,000 people.

Performance: Q4 and year end - 5.4

The target equates to 465 complaints (i.e. clients) over a year. The total number of people who complained about noise over the year was 548.

Despite the increase in complaints over the monitoring period, noise complaints in South Derbyshire are still roughly 25% below the national average.

Trend (compared to last quarter) – There were 6.1 noise complaints per 1,000 people in quarter three.

There is no single underlying cause of this increase. The largest increases have been seen in complaints about construction noise, all forms of domestic noise (music, DIY, shouting), noisy animals (mainly dogs), noise from pubs and clubs and noise from sports and leisure activities.

Other local authorities have anecdotally told us that they too have observed increasing numbers of noise complaints.

The biggest single underlying factor is that since early 2016 noise complaints from Council tenants are now received by and investigated by the Environmental Health team. This category of complaint was not recorded prior to 2016 and has accounted for 45 (8%) of the total complaints.

Based on anecdotal evidence from investigating officers, the increase in complaints about construction noise seems to be at least partially motivated by the complainant's discontent with the outcome of planning approvals, rather than due to the impact of noise from construction per se. Complaining about noise from the development seems to be a means of objectors continuing to express their objection to a planning approval.

We also suspect that the increase in complaints could be due to the higher accessibility and visibility of the service rather than an increase in noise. We intend to investigate this further by analysing how many of these allegations result in objective evidence of confirmed noise nuisance and provide a briefing report during 2017.

Theme – Place. Action – PL4.1 Reduce number of noise complaints (continued)

Website – The revised corporate website and webforms will contain significant improvements in the content and accessibility of information on noise. Only 5% of noise investigations ever result in formal legal action and therefore setting expectations is vital.

SDDC Tenant Noise – New tenancy conditions have been introduced which will provide officers with a more robust process for addressing noise problems. An article on noise control has been produced for the next Housing News.

Dog Noise – 30% of noise complaints relate to noise from dogs. We have published a comprehensive self-help guide which currently get sent to dog owners who have been complained about. We will make this more widely available to dog owners through vets, kennels and pet shops in an attempt to raise the awareness of the problem in the local dog owner community.

Opportunities/risks - This is the first year that this performance indicator has been introduced, meaning the evidence base is small. The targets for 2017/18 have been revised to set challenging but realistic targets for next year.



0

Deliver an
adopted South
Derbyshire Local
Plan, parts I and II

Target 1

Theme - Place. Action – PL1.3 Deliver an adopted South Derbyshire Local Plan, parts I and II

Target: Q4 - Examination in public of Local Plan part 2. Year end - Plan adopted.
Performance: Work has been ongoing answering the inspector's questions in readiness for the examination, scheduled for April in Q1 of 2017/18.

Trend (compared to last quarter) – Q3 saw regulation 19 consultation undertaken.

Key actions underway – The examination is taking place in Q1 of 2017-18 and therefore adoption should follow.

Opportunities/risks: Once the plan has been adopted, it will replace the current 1998 Local Plan in full. The new Local Plan, alongside part one (adopted in June 2016), will then be the primary document that the Council will need to take into account in making decisions on planning applications across the plan area.



0

Publish
Infrastructure
Delivery Plan

Target 1

Theme - Progress. Action – PR4.1 Review and update the Infrastructure Delivery Plan.

Target: Q4 - Support the delivery of the plan. Year end - Plan published.
Performance: Inevitable slip into 2017-18 given progress of Local Plan Part 2.

Trend (compared to last quarter) – An initial review was completed in quarter three, but changes to sites meant further review work had to be undertaken.

Key actions underway – The Infrastructure Delivery Plan will be considered again following the Local Plan part 2 examination.

Opportunities/risks: An Infrastructure Delivery Plan (IDP) is a key supporting document to ensure our Local Plan is robust and deliverable. It sets out the transport, physical, social and green infrastructure required to support the District's future growth.



1.40%

Annual improvements in the energy consumption of public buildings.

Annual target - 3% reduction

Theme – Outcomes. Action – O3.1 Annual improvements in the energy consumption of public buildings.

Annual target: 3% reduction
Annual performance: 1.40% reduction

Failure to meet annual target influenced by outlying gas consumption at Green Bank Leisure Centre; a 21% increase on 2015/2016, and approximate 4.66% total energy consumption increase at Rosliston Forestry Centre.

Trend (compared to last quarter) – Q3 Target: 3% reduction. Performance: 1.95% increase. Target not achieved

Background – Long-term trends continue to indicate a steady reduction in energy consumption from the Council's operational buildings, evident from Q4 2013/2014 - an approximate 8.9% reduction from the now 4.8k MWh/year estate.

The factors influencing this reduction are numerous and affected by many external factors; the weather, usage/participation, etc. Analysis indicates the reduction in electricity at the Civic Offices has been significant (8.5%), a likely result of lighting scheme upgrades and IT hardware changes to new more energy efficiency products.

The most significant activity affecting energy performance has been as a result of the refurbishment work at both leisure centre sites. Green Bank and Etwall Leisure Centres have undergone significant improvement work, including the replacement of large energy intensive equipment, HVAC, gym equipment and building fabric improvements to deliver better thermal performance.

Key actions underway – Complete investigatory and corrective action underway at Green Bank Leisure Centre, report on and manage via the Active Nation contract management framework. Continue to develop energy efficient improvement activities across the operational buildings. The current focus at Green Bank Leisure Centre has been feasibility work into Combined Heat and Power (CHP) technology to recover heat from onsite electrical energy, potentially realising savings in both gas and electricity.

Opportunities/risks – As the decarbonisation of the electricity market continues, subsidies for green/renewable energy continue to be passed on to consumers. As a result, we are likely to see energy prices continue to rise. Climate change projections highlight likely increases in cooling demand for public buildings.

Depot relocation - Though not quantifiable at this time, indication is that both gas and electricity consumption will decrease once the Depot has relocated.

Contract management change at Rosliston - Recently converted to a kerosene fired conventional boiler (replacing decommissioned biomass boiler), the new contract tender process opens opportunities and risks associated with energy consumption and utilising existing wood chip fuel infrastructure to support a business case for bringing back low carbon heat at the main site.

Considering the above, it is recommended that during this state of flux/changing circumstances we don't have the required level of insight to set ourselves a meaningful target. However, in order to allow energy management to remain a priority and focus attention on the worst performing areas, energy reporting remains an important measure (kWh/m² per quarter) over 2017/2018.

Looking ahead to 2018/2019, we would then have a full year of changed circumstances at the Green Bank Leisure Centre and understand the demand of the new Depot, providing representative data to set realistic annual reduction targets.



0

Implement
climate change
mitigation and
adaptation plan
in line with
consultation
outcomes.

Target 1

Theme - Outcomes Action – O6.1 Deliver campaigns to mitigate and aid adaptation of climate change and flooding.

Q4 target: Implement climate change mitigation and adaptation plan in line with consultation outcomes.

Q4 performance: Flood mitigation events have been delivered in Scropton and Shardlow. Event offerings have been made to Barrow and Willington. Work is continuing on the mitigation and adaptation plan.

Key actions underway: A proposed climate change mitigation and adaptation plan is due to go to E&DS in June.

Opportunities/risks: The plan will identify the significant risks to both our communities and the operation of the Council from the local effects of climate change. It will enable us to deploy available staff time and energy on resilience measures which will deliver the greatest return on investment. We also hope it will create opportunities to access funding in order to mitigate against some of the identified risks.



0

Completion of
works to Diana
Memorial Garden
in Swadlincote

Target 1

Theme - Progress. Action – PR2.2 Enhancement of Diana Memorial Garden.

Q4 target: Completion of works.

Q4 performance: Further tender details required, delaying the start of the works.

Key actions underway: Work was slowed due to re-tendering. Appointment of contractor was made at the end of Q4 and works will be completed in Q1 of 2017/18.

Opportunities/risks: The key principle informing the landscape strategy of the Diana Memorial Garden is to facilitate an exemplary public space at the heart of Swadlincote that will draw people in from the town centre and act as a stopping space for activity, enjoyment and social interaction.

There are eight actions for Environmental and Development Services

Chief Executive's Risk Register

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Outcomes/ Delivery of Service	Failure to meet statutory deadlines in relation to the licensing function, unable to process licences, leading to individuals unable to trade, legal issues, complaints	Low	Medium	Treat	<ul style="list-style-type: none"> Processes and procedures are in place to ensure all matters are processed within statutory time-frame Staff trained and aware of Authority's duties Keep under review 	Ardip Kaur
Outcomes/ Delivery of service	Failure to meet statutory deadlines and/or statutory functions during litigation, contractual matters, land sales/purchases, enforcement matters	Low	High	Treat	<ul style="list-style-type: none"> Qualified officers with professional training and experience Processes and procedures are in place to ensure compliance Case management reviews Keep under review 	Ardip Kaur
Outcomes/ Delivery of service	Non-performance of local government statutory duties at Committee and Council meetings	Low	Medium	Treat	<ul style="list-style-type: none"> Compliance with Council's Constitution Processes and procedures in place Strict adherence to timetable 	Ardip Kaur

Outcomes/ Delivery of service	Failure to meet statutory deadlines for the canvass and in compiling and publishing the Register	Low	High	Treat	<ul style="list-style-type: none"> Processes and procedures in place Experienced officers carry out process Close Monitoring 	Ardip Kaur
Outcomes/ Delivery of service	Failure to meet statutory responsibilities, denying right of franchise at Election/ Referendum time	Low	High	Treat	<ul style="list-style-type: none"> Processes and procedures in place Strict adherence to statutory timetable Assistance from Electoral Commission available, when needed Support staff employed to assist Close monitoring 	Ardip Kaur
Progress/ Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Failure of National Forest & Beyond tourism partnership leading to an adverse impact on businesses in local visitor economy	Low	Medium	Treat	<ul style="list-style-type: none"> Proactive engagement in partnership and with individual partners Commitment of Officer time and resources to partnership activities Monitoring of projects and performance 	Mike Roylance
Progress/ People/ Place	Failure of the South Derbyshire Partnership leading to non- delivery of the community's vision and priorities as set out in the Community Strategy and Action Plan	Low	Medium	Treat	<ul style="list-style-type: none"> Proactive support for partnership Commitment of Officer time and resources to Partnership facilitation Engagement of partners in policy making and project design and delivery 	Mike Roylance

Progress/ Work to attract further inward investment	Downturn in the local economy leading to a loss of jobs, business failures, and a reduction in income to the Council (e.g. Business Rate income; Take-up of commercial properties, etc)	Medium	High	Treat	<ul style="list-style-type: none"> Monitoring of economic trends Economic Development Strategy designed to increase robustness of local economy Delivery of economic development activities including provision of South Derbyshire Business Advice Service 	Mike Roylance
Progress/ Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Failure of Sharpe's Pottery Heritage & Arts Trust, leading to a loss of service to visitors and residents through the Tourist Information Centre	Medium	High	Treat	<ul style="list-style-type: none"> Officer advice and support available to Trust Member involvement in Trust Board Monitoring of services and performance 	Mike Roylance

Community and Planning Risk Register 2016-2017

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Outcomes/ Maintain Financial Health	Reduced Planning Fees (DM1)	Low	High	Treat	Careful attention to forecasts/setting budgets and budget monitoring - Forecast for 2016/17 is continued high levels of income.	Tony Sylvester
Outcomes/ Maintain Financial Health	Judicial review of Planning decisions (DM2)	Low	High	Treat	<p>Weekly case review with all case officers for early identification of high-risk cases, legal opinion sought when necessary.</p> <p>On-going review of new statutory procedures, continued advice from legal when required.</p> <p>New planning officer structure in place 1/7/15 provides better capacity to monitor cases.</p>	Tony Sylvester
Outcomes/ Maintain Financial Health	Maladministration leading to injustice via LGO (DM3/BC4/PP2)	Low	Low	Treat	<p>Some documented process of procedures</p> <p>Training in processes</p> <p>Close monitoring of report recommendations</p>	Tony Sylvester

Outcomes/ Maintain Financial Health	Judicial Review of Building Control Decision (BC1)	Med	Med	Treat	Ongoing review of new statutory procedures, continued advice from counsel when required.	Tony Sylvester
Outcomes/ Maintain Financial Health	Loss of Market share below sustainable level (BC2)	Med	High	Treat	Frequent monitoring of market share, app numbers, fee income. Frequent marketing events /direct mail.	Tony Sylvester
Outcomes/ Maintain Financial Health	Negligence resulting in loss to personal property (BC3/DM4)	Low	High	Treat	Insurance Professional training Maintain sound procedures and act speedily to recover ground when mistakes are made.	Tony Sylvester
Outcomes/ Maintain Financial Health	Failure to collect financial contributions or to enforce the delivery of obligations within Section Agreements (DM5)	High	Very High	Treat	Committee approval to replace Section 106 monitoring software	Helen Frazer
Outcomes/ Maintain Financial Health	Appeal against refusal of major planning applications (DM6)	High	High	Treat	Careful consideration of all major application refusals. Legal opinions where necessary Members training Employ consultants	Tony Sylvester
Outcomes/ Maintain Financial Health	High volume of planning applications (DM7)	High	Med	Treat	New planning officer structure in place 1/7/15 provides better capacity to monitor cases =	Tony Sylvester

					optimum use of resources Closely monitor inward investment related applications	
Outcomes/ Maintain Financial Health	Loss of knowledge in department relating to specialist IT solutions, GIS and others (DM8)	High	Medium		Specialist GIS knowledge outside of service e.g. specialist knowledge within IT/Corporately	Tony Sylvester
Outcomes/ Maintain Financial Health	Loss of public access to PA on website (DM9)	High	Medium	Treat	Reduce reliance on single contractor Ensure Central IT can administer Seek alternative solution	Tony Sylvester
Place/ Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Technical and Legal problems/threats leading to delays in the adoption of the Local Plan Documents (PP1)	High	High	Treat	Early liaison with Planning Inspectorate Maintaining an up-to-date evidence base Maintaining cross boundary communication Taking legal advice On-going political engagement in process	Tony Sylvester
Place/Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Judicial review of any aspect of the Local Plan affecting adoption (PP3)	High	High	Treat	Up-to-date evidence base Continued cross boundary communication Obtain legal opinion when required	Tony Sylvester

People/ Increase levels of participation in sport, health, environmental and physical activities	Reduction of council funding into Sport and Health Service Unable to source external funding to service Reserve fund being depleted for other sources other than the sport and health service delivery. (SP1)	High	High	Treat	Forward Budget Planning over a number of years. Lobby to maintain current funding contribution that the council makes towards the service and for an increased contribution if members want the current levels of service to be maintained. Continually seek external funding options	Hannah Peate
Place/ Support provision of cultural facilities and activities throughout the District	Managing large Capital projects (CS1)	Med	V High	Treat	Ongoing dialogue with funders Support from internal and external specialists re legal and financial issues Financial monitoring/attendance of CPAM meetings	Malcolm Roseburgh
Place/ Support provision of cultural facilities and activities throughout the District	Failure of Contracts e.g. leisure centres (CS2)	Med	High	Treat	Contracts in place or held over. Regular (monthly) contract monitoring meetings for main contracts	Malcolm Roseburgh
Place/ Support provision of cultural facilities and activities throughout the District	Memorial monuments falling causing injury (CS3)	Low	Med	Treat	Informal checks undertaken and programme of rolling checks reintroduced	Malcolm Roseburgh

Outcomes/ Maintain Financial Health	Accidents at Play Areas (CS4)	Med	High	Treat	<p>Inspections carried out by dedicated member of staff.</p> <p>Insurance company inspect annually</p> <p>Park keepers on some sites</p> <p>New play areas are designed to meet current standards. Need to arrange further back-up cover for inspections when Inspector is absent.</p>	Malcolm Roseburgh
Place/ Support provision of cultural facilities and activities throughout the District	Dilapidation of Leisure/Community Facilities (CS5)	Med	High	Treat	<p>Control measure in place: - securing internal and external funding, supporting VCS and parish councils with funding, improving planned preventative maintenance, transferring assets where possible, improved monitoring</p>	Malcolm Roseburgh
Place/ Support provision of cultural facilities and activities throughout the District	Failure of Business Plan for Rosliston Forestry Centre (CS6)	High	High	Treat	<p>Monthly performance meetings</p> <p>Annual Review of Business Plan</p> <p>Development and implementation of new strategy</p> <p>Increase involvement of Forestry Commission in business planning</p>	Malcolm Roseburgh

Place/ Support provision of cultural facilities and activities throughout the District	Urban Core Cemetery Space running out (CS7)	V High	Med	Treat	Continued internal meetings with Planning and Property Services to identify land opportunities	Malcolm Roseburgh
Place/ Support provision of cultural facilities and activities throughout the District	Failing infrastructure at Rosliston Forestry Centre. (CS8)	V High	High	Treat	Complete condition survey Seek estimates for priority work. Alert senior management team Six monthly review of risk	Malcolm Roseburgh
People/Prote ct and help support the most vulnerable, including those affected by financial challenges	Sustainability of the voluntary sector (CM1)	V High	Med	Treat	Service Development proposal to continue community partnership scheme in future years. Continue partnership working with CVS and rest of VCS	Chris Smith
Place/ Support provision of cultural facilities and activities throughout the District	Failure of Sharpe's Pottery Museum (CM2)	Med	Med	Treat	Councillor representation on board Attendance on board meetings by Officers Support from Community Partnership Officer when required	Chris Smith

Housing and Environmental Services Risk Register

Risk Code	Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
HES1	Maintain Financial Health	Loss of income to the Housing Revenue Account through 1% rent reduction for general needs tenancies	High	Major	Treat	<p>Restructure housing service to ensure resources deployed appropriately</p> <p>Revise all income policies and procedures to ensure they are fit for purpose</p> <p>Invest in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty</p> <p>Review 'back office' functions to ensure frontline staff are able to work effectively</p>	Chris Holloway
HES2	To protect the most vulnerable including those affected by anti-social behaviour and domestic abuse.	Loss of income to the Housing Revenue Account through roll out of Universal Credit	High	Major	Treat	<p>Restructure housing service to ensure resources deployed appropriately</p> <p>Revise all income policies and procedures to ensure they are fit for purpose</p> <p>Invest in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty</p> <p>Review 'back office' functions to ensure frontline staff are able to work effectively</p>	Chris Holloway

HES3	Keep residents happy, healthy and safe	Loss of Supporting People funding for the supported housing service	High	Severe	Treat	<p>Conduct full review of supported housing service to ensure financial viability</p> <p>Increase service delivery to private customers</p> <p>Explore new income streams working in collaboration with healthcare partners</p>	Chris Holloway
HES4	Enable people to live Independently	Loss of Supporting People funding for the sheltered housing service	High	Severe	Treat	<p>Conduct full review of supported housing service to ensure financial viability</p> <p>Increase service delivery to private customers</p> <p>Explore new income streams working in collaboration with healthcare partners</p>	Chris Holloway
HES5	To protect the most vulnerable including those affected by anti-social behaviour and domestic abuse.	Increase in homeless applications / presentations as Universal Credit rolls out	Low	Significant	Treat	<p>Restructure housing service to ensure resources deployed appropriately</p> <p>Attain National Practitioner Support Service (NPSS) standard for Homeless Service</p>	Chris Holloway
HES6	To protect the most vulnerable including those affected by anti-social behaviour and domestic abuse.	Failure to fulfil statutory homeless duty	Very Low	Significant	Tolerate	<p>Ensure policies and procedures are compliant with statute</p> <p>Ensure staff are well trained and briefed on changes to the Council's statutory obligations</p>	Chris Holloway
HES7	Maintain Financial Health	Failure to follow	Very Low	Significant	Tolerate	<p>Ensure procedures are reviewed regularly and staff are well trained</p>	Chris Holloway

		Council procedures / policies leading to Ombudsman finding of 'maladministration'					
HES8	Achieve proper Corporate Governance	Failure to fulfil Resident Scrutiny statutory duty	Very Low	Significant	Treat	Ensure Resident Scrutiny Panel in place and undertakes regular reviews of services	Martin Guest
HES9	Achieve proper Corporate Governance	Failure to meet statutory deadlines when reporting performance and statutory information to Government agencies	Very Low	Significant	Treat	Ensure deadlines are met and that ownership for each reporting deadline is identified and project managed	Martin Guest
HES10	Maintain a skilled workforce	Loss of IT Systems and lack of specialist IT knowledge in department	Very Low	Significant	Treat	Ensure IT disaster recovery plan is in place Have alternative options available with suppliers Restructure services to ensure required resources in place	Martin Guest
HES11	Maintain financial health	Failure to deliver the planned maintenance and new build programme	Medium	Significant	Treat	Ensure income team is suitably resourced to ensure maximum income. Continually review asset management data to target programme effectively.	David Hucker
HES12	Maintain financial health	Increase in the cost of contracts	Medium	Severe	Treat	Ensure procurement of goods and services are as lucrative as possible to potential suppliers so they can see the longevity of potential contracts	David Hucker
HES13	Maintain a skilled workforce	Failure to retain staff	Low	Significant	Treat	Ensure pay and grading review accurately remunerates staff and ensure training and development opportunities are maximised	DMT

HES14	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Lack of funding for development and regeneration programme.	Medium	Significant	Treat	Investigate all avenues for funding new build and regeneration via differing routes to ensure stock levels are maintained or increased	David Hucker
HES15	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Insufficient supply of affordable homes Increase use in temporary accommodation/ increased homelessness/ loss of new homes bonus	High	Significant	Treat	Up-to-date housing needs data/ ensure maximise delivery through planning gain/ support Registered Providers with building new homes/ increase a supply through Council House building	Martin Guest/Tony Sylvester
HES16	Deliver services that keep the District clean and healthy	Major incident (disease outbreak, pollution, severe weather)	Low	Significant	Tolerate	Backfill the staff resources with agency staff	Matt Holford/ Adrian Lowery
HES17	Maintain financial health	Loss of revenue	Low	Severe	Tolerate	Main income streams are from export certificates. Volumes are entirely outside our control	Matt Holford
HES18	Achieve proper Corporate Governance	Legal challenge over statutory function	Medium	Significant	Treat	Effective governance and review of officer decisions	Matt Holford
HES19	Deliver services that keep the District clean and healthy	Failure to deliver minimum statutory service duties	Low	Minor	Tolerate	Continuously keep under review and deploy available resources based on areas of highest potential failure	Matt Holford
HES20	Deliver services that keep the District clean and healthy	Temporary loss of fuel supply at depot	Medium	Minor	Treat	Contingency suppliers in place	Adrian Lowery

HES21	Deliver services that keep the District clean and healthy	National loss of fuel supply	Low	Significant	Treat	Business continuity plan, comply with emergency planning guidance	Adrian Lowery
HES22	Deliver services that keep the District clean and healthy	Loss of vehicle fleet through theft or fire	Low	Significant	Treat	Local and national vehicle hire companies on list of suppliers	Adrian Lowery
HES23	Deliver services that keep the District clean and healthy	Loss of service delivery from contractors	Medium	Significant	Treat	Contingency plans in place to deliver service internally or back-up contractors available	Adrian Lowery
HES24	Maintain financial health	Loss of revenue	Low	Severe	Tolerate	Main income from commercial waste collections cannot compel customers to use our service	Adrian Lowery
HES25	Deliver services that keep the District clean and healthy	Loss of depot operating centre	Low	Significant	Treat	Temporary base for depot Build a new modern depot	Adrian Lowery

REPORT TO:	ENVIRONMENTAL & DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	1 st JUNE 2017	CATEGORY: DELEGATED
REPORT FROM:	CORPORATE MANAGEMENT TEAM	OPEN
MEMBERS' CONTACT POINT:	FRANK McARDLE (Ext. 5700) DAVID HUCKER (Ext. 5775) STUART BATCHELOR (Ext. 5820)	DOC:
SUBJECT:	SERVICE PLANS 2017/18	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 **Recommendations**

- 1.1 That the Service Plans for Community and Planning Services, Housing and Environmental Services and the Chief Executive's Directorate be approved as basis for service delivery over the period 1 April 2017 to 31 March 2018.

2.0 **Purpose of Report**

- 2.1 To consider the Service Plans for Housing and Environmental Services, Community and Planning Services and the Chief Executive's Directorate.

3.0 **Detail**

Introduction

- 3.1 Service Plans are a key part of our Performance Management Framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, as well as performance objectives established for employees.

Form and Content

- 3.2 Each Service Plan contains information about:

- The Directorate
- Its workforce and budget
- Service performance, including key measures and projects
- Partnerships
- Transformation programmes
- Managing risks

- 3.3 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2016-21 and Sustainable Community Strategy 2009-29.
- 3.4 The Service Plans cover a one-year period and will be reviewed in March 2018 to link in with the Corporate Plan and Sustainable Community Strategy.
- 3.5 Progress reports on Service Plans will be made to Elected Members as part of the Performance Management Framework monitoring process.

4.0 Financial implications

- 4.1 All implications are detailed in the relevant Service Plans.

5.0 Corporate implications

- 5.1 All implications are detailed in the relevant Service Plans.

6.0 Community implications

- 6.1 All implications are detailed in the relevant Service Plans.

7.0 Background papers

- 7.1 Electronic copies of service plans for Community and Planning Services, Housing and Environmental Services and the Chief Executive's Directorate are available on request.



Service Plan 2017/2018

Community and Planning

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All information presented in this Service Plan was correct at the time of publication.

Introduction

The Corporate Plan 2016–2021 forms an important part of planning for the future and leads our performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.

As part of this, Service Plans are created for our four directorates – Housing and Environmental Services, Community and Planning, Finance and Corporate Services and the Chief Executive's department.

Covering the 2017-2018 financial year, the Service Plans (updated annually) align current delivery arrangements with changing patterns of demand, making the most effective use of available and future resources.

Key aims

All priorities and activities undertaken by Community and Planning complement our collective vision of making 'South Derbyshire a better place to live, work and visit'.

We will:

- Positively contribute towards Council policies and procedures
- Deliver continuous improvements in performance
- Ensure compliance with relevant legislation
- Maintain a strong customer focus
- Ensure a widespread understanding of core values, key aims and performance measures and encourage participation in their development
- Ensure that data quality principles are applied
- Encourage a positive health and safety culture

All of these contribute to the main themes running through the Corporate Plan: People, Place, Progress and Outcomes.

The importance of service planning

Delivery of public services occurs in an increasingly dynamic environment, with high community expectations, Government priorities and technological advances.

While the budgetary setting is constrained, there are ever increasing pressures and demands to do more with less.

In this context, it is essential that services are well planned, with the capability to evolve in order to meet community needs.

This allows us to identify requirements and associated enabling services such as technology, workforce, funding, capital infrastructure and information management.

Scene setting

Overview of the directorate

The Community and Planning Directorate plays a key role in meeting our strategic objectives for supporting People, Place, Progress and Outcomes.

Here is a breakdown of statutory and non-statutory duties undertaken:

Statutory

- Planning Policy (Planning Services)
- Development Management (Planning Services)
- Planning enforcement (Planning Services)
- Building Control (Planning Services)
- Dangerous structures (Planning Services)
- Crime reduction and anti-social behaviour (Communities)
- Maintenance of the Local Land and Property Gazetteer (LLPG) under the Public Sector Mapping Agreement

Non Statutory

- Parks, open spaces, cemeteries, tree management and development (Cultural Services)
- Leisure, sport, forestry centre and community facility management and provision (Cultural Services)
- Flooding and drainage (Cultural Services)
- Sport and health (public) provision and development (Sport and Health Partnerships)
- Children's play provision (Cultural Services and Sport and Health Partnerships)
- Support for the voluntary and community sector (Communities)
- Community development (Communities)
- Street naming and numbering (Planning Services)
- South Derbyshire Partnership (Director)
- Cultural/public events (Cultural Services)
- Civic duties and events (Cultural Services)
- Built conservation and heritage (Planning Services)
- Environmental Education (Cultural Services)

The above functions are delivered within a five-unit structure, plus the managerial support for the South Derbyshire Partnership:

Cultural Services

Parks, open space and cemeteries: The division has responsibility for the management of three urban parks covering an area of approximately 15 hectares, the 30 hectare Swadlincote Woodland Forest Park, public open space that currently occupies an area in the region of 60 hectares, six cemeteries, 11 football pitches, eight allotment sites and large areas of common land. There is responsibility for the development of 47 equipped play areas.

Leisure facilities: Responsibility for the contracts that cover the management of the Green Bank Leisure Centre, Etwall Leisure Centre, Midway Community Centre and Swadlincote Market, plus two directly managed village halls and Swadlincote Town Hall.

Land drainage: Responsibility for the Council's statutory and discretionary land drainage functions as the land drainage authority, ancillary services during flooding and for investigation after flooding events.

Rosliston Forestry Centre is managed in partnership with the Forestry Commission. It has attracted more than £3 million in external funding over the past 15 years and draws in around 190,000 daytime and overnight visitors per year.

Events: The unit leads or supports delivery of major public events, including the Festival of Leisure, which attracts an estimated 10,000 people over a June weekend, the switching on of the Christmas Lights in Swadlincote Town Centre, Liberation Day, South Derbyshire Day, performances at the Glade and Pancake Races on the Delph. The support for the Council Chairman and civic events is also undertaken by this unit.

Environmental Education: Based at Rosliston Forestry Centre, the Environmental Education partnership between the Council, Rolls-Royce and the National Forest Company aims to develop the knowledge, understanding and respect of the environment by young people and adults. In addition to hosting school and other group visits, the team manages a wide variety of events, co-ordinates the District-wide Environmental Forum and Cultural Forum, leads on the local Forest School initiative and continues to deliver contracts for the Woodland Trust.

The aspiration of Cultural Services for the coming year is:

- Procure a new management contract for Rosliston Forestry Centre
- Produce a joint Playing Pitch Strategy with Derby City
- Deliver new/improved community facilities in urban parks, Stenson Fields and Swadlincote
- Modernise delivery of services within the unit in order to create capacity
- Increase participation in outdoor activity and volunteering

Communities

Community Safety: The Safer South Derbyshire Partnership's support team is based in the Directorate and is responsible for the delivery of the 2017/18 Partnership Plan. All of the priorities will be delivered in accordance with the overarching principles set out in the Derbyshire Strategic Threat and Risk Assessment.

The service also manages the Safer Neighbourhoods initiative, which coordinates six Safer Neighbourhood areas and provides funding for local crime reduction projects.

Revenue support to the voluntary and community sector: Revenue support, totalling more than £250,000, is granted to nine organisations. The grants are managed through service level agreements, which are renewable annually. However, the agreement to provide funding lasts for three years.

Community development work includes support for the establishment of community hubs at facilities such as Gresley Old Hall.

The **Community Partnership Scheme** provides support and advice to the voluntary and community sectors in relation to funding (e.g. funding sources, bid writing and funding strategy) and project development.

Neighbourhood Planning and Parish Plan support is provided, along with the development of volunteering across the service.

The aspiration of Communities for the coming year is:

- Develop a community hub approach to multi agency service provision
- Develop closer working relationships with the Council for Voluntary Services and the voluntary sector

Sport and Health Partnerships

Sports Development: This involves developing an infrastructure, through partnership working, to enable local people to become involved in sport and physical activity as a vehicle for health improvement, social inclusion and community development. This is principally undertaken through the Council's membership of Derbyshire Sport and South Derbyshire Sport.

Play Development and Provision: More than 8,000 participations are achieved annually, mainly through the Summer Holidays Playscheme where Parish Councils hire in a variety of themed sessions.

Public Health Development and Improvement: The division leads on health promotion and improvement with respect to physical activity and has responsibility for GP exercise referral schemes, including the management of the Get Active In The Forest project which has engaged local people in activities including walking, cycling, outdoor pursuits, archery and environmental works. The team also manages a variety of contracts for Public Health.

School Sport Partnership: The unit is commissioned by the primary and secondary schools in the District to deliver the school sport agenda. This includes sport competitions, curricular and extracurricular activity, leadership and volunteering and teacher training.

The **South Derbyshire Village Games** project also sits within the unit, working with and empowering local communities to come together to develop and implement sporting activities in our villages. This is a partnership with the Community Sports Trust.

The aspiration of Sport and Health Partnerships for the coming year is:

- Deliver a community cycle event and promote cycling in general
- Develop a Physical Activity, Sport and Recreation Strategy
- Deliver a programme of activity which supports people living independently

Planning Services

Preparing and monitoring the statutory **Local Plan** sets out the long-term growth strategy for South Derbyshire. This includes identifying how essential infrastructure will be provided and funded. The policy team works closely with adjacent authorities in the wider Derby Housing Market Area on strategic issues such as housing, employment, transport and the Green Belt. Specialist advice and support is provided in relation to more than 700 listed buildings and 22 conservation areas and on the quality of design of major proposals to secure design excellence.

The **Development Management** team dealt with over 1,000 planning applications in 2016/17. The diverse nature of the District means that a wide variety of applications are received. Officers, under the scheme of delegation, determine approximately 90% of applications. The remainder are determined by Elected Members at Planning Committee. Free, informal advice is provided to developers and householders. Development Management also deals with planning appeals, along with Tree Preservation Orders and consent for works to trees.

An average of 300 planning enforcement complaints regarding potential contravention of planning and associated legislation are investigated each year.

In terms of **Building Control**, officers appraise schemes and monitor building works that require building regulation approval. This work is won in competition with approved inspectors in the private sector. The unit has continued to retain a high market share of business.

The aspiration of Planning Services for the coming year is:

- Complete the options appraisal for a Building Control Partnership
- Complete the adoption of the Local Plan Part 2
- Improve the management of S106 funding

Business Systems and Information

With a commitment to performance and continuous improvement, the unit leads on **performance management and information systems** across the Directorate. By developing key links between business processes and information systems, we aim to continually improve the quality of service provided to customers.

The newly formed unit will be the definitive source of address data within the authority, with the functions of planning technical support, street naming and numbering, Local Land and Property Gazetteer (LLPG) Custodian and Geographical Information Systems (GIS) support combined into one team.

The unit promotes the use of spatial and address-based data, leading the Council's strategy development for spatial data that will facilitate channel shift and drive efficiencies across many service areas.

Using performance management and business improvement methodologies the unit will develop a Spatial Data Strategy setting out the long term aims for geographical and address-based data across the Council, promoting the use of this central 'hub' of location-based data to drive efficiency across all service areas.

The aspiration of Business Systems and Information for the coming year is:

- Support business improvement initiatives across the directorate
- Initiate the development of the Spatial Data Strategy for the Council

South Derbyshire Partnership

The service has the responsibility for coordinating the South Derbyshire Partnership, including the development of the **Sustainable Community Strategy**. Officers are key members of the Partnership's theme groups, which are Health and Wellbeing, Sustainable Development and Safer Communities.

The aspiration of the South Derbyshire Partnership for the coming year is:

- Deliver the Raising Aspirations project
- Initiate and support the Thriving Communities project

Workforce

As of March 31, 2017, 67.1 (fte) employees work in Community and Planning. This can be broken down as follows:

Planning Services	25	(1 externally funded)
Cultural Services	14.5	(4.5 externally funded)
Sport and Health Partnerships	6.6	(3.5 externally funded)
Communities	3.6	(2 externally funded)
Business Systems and Information	6.6	

Organisation charts, showing the structure of each service area, can be found on the Intranet.

In terms of workforce development, an annual training and development plan is produced after Performance Development Reviews are held. Some homeworking opportunities are provided and flexible working is considered crucial to motivate and engage high-performing staff.

Budgets

Details of the Community and Planning Directorate budgets for 2017/18 are outlined below:

Revenue budget 2017/18

Service area	Revenue budget 2017/18
Directorate Support	£217,603
Cultural Services	£948,685
Planning Services	£284,205
Communities	£405,105
Sport and Health Partnerships	£186,083
Total	£2,041,681

Capital budget 2017/18

Project	Capital budget 2017/18
Swadlincote Woodlands Nature Reserve	£37,000
Rosliston Forestry Centre	£130,000
Community Partnership Scheme	£100,000
Melbourne Leisure Centre	£65,000
Swadlincote Heritage Opportunities project	£155,165
Total	£487,165

Performance

The Performance Board details our key projects for the year. These are broken into quarters to help us monitor and manage our performance effectively.

All actions are essential if the Council is going to achieve its ambitions and aspirations. These are complemented by a set of performance measures which will help us to gauge whether we are meeting outcomes and providing excellent services.

In some instances, proxy measures will be used. These are outside of the Council's control but provide an indication of the overall health of the District.

All projects and measures for Community and Planning Directorate are listed below under the themes of People, Place, Progress and Outcomes. Projects and measures with a reference number before them are classed as strategic.

People measures

Aim	Key actions to achieve the aim	Measures	Target 2017/18
Increase levels of participation in sport, health, environmental and physical activities	PE4.1 Delivery of sport, health, physical activity and play scheme participations.	Throughput at Etwall Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre	Rosliston 195,000 Leisure centres 681,616
Increase levels of participation in sport, health, environmental and physical activities	Delivery of sport, health and physical and environmental activity opportunities	Number of sport, health, physical activity and play scheme participations.	29,500
Increase levels of participation in sport, health, environmental and physical activities	Delivery of sport, health and physical and environmental activity opportunities	Number of environmental education participations.	5,900
Increase levels of participation in sport, health, environmental and physical activities	Delivery of sport, health and physical and environmental activity opportunities	Number of Parklife opportunities/participations	2,600

People projects

Aim	Project	Outcomes	Q1 Task	Q2 Task	Q3 Task	Q4 Task
Protect and help support the most vulnerable including those affected by financial challenges	Maintain Healthy Communities accreditation, implement Safe Place initiative and support community development projects	Reduce social isolation by improving access to services and activities	<ol style="list-style-type: none"> 1. Apply for accreditation to Safe Place Scheme. 2. Deliver Healthy Communities Plan. 3. Develop and submit funding application for Gresley Old Hall Community Hub. 	<ol style="list-style-type: none"> 1. Staff to attend Safe Place awareness training. 2. Deliver Healthy Communities Plan. 3. Deliver community activities at Gresley Old Hall. 	<ol style="list-style-type: none"> 1. Promote Safe Place scheme and encourage other venues to sign up. 2. Deliver Healthy Communities Plan. 3. Support community development projects. 	<ol style="list-style-type: none"> 1. Monitor number of Safe Place interventions and report back to DCC. 2. Produce Healthy Communities Annual Report. 3. Support community development projects.
Increase levels of participation in sport, health, environmental and physical activities	PE4.2 Develop and implement a Sport, Health and Physical Activity Strategy	Tackling physical inactivity	Strategy to be adopted by Committee	Deliver targeted physical activity programme	Deliver targeted physical activity programme	Review strategy progress
Increase levels of participation in sport, health, environmental and physical activities	Provide a consistent, corporate approach to recruiting and managing volunteers. Maintain SDDC grant funding to the voluntary and community sector.	Improve use of volunteers in supporting Council activities.	Set up steering group to deliver development plan and arrange volunteer management training for SDDC staff.	Draft internal application procedure and conduct pilot.	Develop induction procedure and pack for new volunteers and offer VCI Passport training course (provided by CVS).	Work to further develop South Derbyshire Day.
Develop the workforce of South Derbyshire to support growth	PE6.1 Provide opportunities for young people to reach their potential.	Increase Council engagement to raise aspirations.	Communicate Raising Aspirations programme to Elected Members and partners	Review impact of Raising Aspirations programme	Review working relationship with schools	Deliver renewed action plan

Place measures

Aim	Key actions to achieve the aim	Measures	Target 2017/18
Support provision of cultural facilities and activities throughout the District	Develop, approve and help deliver an annual programme of cultural events	Number of participations	16,400
Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Speed of Planning applications	Number of decisions delivered within the statutory period or as agreed with the applicant	85%
Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Proportion of good quality development schemes delivered	Measured against the parameters set out in the Building For Life Scheme (using the 'Twenty' method)	90%
Enhance understanding of the planning process	Monitor customer satisfaction with the planning process	Achieve satisfaction target	80%
Help maintain low crime and anti-social behaviour levels in the District	Number of Anti-Social behaviour calls recorded by the police per 1,000 population	Number of calls (Quarterly)	28.40
Help maintain low crime and anti-social behaviour levels in the District	Number of domestic burglaries recorded by the police per 1,000 households	Number of burglaries (Home Office statistics reporting structure changed)	Gather figures to benchmark for 2018-19
Help maintain low crime and anti-social behaviour levels in the District	Number of vehicle crimes recorded by the police per 1,000 population	Number of thefts from vehicle and theft of vehicles (Quarterly)	3.80
Help maintain low crime and anti-social behaviour levels in the District	Number of incidents of criminal damage recorded by the police per 1,000 population	Number of incidents (Quarterly)	5.40
Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	To monitor the number of additional new homes built in South Derbyshire annually	Number of dwellings	742

Place projects

Aim	Project	Outcomes	Q1 Task	Q2 Task	Q3 Task	Q4 Task
Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Deliver an adopted South Derbyshire Local Plan, parts 1 and 2, and key supplementary documents.	PL1.2 Local Plan and relevant documents adopted.	Examination in public of Local Plan Part 2. Approval to consult on Development Plan and supplementary planning documents.	Consult on Development Plan and Supplementary Planning documents.	Review consultation responses.	Report to Council. Adopt Local Plan Part 2, Development Plan and supplementary planning documents.
Facilitate and deliver a range of integrated and sustainable housing and community infrastructure .	Consider the introduction of a Community Infrastructure Levy. (Awaiting information from the Government)	PL1.3 Facilitate and deliver sustainable infrastructure	N/A	Elected members to be updated	N/A	Elected members to be updated
Help maintain low crime and anti-social behaviour levels in the District.	PL3.2 Review, publish and deliver the Safer South Derbyshire Community Safety Partnership Plan.	Plan published. Actions within the plan delivered.	Work with schools to develop delivery plan for community safety input in schools in 2017/18.	Deliver summer activities in urban core hot spot areas for young people to participate in.	Deliver hate crime campaign around Hate Crime Awareness Week.	Review and refresh Partnership plan for 2018/19.
Support provision of cultural facilities and activities throughout the District	PL5.1 Implement and manage the leisure facility capital build programme.	Number of completed projects	Agree capital investment programme with Forestry Commission for Rosliston Forestry Centre	Produce development plan for Green Bank Leisure Centre	Produce Development Plan for Etwall Leisure Centre	Update play area audit and prioritise sites

Enhance understanding of the planning process	Support the development of neighbourhood plans	Specific communities have had the chance to influence the planning process through the development and potential adoption of a neighbourhood plan.	Continue to support parishes ready for submission	Repton - Submission to the District for final consultation, with a view to go to a referendum	Melbourne - Submission to the District for final consultation, with a view to go to a referendum	Review outcomes of submissions with a view to go to referendum.
Connect with our communities, making them feel safe and secure	Promote the Safer Neighbourhood concept and support the local community to develop and deliver community safety projects	Hold minimum of three public forums per annum, produce quarterly newsletters and update Facebook page weekly	Promote public meetings and communicate regularly with the public	Promote and hold public meetings and communicate regularly with the public	Promote and hold public meetings and communicate regularly with the public	Promote and hold public meetings and communicate regularly with the public
Support provision of cultural facilities and activities throughout the District	Develop approve and help deliver an annual programme of cultural events	Number of events held and supported	To deliver two events in The Glade; two large SDDC events and the ongoing programme of dance.	To deliver two events in The Glade and the ongoing programme of dance.	To deliver one event in The Glade; one large SDDC event and the ongoing programme of dance.	To deliver two medium sized SDDC events and the ongoing programme of dance.
Support provision of cultural facilities and activities throughout the District	Deliver site management plans for wildlife sites	Increase the number of people involved in managing sites for biodiversity	Carry out one wildlife survey and three conservation action days. Deliver one family wildlife event at Swadlincote Woodlands.	Carry out one wildlife survey and three conservation action days. Deliver one family wildlife event at Swadlincote Woodlands	Carry out one wildlife survey and three conservation action days. Deliver one family wildlife event at Swadlincote Woodlands.	Carry out one wildlife survey and three conservation action days. Deliver three Community Woodfuel events at Swadlincote Woodlands
Support provision of cultural facilities and activities throughout the District	PL5.3 Provide training and expert advice to parishes/ community groups for small scale environmental improvements to their land	Support/ expertise provided to at least three parishes, businesses and/or sites via Environmental Forum	Deliver one practical environmental volunteering day for a local business. Provide support/ advice to one parish/business or group	Deliver one practical environmental volunteering day for a local business. Provide support to one parish/business or group	Facilitate one training event or networking visit. Deliver one practical environmental volunteering day for a business	Identify projects for 2018/19

Enhance the understanding of the planning process	Enhancement of web and GIS information for self-help.	Support the digital channel shift by facilitating self-help online for customers	New unit structure to be in place by June 1 (with the exception of the Spatial Data and Systems Officer. Interviews due to take place in June)	SDSO to be in place. New unit staff training to be implemented	Assess corporate requirements for GIS	Draft Spatial Data strategy
Support provision of cultural facilities and activities throughout the District	PL5.1 Deliver the Open Space, Sport and Community Facility Strategy	Number of facilities enhanced	Produce site development plan for one facility	Produce site development plan for one facility	Update facility action plan	Produce draft Playing Pitch Strategy

Progress measures

Aim	Key actions to achieve the aim	Measures	Target 2017/18
Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Deliver the National Forest Walking Festival	Number of participants	1,000
Work to attract further inward investment	To monitor the floor space of additional employment development in South Derbyshire	Number of square metres	12,246

Progress projects

Aim	Project	Outcomes	Q1 Task	Q2 Task	Q3 Task	Q4 Task
Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.1 Delivery of Swadlincote Townscape project.	Deliver objectives of scheme.	Completion of construction work to Diana Memorial Garden. Grants panel to be held.	Opening events for Diana Memorial Garden. Stage one grant bids to be submitted.	Annual maintenance day held.	Tree planting at Diana Memorial Garden. All grants to be promoted.
Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.2 Events, such as a wedding fair, the Christmas Lights Switch On, Festival of Leisure and markets, delivered and/or supported.	Organise and/or support town centre events.	Four events, including Swadlincote Wedding Fair	Three events, including Makers' Market	Two events, including Christmas lights Switch On	One event, including Pancake Races
Unlock development potential and ensure the continuing growth of vibrant town centres.	PR2.3 Vacant premises in Swadlincote, Hilton and Melbourne (proxy)	N/a. Currently 15 out of 150 units vacant in Swadlincote.	N/A	N/A	Record November return	Record February return
Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	PR3.2 Review and procure new management for Rosliston Forestry Centre	Secure sustainable management option	Develop an options appraisal for site's future	Continue procurement process	Select management contractor and prepare contract	Sign new management contract
Help to influence and develop the infrastructure for economic growth	Review and update the Infrastructure Delivery Plan	Review and update the Infrastructure Delivery Plan	N/A	N/A	N/A	Annual target

Work to attract further inward investment	Deliver Swadlincote Townscape project	To increase knowledge and experience of the Swadlincote Conservation Area	Two school activity/sessions, six engagement activities/sessions	One training/advice activity sessions, four school activities/sessions, seven engagement activities/sessions	Two training/advice activity sessions, nine school activities/sessions, four engagement activities/sessions	Two school activities
Unlock development potential and ensure the continuing growth of vibrant town centres	Organise and/or support town centre events	Environmental learning/ 'have a go' heritage activities	Deliver one teacher training events and one public event	Deliver one public event and two school activities based on geography/tourism	Deliver environmental activities as part of Food Festival	Advertise self-led trails for public and schools
Help to influence and develop the infrastructure for economic growth	Efficient and effective management of Section 106 agreements	Ensuring all resources are allocated in line with local and national policy	Testing of new Section 106 monitoring software	Commence installation of Section 106 software	Full migration of data and introduction of new software as the primary monitoring system	Report of Section 106 activity for 2017/18

Outcomes measures

Aim	Key actions to achieve the aim	Measures	Target 2017/18
Maintain Financial Health	Generate additional income to help the Council achieve its aim of doing more for less	Share of the Buildings Regulations market expressed as a percentage	60%
Maintain a skilled workforce	Ensure ongoing training and development for individuals and groups of employees where applicable.	% of all employees to complete mandatory training	95%
Maintain a skilled workforce	Ensure ongoing training and development for individuals and groups of employees where applicable.	% of all employees to have an annual performance appraisal	95%

Outcomes projects

Aim	Project	Outcomes	Q1 Task	Q2 Task	Q3 Task	Q4 Task
Be aware of and plan for financial, legal and environmental risks	Maintain a proper Risk Management framework	Strategic and service risk registers reviewed, updated and reported to Policy Committee on a quarterly basis	Review Risk Register	Review Risk Register	Review Risk Register	Review Risk Register
Maintain Financial Health	Generate additional income to help the Council achieve its aim of doing more for less	Explore potential commercialisation opportunities and identify areas for competing with the private sector	Deliver reviews	Deliver reviews	Deliver reviews	Deliver reviews
Maintain a skilled workforce	Approval and implementation of Healthy Workplaces within SDDC	A healthier workforce	To initiate a cross departmental Healthy Workplace project team	Conduct a staff survey to identify key health and wellbeing priorities for the organisation	Produce a Healthy Workplace plan for SDDC	Implement SDDC Healthy Workplace plan

Partnerships

Our significant partnerships are outlined below:

Partnership	Main purpose
South Derbyshire Partnership	Statutory partnership of public, private and voluntary sector to promote the District. The Partnership has theme groups which focus on health, community safety and sustainable development.
Safer South Derbyshire Partnership	Statutory partnership to reduce the level of crime and disorder
South Derbyshire Sport	Partnership of bodies having an interest in promoting sport and health in the District.
Etwall Joint Management Committee	Partnership between SDDC, John Port School and County Council to operate the Leisure Centre.
National Forest and Beyond Partnership	Forestwide partnership to increase visitors to the area.
South Derbyshire School Sport Partnership	Partnership approach to increasing sports participation by young people.
Rosliston Forestry Centre Executive	Partnership between SDDC and Forestry Commission to operate the Forestry Centre.
Swadlincote Cultural Partnership	Partnership of public, private and voluntary sector organisations that work to promote the heritage and environment of Swadlincote.
Melbourne Sporting Partnership	Sports club, Parish and District Council partnership that is developing facilities and opportunities at the Cockshut Lane Recreation Ground.
Emergency Planning	Shared service delivery with Derbyshire County Council to ensure civil resilience.
Out of Hours Dangerous Building Service	A service provided in partnership with East Staffordshire Borough Council.

Key considerations

Service transformation

In order for the Community and Planning Directorate to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help to deliver the outcomes communities need and want at a cost the Council can afford.

Environmental impact

By implementing the requirements of ISO 14001 across all significant environmental aspects associated with Community and Planning Directorate, this Service Plan seeks to ensure continual improvement of our environmental performance.

Further information can be found at: <http://sddcintranet/index.php/essentials/83-ems>

Managing risks

The process set out in our Risk Management Strategy has been adhered to. The risk registers are reported back to committee on a quarterly basis.

Monitoring and review

This Service Plan will be monitored on a quarterly basis as part of our Performance Management Framework and will be used throughout the year to manage service delivery.



Service Plan 2016/2021 (2017/2018)

Housing and Environmental Services

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People, Place, Progress, Outcomes

All information in this plan was correct at the time of publication.

Introduction

The Corporate Plan 2016–2021 forms an important part of planning for the future and leads our performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.

As part of this, Service Plans are created for our four directorates – Housing and Environmental Services, Community and Planning, Finance and Corporate Services and the Chief Executive’s department.

Covering the period 2016-2021, the Service Plans (updated annually) align current delivery arrangements with changing patterns of demand, making the most effective use of available and future resources.

Overview of the directorate

The Housing and Environmental Services Directorate delivers services across the three areas of Housing, Direct Services and Environmental Health and plays a key role in helping to deliver the strategic objectives of **People, Place, Progress** and achieving successful **Outcomes**.

The directorate delivers key customer facing activities through the provision of services including affordable housing to rent, maintaining and often exceeding Government standards; waste collection and recycling; maintaining the cleanliness of the District; ensuring the health of our communities is protected through monitoring activities such as air pollution and food hygiene and keeping the residents of South Derbyshire safe with its Safer Neighbourhood Wardens working in partnership with the Police.

Through the ‘Performance’ section appended to this Service Plan, all local projects and measures for the Housing and Environmental Services Directorate are outlined. These contribute to our corporate themes of:

- People – keeping our residents happy, healthy and safe.
- Place – creating vibrant communities to meet residents’ needs.
- Progress – encouraging inward investment and tourism opportunities.
- Outcomes – work that underpins all of the Council’s activities.

Scene setting

Housing and Environmental Services plays a key role in meeting our strategic objectives for supporting People, Place, Progress and successful outcomes.

Housing Operations

Our **Allocations** team has a statutory responsibility to manage and regularly review the housing waiting list, which currently stands at 833 active applicants (accurate as of May 2017). This is through a District-wide common housing register through our Choice Based Lettings (CBL) system, advertising and allocating all social and affordable rented housing in the District. We house many applicants throughout the year in our own stock, which is brought to a 'Fit to Let' standard before being offered to prospective new tenants.

We work with partners to provide advice and tackle **Homelessness** through our Housing Options Service and assist customers in finding accommodation in the private sector through our Housing Options Service and Home Swapper schemes.

Our Housing Officers monitor and review the collection of rent payments from our customers to ensure that we meet our targets for rent collection. This **Income** collection service is critical to maximise the rent collected from our tenants. We also have a dedicated tenancy sustainment service which aims to support those in financial difficulties by helping with money management and maximising income.

The **Tenancy Management** work is varied, covering rent collection, tenancy enforcement and anti-social behaviour as well as offering support and resolving issues which impact on people's lives. We liaise with other agencies to support vulnerable individuals and respond in partnership with others to incidents of anti-social behaviour (ASB).

A primary objective is to focus on tenancy sustainment activity to support vulnerable tenants in managing their tenancies and preventing rent arrears accruing.

Our **Supported Housing** service provides housing and support to the elderly and vulnerable residents across South Derbyshire through the Housing Related Floating Support Service provided by our Careline Support Co-ordinators and Community Alarm Monitoring service. These services are delivered by our Careline emergency call centre 24 hours a day for 365 days of the year.

A key outcome is to enable vulnerable residents to remain in their own or current home for as long as possible by promoting and providing a Telecare service for all residents in South Derbyshire in both private and public sectors. This allows residents to receive a range of sensors and alarms, linked to our Careline service, to provide a safe and secure solution to living independently. We have undertaken an external review of this service in 2016/17 with tenants and Elected Members and will look to implement recommendations during 2017/18.

Performance and Business Improvement

The Housing Service is supported by the **Business Support** unit which provides support to deliver our rent accounting responsibilities, rechargeable repairs recovery and system administration and development for our key business systems.

Performance and Projects co-ordinate service improvements and performance monitoring by researching best practice, analysing and reporting performance data and driving through change to reach or maintain top quartile performance and improve the service received by our customers. The role also co-ordinates a range of short and long term projects aimed at business improving services for tenants and maintaining high levels of satisfaction.

Resident Involvement and Empowerment helps provide greater opportunities for all of our tenants to have their say in how the Housing Service is delivered. Tenants have a range of opportunities to engage with our Housing Service, including working with contractors on community events and with the Dreamscheme Youth Project, enabling all ages to get involved with various service areas. Working with the statutory Performance and Scrutiny Panel, tenants undertake critical reviews of the services provided, investigating the key issues affecting our service delivery and making recommendations for improvements to current arrangements.

Housing Assets

Responsive Repairs are in the main carried out by the in-house Direct Labour Organisation (DLO) with support from external contractors.

A key aim over the coming 12-18 months is to modernise the DLO and ensure the service is fit for the future to deliver value for money, responsive services to our tenants.

The service delivers responsive repairs dealing with emergencies (within 24 hours), urgent (within three days) and other routine repairs. We aim to undertake repairs within agreed timescales and where possible on the first visit to the property, ensuring tenants are inconvenienced as little as possible.

Our **Planned Maintenance** deals with major capital servicing and improvements and is delivered in partnership with external contractors.

We have completed our five year capital investment programme, fitting our housing with modern kitchens and bathrooms, upgrading electrics and heating systems and enhancing the exterior of communal areas to flats.

Asset Management also leads on the provision of delivering disabled persons home adaptations to both our tenants and private home owners, working jointly with Derbyshire County Council to deliver this service.

The Council completed its first new build programme of development in a generation last year, delivering 65 homes for rent (including units of temporary accommodation).

Strategic Housing

The **Strategic Housing** team sets the strategic direction to support residential growth and deliver our strategic housing functions. Partnership working is vital, working with developers, registered providers, external agencies and Council departments to deliver affordable housing.

The team will, over the next 12 months, develop a new programme to continue to increase the number of Council properties through acquisition and new build as well as investigating regeneration programmes to add to our existing stock.

Our Strategic Housing service also co-ordinates research into housing needs and associated factors and sets the policy direction in relation to community-wide housing issues such as housing standards for both new and existing homes, homelessness provision and the provision of new affordable housing.

Direct Services

The Council is a designated Principal Litter Authority and has a statutory duty to keep public open spaces, streets and footpaths free from litter, refuse, fly tipping, weeds and detritus. In order to achieve this we have a **Street Cleansing** service which enables us to comply with the requirements of the Government's Code of Practice for Litter and Refuse. A team of eight operatives undertake various cleansing activities, from mechanical sweeping to manual removal of fly-tipping.

We also provide a service to remove graffiti from public locations and, on request, from private property. We endeavour to remove offensive graffiti within 24 hours. The team also undertake repairs to or replacement/provision of street name plates, bus shelters, public conveniences, litter bins and street furniture.

We undertake **Grounds Maintenance** services as the Council's main contractor. Our primary internal clients are Leisure and Housing Services and our main external clients are Derbyshire County Council and local Parish Councils.

We provide maintenance services on the Council's main parks, two of which currently hold Green Flag status. We work closely with our clients to deliver a wide range of soft landscaping services including general grass cutting, weed control, sports pitch maintenance, fine turf maintenance, grave digging and cemetery maintenance, playground equipment inspections and repairs, as well as arboriculture services.

We perform our services on public open spaces, highways verges, play areas, parks and recreation grounds, housing open plan areas and sheltered housing schemes.

We are a designated **Waste Collection Authority** and have a statutory duty under the Environmental Protection Act 1990 to arrange for the collection of household waste and the collection of commercial waste if requested. Furthermore, statutory duties include the need to provide for the collection of a minimum of four different waste streams for the purposes of recycling, these being paper, glass, metals and plastics. We have a statutory duty to recycle

and/or compost >50% of all household waste collected by 2020. It is likely that this figure will be increased to 65% by 2030.

We provide a three bin collection service for households. This is made up of a green bin for the collection of dry recyclable waste; a brown bin for the collection of garden and food waste and a black bin for the collection of residual waste. We provide a service for the collection of bulky household waste items, for which an extra charge is made, and an additional service for the collection of health care waste for residents being treated at home.

We provide 10 sites throughout the District where householders can deliver excess recyclable materials and deposit them in recycling banks.

Our commercial waste service is provided to more than 450 local businesses. We offer a range of bin sizes and a number of recycling options. This is a chargeable service for which we maintain competitive rates.

We are required to maintain an operating licence for all vehicles over 3.5 tonnes. We currently have 12 vehicles. These vehicles are subject to specific operating and maintenance regimes and we must satisfy the Traffic Commissioner that we implement and comply with all requirements of our licence. We have two mechanics that repair, service and maintain the **Transport Fleet**, which is made up of 72 vehicles and 40 items of small plant and is used by eight different service areas within the Council.

Environmental Health

The **Commercial Team** undertakes food safety, health and safety and infectious disease control in accordance with the Council's duties under UK and EU law.

The **Pollution Team** carry out the Council's legal duties to prevent and control environmental pollution from all of its different sources.

The **Safer Neighbourhood Warden Team** is on the front line of making our streets safer and cleaner by enforcing laws and changing behaviour around anti-social behaviour, dog control and environmental crime.

The **Private Sector Housing Team** works closely with owner-occupiers and private landlords to raise housing conditions, improve domestic energy efficiency and ensure that legal standards are being met in all private stock.

The **Pest Control** service provides a low cost service for South Derbyshire residents to eradicate public health pests such as rats, mice, fleas and wasps.

The statutory and non-statutory duties undertaken by Environmental Health include:

- Regulation of food hygiene to food businesses
- Providing compliance advice and support to the local business community to support business growth
- Regulation of health and safety legislation in lower risk businesses
- Infectious disease outbreak control

- Investigation and resolution of public health, noise and pollution complaints each year
- Regulation of pollution from industrial sites
- Monitoring and management of air quality and land contamination
- Eviction of illegal encampments on SDDC owned land
- Advice on the environmental and public health impact of planning applications
- Investigation and control of environmental crime - fly tipping, litter, anti-social behaviour, dog fouling
- Pest control treatments
- Dog control services
- Management of the Council's overall environmental impact (ISO 14001 certification)

Key aims

All priorities and activities undertaken by Housing and Environmental Services complement our collective vision of making 'South Derbyshire a better place to live, work and visit'.

Across the Directorate, we will:

- Positively contribute towards Council policies and procedures
- Deliver continuous improvements in performance
- Ensure compliance with relevant legislation
- Maintain a strong customer focus
- Ensure a widespread understanding of core values, key aims and performance measures and encourage participation in their development
- Ensure that data quality principles are applied
- Encourage a positive health and safety culture

All of these contribute to the main themes running through the Corporate Plan of People, Place, Progress and Outcomes.

Detailed below are the five year aspirations for Housing and Environmental Services for the period of this Service Plan.

Housing Services

Over the next five years, Housing Services will face a number of challenges including changes to welfare reform and other legislative issues coming from the Housing and Planning Act and the Housing White Paper. To meet housing demand we need to increase the supply of affordable housing across the District against a backdrop of a reduction in income through rent reduction and lower government grants. To manage this we need to ensure that we maximise our income through rent collection and that the services we deliver are efficient and effective and meet the increased expectations of our customers. We are also seeing a channel shift towards online delivery of services and need to modernise how we deliver our services to meet expectations.

To address these we aim to:

- Explore methods of delivering new affordable homes, including working in partnership with others
- Maximise rent collection and be a top quartile performer in income collection

- Provide tenants with easy access to services by modernising systems and mobilising the workforce
- Improve the use of digital technology to enhance service delivery
- Deliver against the objectives set out in the Housing Strategy
- Deliver against the objectives set out in the Asset Management Strategy
- Develop a new model for delivering Supported Housing Services

Direct Services

Over the next five years, Direct Services will invest time in planning service delivery so that it is able to continue delivering services that people want and use against a backdrop of reduced budgets, increased expectations and a fast growing population. The service will continue to evolve to meet the challenges faced within the local authority sector, keeping the communities and residents of the District at the heart of what it does and aims to achieve.

We will aim to:

- Reduce the amount of waste going to landfill
- Deliver increased recycling and composting of the waste generated
- Provide clean streets and improve the built environment
- Improve the aesthetics of the District through soft landscaping and grounds maintenance

Environmental Health

Much of our work in Environmental Health is driven by national and international law and from statutory guidance issued by various Government departments and agencies. Our work over the next five years will, therefore, largely be determined by changes at this level. In addition, based on our knowledge of local demands and need, we have identified aspirational targets and projects which we would like to take forward over the term of this service plan. These will form projects in future revisions of this service plan. We will aim to:

- Work more proactively and collaboratively with other councils to prevent environmental crimes
- Seek to promote local economic growth through supporting the D2N2 Local Enterprise Partnership Better Business Regulation three Year Plan
- Help to deliver the Derbyshire Tobacco Control Alliance action plan
- Deliver projects to support the Derbyshire Health and Wellbeing Strategy and the South Derbyshire Health and Wellbeing Action Plan
- Enhance economic and environmental conditions by improving our offering through the planning process
- Generate additional income and become more 'business ready' to respond to new market opportunities
- Improve the services we offer in order to support vulnerable people or prevent residents falling into vulnerability to reduce the cost burden on the NHS
- Significantly improve our digital offering through the web/social media footprint
- Play a leading role in the emerging concept of 'strategic' regulation

The importance of service planning

Delivery of public services occurs in an increasingly dynamic environment, with high community expectations, government priorities and technological advances.

While the budgetary setting is constrained, there are ever increasing pressures and demands to do more with less.

In this context, it is essential that services are well planned, with the capability to evolve in order to meet community needs.

This allows us to identify requirements and associated enabling services such as technology, workforce, funding, capital infrastructure and information management.

Performance Management Framework

The **Performance Management Framework** sets out what needs to be achieved, what is **measured** and **managed** and what **progress** we are making.

Our resources must be aligned, focusing effort in the right places and delivering maximum **value** for people, partners and businesses.

We must proactively identify and manage any **risks** that might affect delivery, regularly reviewing performance and taking **action** where required to stay on **target** and inform **decision making**.

The Performance Management Framework consists of three levels. The Corporate Plan sits at the top and sets out how we make South Derbyshire a better place to live, work and visit.

Objectives and measures to deliver against the key aims of the Corporate Plan are defined in Service Plans and shape the objectives of all employees.

Everyone, from Officers to Managers to Elected Members, has a responsibility for delivery of the Corporate Plan.

Directorate Workforce

As of March 31, 2017, 79 employees work in Housing Services (51 in Housing Operations, 17 in Housing Assets, 10 in Performance and Business, one in Strategic Housing).

There are 71 staff in Direct Services and 17 in Environmental Health.

In terms of workforce development, an annual training and development plan is produced after Performance Development Reviews are held. Some homeworking opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

Financial Planning

Details of the Housing and Environmental Services budgets for 2017/18 are outlined below.

All figures relate to those budgets directly related to the costs of the service. These do not include budgets for the provision of support services such as IT or Financial Services, which are controlled centrally.

Revenue budget 2017/18

Housing Operations

Housing Operations	Revenue budget 2017/18
Other special services	£468,110
Bed/breakfast accommodation	£12,272
Pre-tenancy services	£174,847
Managing tenancies	£328,551
Total	£983,781

Performance and Business

Performance and Business	Revenue budget 2017/18
Housing department support staff and costs (HRA)	£1,341,655
Income from rent collection	(£12,431,543)
Other housing support costs (GF)	£35,522
Rechargeable repairs (HRA)	(£10,010)
Associated costs (HRA)-interest	£1,772,932
Total	£9,291,438

Housing Assets

Housing Assets	Revenue budget 2017/18
Admin offices and depot	£337,687

Caretaking	£100,354
Administration of renovation and improvement grants	£36,351
Off-street parking	£89,585
Responsive repairs	£1,286,920
Planned maintenance	£1,935,610
Total	£3,786,508

Strategic Housing

Strategic Housing	Revenue budget 2017/18
Development and regeneration	£106,050
Housing Strategy	£73,967
Total	£180,017

Direct Services

Direct Services	Revenue budget 2017/18
Public transport	£24,468
Street cleansing (not chargeable to highways)	£298,801
Household waste collection	£1,213,233
Trade waste collection (Income)	(£98,932)
Recycling	£318,118
Public conveniences	£39,516
Transport services	£701,334
Grounds maintenance	£332,555
Countryside recreation and management	£12,384
Depot central support	£140,150
Total	£2,981,626

Environmental Services

Environmental Services	Revenue budget 2017/18
Food safety	£68,968
Pollution reduction	£268,188
Pest control	£12,119
Community safety (safety services)	£118,736
Welfare services	£1,800
Housing standards	£75,673
Traveller sites (income)	£77,974
Housing standards	(£21,234)
Public health	£200
Total	£525,750

Capital budget 2017/2018

Capital expenditure and financing	Approved budget 2017/18
Council House improvements	
Major improvements under self-financing	£1,500,000
Major Disabled Facilities Grant (Council Houses MRA)	£300,000
Minor Disabled Facilities Grant (Council Houses HRA)	£0
Council new build programme phase 1	£1,800,000
Private sector housing renewal	
Disabled Facility Grants and other works	£398,000
Decent homes	£0
Private sector stock condition survey	£0
Empty Property Landlord Grants	£0
Strategic housing market assessment	£50,000

Property and other assets

Vehicle replacements

£1,521,203

Partnerships

Partnership	Main purpose
South Derbyshire CVS	Support on community projects and welfare reform
P3	Provision of homelessness temporary accommodation
South Derbyshire CAB	Debt advice for tenants
Derbyshire Police	Respond effectively to crime and ASB
LEAP (Local Energy Area Partnership)	Provide advice and guidance on a range of carbon reduction initiatives.
HIA (Home Improvement Agency)	Provide support to vulnerable households to improve house conditions.
Derbyshire Traveller Issues Working Group	Co-ordinating a county wide approach to dealing with Gypsies and Travellers.
D2N2 Better Business Regulation Partnership	Collaboration of businesses and regulatory authorities to promote economic growth through positive regulatory outcomes.
External contractors	Delivery of planned and responsive service contracts and capital improvements
Derbyshire County Council	Delivery of the Derbyshire Waste Management Strategy
Derby City Council	Compostable waste processing contract
East Staffordshire Borough Council	Compostable waste processing contract
Nottinghamshire Consortium	Refuse vehicle procurement framework
Registered Providers	Working with housing organisations to develop affordable housing across the District

Key considerations

Service transformation

In order for the Housing and Environmental Services to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help to deliver the outcomes communities need and want at a cost the Council can afford.

Environmental impact

By implementing the requirements of ISO 14001 across all significant environmental aspects associated with Housing and Environmental Services, this Service Plan seeks to ensure continual improvement of our environmental performance.

Further information can be found at: <http://sddcintranet/index.php/essentials/83-ems>

Managing risks

The process set out in our Risk Management Strategy has been adhered to. The risk registers are reported back to committee on a quarterly basis.

Monitoring and review

This Service Plan will be monitored on a quarterly basis as part of our Performance Management Framework and will be used throughout the year to manage service delivery.

Performance

The Performance Board details our key projects for the year. These are broken into quarters to help us monitor and manage our performance effectively.

All actions are essential if the Council is going to achieve its ambitions and aspirations. These are complemented by a set of performance measures which will help us to gauge whether we are meeting outcomes and providing excellent services.

In some instances, proxy measures will be used. These are outside of the Council's control but provide an indication of the overall health of the District.

All local projects and measures for Housing and Environmental Services are shown below under the themes of:

- People - keeping our residents happy, healthy and safe.
- Place - creating vibrant communities to meet residents' needs.
- Progress - encouraging inward investment and tourism opportunities.
- Outcomes - work that underpins all of the Council's activities.

Housing and Environmental Services' performance measures and projects are documented below.

2017/2018 SERVICE PLAN PROJECTS												
Theme	Strategic Objective	Project	Project Target	Lead Officer	Quarter 1 Task / Milestone	Quarter 1 Outcome	Quarter 2 Task / Milestone	Quarter 2 Outcome	Quarter 3 Task / Milestone	Quarter 3 Outcome	Quarter 4 Task / Milestone	Quarter 4 Outcome
HOUSING OPERATIONS												
People	PE1 Enable people to live independently	Expand the use of Telecare services to increase independence	Achieve a 10% increase in private customers using telecare services from SDDC by March 31st 2018.	Operations Manager	Upgrade software capability in supported housing		Deliver targeted marketing campaign to potential customers		Review outcome of marketing campaign		TBC	
People	PE1 Enable people to live independently	Deliver efficiencies for healthcare professionals	Commence joint working with healthcare professionals on at least one new area of work by March 31st 2018	Operations Manager	Identify data and build evidence base which details potential savings/efficiencies for partners		Pitch ideas for new initiatives to health and well-being board		Plan to deliver new initiatives (delivery dependent on Qtr2 outcome)		Commence delivery on new initiatives (delivery dependent on Qtr2 outcome)	
People	PE1 Enable people to live independently	Reduce Tenancy Turnover	Attain Housemark median quartile (using peer group of comparable stock size) for turnover and evictions by March 31st 2018.	Operations Manager	Review all data relating to terminations and create tenant 'risk profile' tenants evicted		Analyse data and agree actions to reduce turnover		Implement actions (to include sign ups/ pre tenancy workshops/ tenancy sustainment)		Review actions	
People	PE1 Enable people to live independently	Ensure all new tenants to South Derbyshire are 'tenant ready'	Ensure 97% of all introductory tenancies succeed by going to secure status	Operations Manager	Review all policies and procedures to ensure that opportunities to identify 'unmet need' and support applicants are maximised		Implement required procedure/ policy changes		Implement required procedure/ policy changes		Review outcomes upon tenancy sustainability/ turnover/eviction data	
People	PE1 Enable people to live independently	Property Refusals	Reduce the number of property refusals made by applicants	Operations Manager	Review all data relating to property refusals		analyse and categorise data and agree actions to reduce refusals		Implement actions		Review actions	
Outcomes	O1 Maintain Financial Health	Maximise HRA Income from current and former tenants	Attain Housemark Upper Quartile performance for 'in year' rent collection by 31st March 2018.	Operations Manager	Assess data to identify those at risk of financial hardship		Pilot alternatives to possession proceedings		Formalise FTA staff in the HRA establishment		Conduct targeted 'week of action' to support those in arrears and challenge non-payers	
PERFORMANCE AND BUSINESS IMPROVEMENT												
Place	Creating vibrant communities to meet residents' needs	Deliver projects and enhancements to all Housing Management systems through agreed project plans.	Liberty fully implemented and Orchard upgraded to the latest functionality.	Performance & Policy Manager	Complete Year End Process and implement SP 15 including patch upgrades. Set up new user permissions ready for Liberty.		Arrears Workflow complete and rent statements facility set up on sub accounts.		Scope Liberty project and begin implementation.		Deliver and implement Liberty.	
Place	Creating vibrant communities to meet residents' needs	Support the Performance & Scrutiny Panel to deliver the Performance and Scrutiny work programme.	P&S review complete with recommendations adopted.	Performance & Policy Manager	Support the P&S Panel to scope and begin review		Support the P&S Panel to undertake the P&S review.		Support the P&S Panel to compose and present its draft recommendations coming out of its first review.		P&S review complete and recommendations documented.	
Place	Creating vibrant communities to meet residents' needs	Deliver two Dreamscheme projects	Two community projects delivered and increase involvement of tenants aged 20-35	Performance & Policy Manager	Identify project areas. Begin consultation with tenants and form project plans.		Recruit volunteers and source sponsorship and project materials. Deliver both projects by the end of August 2017.		Review the project and measure the increase of involvement by tenants aged 20-35.		No action	

Theme	Strategic Objective	Project	Project Target	Lead Officer	Quarter 1 Task / Milestone	Quarter 1 Outcome	Quarter 2 Task / Milestone	Quarter 2 Outcome	Quarter 3 Task / Milestone	Quarter 3 Outcome	Quarter 4 Task / Milestone	Quarter 4 Outcome
Place	Creating vibrant communities to meet residents' needs	Develop the role and impact of the Tenant Area Representatives.	Increase the number and clarify their role within the community	Performance & Policy Manager	All involved tenants and existing Area Representatives to attend a sign-up meeting to discuss roles and training. Work with Housing Officers to determine how Area Representatives can be utilised on estates and in communities.		Develop and deliver a training and works programme. Work with Area Representatives and HOs to develop and deliver Pop-Up information events on estates.		Hold a 6-month review meeting with Area Representatives and Housing Officers. Identify areas for improvement and initiatives for future community projects/days of action.		Produce an impact assessment and case studies to show the effectiveness of Area Representatives.	
Place	Creating vibrant communities to meet residents' needs	To set up a TARA and monitor its impact on the local/wider community following review of Housing's Involvement Strategy.	Set up a new TARA and monitor its impact	Performance & Policy Manager	Complete review of Involvement Strategy and produce an annual Action Plan. Hold an event to recruit TARA members.		Work with the TARA to develop ideas for community events/clubs in their area and on recruiting more members. Identify training needs.		Support the TARA to deliver a community event/clubs. Develop and deliver training.		Develop the TARA to become a Constituted and independent group.	
Outcome	Encouraging inward investment and tourism opportunities	Development and implementation of the website from a housing perspective ensuing self-serve is a driver for change. Develop and implement a service review programme for housing.	The Housing information and services available through the website are improved and a programme is in place to review key services.	Performance & Policy Manager	Work with Comms to ensure that the website goes live in April 17.		Develop a improvement programme to review housing services to tackle inefficiencies.		Implement the programme		Implement the programme	
Outcome	Encouraging inward investment and tourism opportunities	Review Council policies to respond to Housing and Planning Act and Housing White Paper and ensure key policies and procedures reviewed on a planned basis.	Key policies updated in line with changes in legislation	Performance & Policy Manager	Subject to publication of national guidance commence drafting of Tenancy Policy. Quarterly review of policies/ procedures.		Tenancy Policy reviewed and committee approval. Quarterly review of policies/ procedures		Implement Tenancy Policy. Quarterly review of policies/ procedures.		Review of Allocations Policy. Quarterly review of policies/ procedures	

HOUSING ASSETS

Place	PL4 Connect with our communities, helping them feel safe and secure	Deliver the First Class Repairs Service project.	To have a repairs service that meet the needs of the	Housing Asset Manager	Obtain Housing & Community Services Committee approval, appoint project support, devise project plan, hold project team meeting (to include tenant and repairs staff representatives).		Implement improvements in Orchard Housing Repairs Systems. Agree mobile working specification and commence tender process. Review Repairs/voids business processes.		Evaluate Mobile Working system tenders. Appoint successful tenderer and commence system implementation. Open discussions with staff and Unions regarding Trades Staff Multi-Tasking and Flexible Working.		Mobile working system testing and go live. Conclude negotiations with staff and implement agreed changes, if any, for flexible working and multi-tasking.	
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STRATEGIC HOUSING

Place	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	The development of Strategic Housing Market Assessment (SHMA) for the Housing Market Area and commissioning research into rural housing needs and any other areas identified through the SHMA.	South Derbyshire has an updated understanding of its housing needs	Housing Strategy Manager	Develop project brief and consult with Planning scope of SHMA		Establish a framework for reviewing rural housing need		Identify a rural parish and pilot research to review rural housing needs across all tenures		Tender and Commission a new SHMA if need is identified	
Place	Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Development of an Acquisition, Regeneration and Disposals Strategy which sets out the approach for the provision of affordable homes across the District.	South Derbyshire has developed its approach for the provision of affordable homes across the District	Housing Strategy Manager	Desktop review of policies, data and information required to develop and write strategy		Strategy finalised and approved by CMT prior to Housing & Community Services Committee in August 2017		None		None	

Theme	Strategic Objective	Project	Project Target	Lead Officer	Quarter 1 Task / Milestone	Quarter 1 Outcome	Quarter 2 Task / Milestone	Quarter 2 Outcome	Quarter 3 Task / Milestone	Quarter 3 Outcome	Quarter 4 Task / Milestone	Quarter 4 Outcome
ENVIRONMENTAL SERVICES												
People	PE2 Protect and help support the most vulnerable, including those affected by financial challenges	Deliver enhanced services to support vulnerable people in acute need	Improve the local offering to vulnerable people through closer working with other agencies and funding opportunities	Environmental Services Manager	Submit a bid for funding to the SD H&W fund for an acute support fund for vulnerable people.		Deliver a joint learning workshop for EHOs and Adult Social Care. Identify key action points.		Implement key action points		Implement key action points	
People	PE2 Protect and help support the most vulnerable, including those affected by financial challenges	Deliver enhanced services to support vulnerable people in acute need	Improve the local offering to vulnerable people through closer working with other agencies and funding opportunities	Environmental Services Manager	Prepare a bid for other potential funding sources when they become available		Administer the vulnerable people fund and provide a quarterly report on cost and outcomes		Administer the vulnerable people fund and provide a quarterly report on cost and outcomes		Administer the vulnerable people fund and provide a quarterly report on cost and outcomes	
People	PE5 Reduce the amount of waste sent to landfill	Reduce food waste	Snap box project	Environmental Services Manager	Support the delivery of the snap box project		Support the delivery of the snap box project		Support the delivery of the snap box project		Support the delivery of the snap box project	
People	Use existing tools and powers to take appropriate crime enforcement action	Enforce food hygiene law in accordance with changes in legal standards	Alter our services in response to the outcomes of Food Standards Agency "Regulating Our Future" (RoF) programme	Environmental Services Manager	Monitor progress with FSA announcements on RoF		Monitor progress with FSA announcements on RoF		Produce a report to E&DS on the implications of the legal changes resulting from RoF		Implement the actions arising from RoF	
People	Use existing tools and powers to take appropriate crime enforcement action	Review and change the ways in which our services influence behaviour in our communities	Implement a range of changes to the service based on analysis of behavioural economics	Environmental Services Manager	Undertake a team based review of our key interventions and develop an action plan		Implement the action plan		Implement the action plan		Review the results of the changes made by the action plan	
People	PE2 Protect and help support the most vulnerable, including those affected by financial challenges	Reduce fuel poverty	Maximise the local take-up of the Healthy Housing Hub	Environmental Services Manager	Publish a bi-annual Home Energy Conservation Act plan		Monitor local use of the hub. Provide additional promotion through CCGs and local GP practices		Monitor use of the hub.		Monitor use of the hub.	
People	Use existing tools and powers to take appropriate crime enforcement action	Develop and deliver a plan to properly regulate food hygiene, health and safety and	Publish and deliver enforcement plans relating to food hygiene and health and safety	Environmental Services Manager	Produce a Food Law Service Plan and Health and Safety Enforcement Plan for sign off by E&DS Chair		Publish all on website		Monitor and report		Monitor and report	
Progress	PR5 Provide business support and promote innovation and access to finance, including in rural areas	Support the Derbyshire Better Business Regulation Action Plan	Deliver local actions to support the BBR action plan	Environmental Services Manager	No actions		Issue 1 case study to the Growth Hub		No actions		Issue 1 case study to the Growth Hub	
Outcomes	Maintain financial health	Increase income	Develop products, work streams and processes to maximise the income coming into all services	Environmental Services Manager	Determine all income streams and clients over the past 5 financial years.		Undertake a peer review of other authorities to establish what sources of income we could explore		Draft a departmental business plan and marketing strategy		Start to implement the business plan and marketing strategy	
Outcomes	Maintain customer focus	Improve the perception of our service by clients and Councillors	Undertake customer satisfaction analysis through a third party	Environmental Services Manager	Develop a project brief for a tender process and initiate the procurement process		Tender for the provision of a third party analysis and, if affordable, award the contract		Undertake the analysis and take receipt of the final report		Undertake a team based review of current service provision based on the feedback.	
Place	PL6 Deliver services that keep the District clean and healthy	Minimise the public health impact of exposure to environmental noise	Develop initiatives to reduce noise exposure and help residents cope with environmental noise	Environmental Services Manager	Identify the primary sources and locations of noise complaints made to the Council.		Review existing best practice on noise control from other local authorities.		Develop noise management actions based on the research outcomes		Commission or internally develop noise management options. E&DS report if required	
Place	PL5 Connect with our communities, helping them to feel safe and secure	Promote the work of the Wardens relating to dog control, fly tipping and reducing environmental crime	Attend four community events to promote various aspects of the work of the team	Environmental Services Manager	1 event		1 event		1 event		1 event	

Theme	Strategic Objective	Project	Project Target	Lead Officer	Quarter 1 Task / Milestone	Quarter 1 Outcome	Quarter 2 Task / Milestone	Quarter 2 Outcome	Quarter 3 Task / Milestone	Quarter 3 Outcome	Quarter 4 Task / Milestone	Quarter 4 Outcome
Place	PL6 Deliver services that keep the District clean and healthy	Reduce population exposure to condensation and mould	Maximise the views of our Mouldy Matters You Tube video	Environmental Services Manager	Develop a calendar of Facebook posts to ensure that the reach of the video is connected to various health awareness days		Promote via Facebook		Promote via Facebook		Measure the success of the video in changing the behaviour of the target client group	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Ensure that private sector houses in multiple occupation are properly regulated	Implement compulsory licensing of houses in multiple occupation (HMO)	Environmental Services Manager	Take a report to H&CS to set the licensing fee.		Process all license applications		Process all license applications		Contact all outstanding suspected HMOs to determine which meet the qualifying criteria	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Ensure that private sector houses in multiple occupation are properly regulated	Implement compulsory licensing of houses in multiple occupation (HMO)	Environmental Services Manager	Produce a database of known or suspected licensable HMOs							
Place	PL4 Connect with our communities, helping them feel safe and secure	Management of stray dogs	Effectively manage stray dogs through a third party contractor	Environmental Services Manager	Initiate tendering process.		Complete tendering process and award contract.		No target		Complete 6 month contract review	
Place	PL6 Deliver services that keep the District clean and healthy	Improve resilience to the local impacts of climate change and emergency incidents	Implement & deliver a climate change adaptation strategy	Environmental Services Manager	Secure committee approval and an elected member champion of a climate change adaptation strategy based on a comprehensive climate change risk assessment of SDDC services and activities		In line with climate change adaptation strategy develop a programme of flood risk support to at risk communities in the district		Implement / deliver climate change adaptation strategy actions, ensure identified climate risks are addressed		Review climate change adaptation strategy action plan delivery and report to E&DS Committee	
Place	PL 6.2 Deliver services that keep the District Clean and Healthy	Take positive steps to reduce airborne respirable particles	Reduce atmospheric pollution in order to improve public health	Environmental Services Manager	Publish an air quality Annual Status Report for 2015		Publish an air quality report for the Derbyshire Health Protection Board		Nil		Adopt supplementary planning guidance or a local planning statement on air quality and development	

2017/2018 SERVICE PLAN MEASURES							
Theme	Strategic Objective	PI Owner	Service Performance Measure	2016/17 Target	2016/2017 Out Turn	2017/18 Target	2017/18 Out Turn
HOUSING OPERATIONS							
People	PE1 Enable people to live independently	Operations Manager	% of new tenancy visits complete	>95%	78%	>95%	
People	PE1 Enable people to live independently	Operations Manager	% of intro/secure tenancy visits complete	>95%	83%	>95%	
People	PE1 Enable people to live independently	Operations Manager	% Customer satisfaction with tenancy sustainment service.	>75%	96.72%	<85%	
People	PE1 Enable people to live independently	Operations Manager	Tenancy Turnover	N/A	N/A	*Median Quartile	
People	PE1 Enable people to live independently	Operations Manager	Evictions due to rent arrears as a % of all tenancies	N/A	N/A	*Median Quartile	
People	PE1 Enable people to live independently	Operations Manager	% of tenants satisfied with the landlord handling of ASB complaints	N/A	N/A	>75%	
People	PE1 Enable people to live independently	Operations Manager	% of properties accepted on first offer	>65%	80%	>75%	
People	PE1 Enable people to live independently	Operations Manager	% Satisfaction with the lettings and sign up process	>88%	96%	>85%	
People	PE1 Enable people to live independently	Operations Manager	% of customers satisfied with the housing options (advice and prevention) process	>75%	97%	>85%	
People	PE1 Enable people to live independently	Operations Manager	% of action plans completed with vulnerable customers following audit visits	>99%	95%	Monitored during 2016/17 only	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of Careline calls answered within 30 seconds	>98%	98%	>98%	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	Number of new private telecare installations (paid for by the customer)	>177	194	213	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of support plans in place – new tenancy	N/A	N/A	>85%	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of support plans in place – 12 month review	85%	66%	>85%	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	Number of homeless presentation cases resolved successfully	Baseline	59	Monitored during 2016/17 only	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of homeless cases that were successfully prevented	>80%	88%	Monitored during 2016/17 only	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	Average length of stay for families placed in Bed & Breakfast accommodation (if an emergency)	<5 weeks	2.14 weeks	<5 weeks	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	Average length of time to make a homelessness decision	<33 days	23.67 days	<33 days	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of satisfaction with the Homelessness process	N/A	N/A	>75%	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Operations Manager	% of estate rated as excellent	75% Excellent of Very Good	86%	Monitored during 2016/17 only	
Outcome	O1 Maintain financial health	Operations Manager	Rent collected from former tenants as % of former tenant debt	>16%	40.60%	*Upper Quartile	
Outcome	O1 Maintain financial health	Operations Manager	Current tenant arrears as a % of annual rent debit	N/A	N/A	*Upper Quartile	
Outcome	O1 Maintain financial health	Operations Manager	Rent collected from current and former tenants as % rent due (excluding arrears b/f)	>99.9%	100.55%	*Upper Quartile	
PERFORMANCE AND BUSINESS IMPROVEMENT							
Outcomes	O5 Maintain customer focus	Performance & Policy Manager	Respond to all correspondence within 10 working days	>95%	95%	>95%	
Outcomes	O5 Maintain a skilled workforce	Performance & Policy Manager	Corporate - Average number of days lost due to sickness per FTE	<8 days per FTE	12.51	8 days per FTE	
Outcomes	O5 Maintain a skilled workforce	Performance & Policy Manager	Increase the number of 20-35 years involved with Housing Services	N/A	N/A	5	
Outcomes	O5 Maintain a skilled workforce	Performance & Policy Manager	Health & Safety near misses	Proxy	3	Monitored during 2016/17 only	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Performance & Policy Manager	Increase the number of tenant representatives involved in the Service	16	14	Monitored during 2016/17 only	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Performance & Policy Manager	Positive outcomes identified by impact assessments carried out on involvement projects	Proxy	9	Monitored during 2016/17 only	
HOUSING ASSETS							
People	PE1 Enable people to live independently	Housing Assets Manager	Tenant Satisfaction with Improvement schemes	>97%	97.36%	>95%	
People	PE1 Enable people to live independently	Housing Assets Manager	Tenant Satisfaction with Responsive Repairs	>97%	97.80%	>95%	
People	PE1 Enable people to live independently	Housing Assets Manager	Average number of calendar days taken to complete responsive repairs	10 working days	6.69 days	<7 days	

People	PE1 Enable people to live independently	Housing Assets Manager	% of repairs completed at the first visit	>75%	99.70%	*Upper Quartile	
People	PE1 Enable people to live independently	Housing Assets Manager	Number of repairs appointments kept	Data Unavailable	Data Unavailable	Proxy	
People	PE1 Enable people to live independently	Housing Assets Manager	Private Adaptations - For level access showers/stair lifts. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work.	Proxy	31 weeks	<31 weeks	
People	PE1 Enable people to live independently	Housing Assets Manager	Private Adaptations - For extensive major works. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work.	Proxy	55 weeks	<55 weeks	
People	PE1 Enable people to live independently	Housing Assets Manager	% Satisfaction with Private Adaptations	N/A	N/A	>95%	
People	PE1 Enable people to live independently	Housing Assets Manager	Council Adaptations - For level access showers/stair lifts. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work	Proxy	33 weeks	<33 weeks	
People	PE1 Enable people to live independently	Housing Assets Manager	Council Adaptations - For extensive major works. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work	Proxy	47 weeks	<47 weeks	
People	PE1 Enable people to live independently	Housing Assets Manager	% Satisfaction with Council Adaptations	N/A	N/A	>95%	
People	PE1 Enable people to live independently	Housing Assets Manager	% of all Contractor jobs completed on time	>95%	96.84%	>95%	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	% properties with a valid Annual Gas Safety Certificate (G15C0).	100%	99.96%	100%	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	% of local authority owned non decent dwellings	0%	0%	Monitored during 2016/17 only	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	Average time taken to re-let local authority homes (days) (excluding major voids)	21 days	19.59 days	<21 days	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	Average re-let time taken for major works only	N/A	N/A	<48 days	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	Average re-let Including MV's	N/A	N/A	<29 days	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	Number of units receiving major works	Proxy	62	Proxy	
Place	PL1 Facilitate and deliver a range of integrated and sustainable housing and community infrastructure	Housing Assets Manager	SAP rating	62	67	Monitored during 2016/17 only	
ENVIRONMENTAL SERVICES							
Place	PL5 Connect with our communities, helping them to feel safe and secure	Environmental Services Manager	Response times to requests for service to the environmental health service	1 day – 83% 3 day – 93% 5 day – 98% 10 day – 97%	1 day - 86%, 3 days - 94%, 5 days - 94%, 10 days - 98%	1 day - 82%, 3 days - 92%, 5 days - 98%, 10 days - 96%	
Place	PL5 Connect with our communities, helping them to feel safe and secure	Environmental Services Manager	Proportion of service requests to environmental health which are still open after 2 months	18%	12.60%	<18%	
Place	PL5 Connect with our communities, helping them to feel safe and secure	Environmental Services Manager	Weekly additions to Facebook by the Safer Neighbourhood Warden Team	52 per year	75	Monitored during 2016/17 only	
Place	PL5 Connect with our communities, helping them to feel safe and secure	Environmental Services Manager	Increase the reach of the Environmental Health Facebook page	>1000 likes	1088	>1050	
Place	O3 Enhance Environmental Standards	Environmental Services Manager	Annual improvements in the energy consumption of public buildings	3%	1.4%	Proxy	
Place	PL4 Connect with our communities, helping them to feel safe & secure	Environmental Services Manager	Long term reduction in the number of noise complaints per head of population (cumulative)	<4.6	5.4	Monitor during Qtr1. Define methodology and agree target from Qtr2	

Progress	PR5 Provide business support and promote innovation and access to finance, including in rural areas	Environmental Services Manager	% of registered food establishments which have been food hygiene risk rated.	>98%	98.90%	>95%	
Progress	PR5 Provide business support and promote innovation and access to finance, including in rural areas	Environmental Services Manager	% of ABC risk rated food businesses found to be 'broadly compliant'	>97%	98.10%	>97%	
People	PE3 Use existing tools and powers to take appropriate crime enforcement action	Environmental Services Manager	% of food hygiene and industrial pollution control inspections completed in accordance with the Inspection Plans.	>99%	104.50%	100%	

*Quarterly out turn figures will be benchmarked with our peers via Housemark.



Service Plan 2017/2018

Chief Executive's Department

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All information presented in this Service Plan was correct at the time of publication.

Introduction

The Corporate Plan 2016–2021 forms an important part of planning for the future and leads our performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.

As part of this, Service Plans are created for our four directorates – Housing and Environmental Services, Community and Planning, Finance and Corporate Services and the Chief Executive's department.

Covering the 2017-2018 financial year, the Service Plans (updated annually) align current delivery arrangements with changing patterns of demand, making the most effective use of available and future resources.

Key aims

All priorities and activities undertaken by the Chief Executive's Directorate complement our collective vision of making 'South Derbyshire a better place to live, work and visit'.

We will:

- positively contribute towards Council policies and procedures
- deliver continuous improvements in performance
- ensure compliance with relevant legislation
- maintain a strong customer focus
- ensure a widespread understanding of core values, key aims and performance measures and encourage participation in their development
- communicate clearly, effectively and decisively
- ensure that data quality principles are applied
- encourage a positive health and safety culture

All of these contribute to the main themes running through the Corporate Plan of People, Place, Progress and Outcomes.

The importance of service planning

Delivery of public services occurs in an increasingly dynamic environment, with high community expectations, Government priorities and technological advances.

While the budgetary setting is constrained, there are ever increasing pressures and demands to do more with less.

In this context, it is essential that services are well planned, with the capability to evolve in order to meet community needs.

This allows us to identify requirements and associated enabling services such as technology, workforce, funding, capital infrastructure and information management.

Performance Management Framework

The Performance Management Framework sets out what needs to be achieved, what is measured and managed and what progress we are making.

Our resources must be aligned, focusing effort in the right places and delivering maximum value for people, partners and businesses.

We must proactively identify and manage any risks that might affect delivery, regularly reviewing performance and taking action where required to stay on target and inform decision making.

The Performance Management Framework consists of three levels. The Corporate Plan sits at the top and sets out how we make South Derbyshire a better place to live, work and visit.

Objectives and measures to deliver against the key aims of the Corporate Plan are defined in Service Plans and shape the objectives of all employees.

Everyone, from Officers to Managers to Elected Members, has a responsibility for delivery of the Corporate Plan.

Scene setting

Overview of the Directorate

The Chief Executive's Directorate plays a key role in meeting our strategic objectives for supporting People, Place, Progress and successful outcomes.

The department is made up of seven service areas:

- Legal Services
- Democratic Services
- Elections
- Licensing Services
- Economic Development
- Communications
- Human Resources

Communications and Human Resources joined the directorate in February 2017 following the contract transition from Northgate Public Services.

The directorate provides a wide range of services to internal and external customers, including Elected Members, officers, the electorate, businesses, partners, central Government, all levels of local Government and the general public.

Below is a breakdown of statutory and non-statutory duties undertaken by each service area.

Functions of the Monitoring Officer

The Legal and Democratic Services Manager is also appointed to carry out the statutory role of Monitoring Officer in accordance with the Local Government and Housing Act 1989 and Local Government Act 2000.

The Monitoring Officer's responsibilities include:

- Maintaining the Constitution
- Ensuring lawfulness and fair decision making and specifically the Council, its Officers and Elected Members maintain the highest standards of conduct at all times
- Maintaining the Registers of Disclosable Pecuniary Interests for Elected Members
- Receiving/determining Elected Member Code of Conduct complaints
- Proper Officer for access to information
- Providing advice and assistance on matters such as illegality, maladministration, Elected Member conduct, registers of interest, declarations of interest at meetings, Constitution
- Corporate governance

Legal Services

Work is undertaken in relation to a broad range of Council functions. The demands placed upon the section require officers to demonstrate a broad base of legal knowledge and a considerable degree of flexibility in their work.

Contentious work

- Civil litigation
- Criminal litigation
- Enforcement
- Tribunals and inquiries

Non-contentious work

- Conveyancing
- Contracts
- Miscellaneous agreements

Legal advice

- Probity
- Compliance
- Powers and duties
- Statutory powers
- Procedure and decisions
- Civil and criminal litigation

Democratic Services

Democratic Services is responsible for the management and administration of the Council's modernised committee process, delivering an effective and impartial decision-making mechanism for the Council, its Elected Members, officers and the public. The structure consists of:

- Three policy committees (Finance and Management, Housing and Community Services, Environmental and Development Services)
- Two regulatory committees (Planning and Licensing and Appeals)
- An Overview and Scrutiny Committee
- A Standards Committee
- Audit Sub-Committee

There is also responsibility for the following:

- Preparation and despatch of reports, agendas and minutes for the Council and its various committees, sub-committees, working panels and other ad hoc meetings
- Arrangement of all Council and committee meetings, including the preparation of the annual cycle of meetings
- The provision of advice to ensure compliance with the Council's Constitution and the law and procedure of meetings
- Administering the Elected Member Allowances Scheme
- Ensuring access to information of agendas and minutes on the Council's website

Elections

Areas of responsibility include the following:

- Maintain and update the Register of Electors on a rolling basis
- Administer Parish, District, County, Parliamentary, European elections and Referenda
- Carrying out a canvass of the District and compiling, publishing and maintaining a Register of Electors on December 1 each year
- Enabling the register to be updated on a continual basis
- Promoting Individual Electoral Registration (IER) in order to maximise registration
- Registering special category electors
- Processing and determining applications for absent voters

Licensing Services

The Licensing Section is responsible for the administration, compliance and enforcement of the following areas of legislation:

- Licensing Act 2003
- Gambling Act 2005
- Private hire licensing
- Pet shops
- Animal boarding establishments
- Dog breeding
- Zoos
- Dangerous wild animals
- Riding establishments
- Street trading
- Sex establishments
- Tattooists, electrolysis, acupuncture, semi-permanent skin colouring, piercing
- Scrap metal dealers
- House to house and street collections

Economic Development

(All non-statutory duties)

The Economic Development service leads on the implementation of the Economic Development Strategy for South Derbyshire. The strategy's ambitions for 2016-2021 are as follows:

BUSINESS: Business support, access to finance and innovation

1. To attract new **inward investment**, plus reinvestment by existing businesses
2. To provide **business support**, advice and signposting (including financial, exporting, innovation and other assistance)
3. To promote the development of the area's **key sectors**, such as manufacturing and tourism

SKILLS: Recruitment, employment and skills

4. To work with businesses to meet their **workforce needs**, raising skill levels and productivity
5. To address **employability** barriers, such as work-readiness, and the accessibility of work and training
6. To equip young people with the skills and resources to realise their potential, promoting entrepreneurship and matching their **aspirations** with knowledge of the local economy

INFRASTRUCTURE: Infrastructure for economic growth

7. To provide a range of **employment sites** and premises, and pursue associated infrastructure improvements
8. To seek improvements to access and **connectivity** - both transport links, sustainable travel modes and services, and superfast broadband and mobile telephone coverage
9. To support vibrant **town centres** as commercial, community and service centres

The Economic Development service is responsible for:

- Working in partnership with local, sub-regional and regional agencies and partnerships to develop the local economy and the workforce.
- Promoting inward investment - attracting business and employment to the District through the marketing of the area and available sites and premises, together with the provision of assistance to potential UK and overseas investors.
- Supporting business development - providing advice and support to new and existing businesses directly and through the development of structures and support networks. This includes delivery of the South Derbyshire Business Advice Service.
- Developing and securing funding for projects, which contribute to the economic development of the area.

- Ensuring that the skills of the area's workforce meet the needs of local businesses.
- Promoting and developing tourism – attracting visitors from the UK and overseas to South Derbyshire and The National Forest through marketing and promotion and the development of the tourism 'product' (attractions, accommodation, activities etc).
- Providing information to visitors and local residents about events, attractions and accommodation through the operation of the Swadlincote Tourist Information Centre
- Supporting the continued revival of the town centres through marketing, development, events and festivals. This includes contributing to the Swadlincote Town Centre Vision and Strategy.
- Monitoring trends in the local economy and undertaking research to support the development of projects and proposals.
- The service also supports the South Derbyshire Partnership, in particular the Board and Sustainable Development theme group.

Communications

The work of the Communications Team is central to keeping residents, customers, employees, stakeholders and other parties informed. As per our Communications Strategy 2016-2021, our priorities are as follows:

- Effectively engage residents and encourage two-way conversation
- Uphold and strengthen the Council's excellent reputation
- Utilise a digital approach to reach a wider audience
- Promote opportunities for partnership working
- Develop and maintain trust and raise customer satisfaction
- Help us achieve our organisational objectives and vision against the Corporate Plan
- Work across multi channels appropriate to different stakeholders
- Ensure people understand what we do
- Demonstrate the success of our work
- Raise awareness of how the Council continues to deliver value for money

News about our initiatives, campaigns and services reaches the public in a variety of ways. The Communications Team plays a key part in making sure that correct, up to date and relevant information is available. This is done using a range of channels to make information accessible, engaging and interesting to different audiences.

Examples include:

- media releases/queries, broadcast interviews, journalist briefings, photocalls
- annual reports and promotional materials
- brand management - making sure that Council services and property are clearly designed in the corporate style

- website (new site currently under construction)
- social media (including Twitter, Facebook, YouTube)
- Better online (the intranet)
- Internal communications including staff newsletter, focus groups and briefings

The Communications Team supports all services to develop communications plans for specific issues and to provide service information and literature in plain, clear language.

Other areas of responsibility include:

- Achievement of actions within the Council's Communications and Channel Shift strategies
- Undertake carefully planned consultation exercises with residents, businesses, staff and community groups
- Production of quarterly performance information for all Council Services. Host quarterly Performance Board meetings with unit managers
- Continuously review, co-ordinate and produce the Corporate Plan, Service Plans and Performance Management Framework in line with the timetable set
- Co-ordinate the Corporate Equalities and Safeguarding Group and ensure services are accessible to all
- Run media and social media training for officers and Elected Members

Human Resources

The Human Resources team provides professional advice and support for the effective management, deployment, control and continuous improvement of the workforce and services. It is responsible for:

Organisational strategy and development

To promote workforce planning and ensure the Council has a suitably skilled workforce now and in the future, supporting organisational change and improvement and identifying opportunities to work with partners to build capacity for the provision of services.

Learning, training and development

To increase the skills and capacity within the workforce through promoting learning opportunities, providing effective employee development programmes and working towards competencies and qualifications that are relevant to job roles and individual needs. To work with any trade union learning representatives and other partners to maximise resources and develop alternative methods to address training needs.

Health and safety

To provide advice, support and training to ensure the Council maintains effective management arrangements in relation to health and safety. This involves ensuring compliance

with legislation and statute and actively promoting safe working practices within the Council and by any third party undertaking work on our behalf.

Pay and rewards

The development and maintenance of a fair, competitive and affordable pay and benefits structure that promotes the effective recruitment and retention of staff and is free from any inequality.

Recruitment and selection

The continuous improvement of recruitment and selection practices to promote the Council as an employer of choice locally and nationally and ensuring equality of opportunity for existing and potential employees.

Employee relations

Working in partnership with employees and their representatives through having effective consultation mechanisms and procedures to promote a positive employee relations culture.

Employment

Establishing fair and transparent employment practices to ensure the Council remains compliant with legislation and statute and is seen to promote best employment practice. This includes the development of options to ensure that employees can achieve an appropriate work/life balance.

Human Resources advice and guidance

Supporting managers, Elected Members and partners through the provision of advice on key employment policies and changes in legislation/best practice. We also offer support on matters of discipline, capability, grievance, attendance, employee welfare and any other employment related matter.

Human Resources administration

To provide accurate and complete employment documentation and ensure that appropriate controls are in place to support the effective management of the Council's establishment.

Workforce

As of 31 March, 2016, 24 employees (plus one maternity cover and one temporary contract) work in the Chief Executive's Department. Of these, 12 are based in Legal and Democratic Services, three in Economic Development, four in Communications and five in Human Resources.

In terms of workforce development, an annual training and development plan is produced after Performance Development Reviews are held. Some homeworking opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

Budgets

Details of the Chief Executive's Department's budgets for 2017/18 are outlined below:

Revenue budget 2017/18

Service Area	Revenue budget 2017/18
Legal and Democratic Services	£726,867
Economic Development	£247,592
Communications	£236,995
HR (including Health and Safety)	£253,783
Total	£1,465,237

Performance

The Performance Board details our key projects for the year. These are broken into quarters to help us monitor and manage our performance effectively.

All actions are essential if the Council is going to achieve its ambitions and aspirations. These are complemented by a set of performance measures which will help us to gauge whether we are meeting outcomes and providing excellent services.

In some instances, proxy measures will be used. These are outside of the Council's control but provide an indication of the overall health of the District.

All projects and measures for Chief Executive's Directorate are listed below under the themes of People, Place, Progress and Outcomes. Projects and measures with a reference number before them are classed as strategic.

People measures

Aim	Project	Outcomes
Develop the workforce of South Derbyshire to support growth	Maintain unemployment below UK average	Unemployment rate (proxy)

People projects

Aim	Project	Outcomes
Using existing tools and powers to take appropriate enforcement action	Improve standard of vehicles within South Derbyshire through initiatives	Quarter 1 Multi-agency airport private hire initiative
		Quarter 2 Multi-agency airport private hire initiative
		Quarter 3 Private hire operator initiative
		Quarter 4 Multi-agency private hire initiative
Using existing tools and powers to take appropriate enforcement action	Identify unlicensed premises/operators within the District	Quarter 1 Identify any unlicensed premises/operators through various channels and take steps to ensure they are licensed

		Quarter 2 as above Quarter 3 as above Quarter 4 as above
Using existing tools and powers to take appropriate enforcement action	Ensure compliance with licences	Quarter 1 Private hire operators' inspections Quarter 2 Scrap metal inspections Quarter 3 Animal licences inspections Quarter 4 On and off Licensing Act 2013 premises inspections
Using existing tools and powers to take appropriate enforcement action	Quarterly report on enforcement activity to Overview and Scrutiny Committee	Quarter 1 Provide enforcement activity information for production of report Quarter 2 as above Quarter 3 as above Quarter 4 as above

Progress measures

Aim	Project	Outcomes
Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend of tourists	PR3.1 Number of Tourist Information Centre enquiries handled	Quarter 1 8,000 Quarter 2 8,000 Quarter 3 5,000 Quarter 4 5,000
Provide business support and promote innovation and access to finance, including in rural areas	PR5.3 Guidance offered to businesses or people thinking of starting a business (through the South Derbyshire Business Advice Service)	Quarter 1 25 Quarter 2 25 Quarter 3 25 Quarter 4 25

Progress projects

Aim	Project	Outcomes
Work to attract further inward investment. Showcase developments and investor opportunities in South Derbyshire.	PR1.1 Produce an investor prospectus	<p>Quarter 1 Collate information and prepare materials for investor prospectus</p> <p>Quarter 2 Publish vacant commercial property bulletin</p> <p>Quarter 3 Publish investor prospectus</p> <p>Quarter 4 Publish vacant commercial property bulletin</p>
PR2. Unlock development potential and ensure the continuing growth of vibrant town centres	PR2.2 Events, such as a wedding fair, the Christmas Lights Switch On, Festival of Leisure and markets, delivered and/or supported	<p>Quarter 1 4 events, including Swadlincote Wedding Fair</p> <p>Quarter 2 3 events, including Makers Market</p> <p>Quarter 3 2 events, including Christmas lights Switch On</p> <p>Quarter 4 1 event, including Pancake Races</p>
PR3. Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend of tourists	PR3.3 Further develop and promote South Derbyshire's evening and night time economy	<p>Quarter 1 N/a</p> <p>Quarter 2 Consult with businesses, via Swadlincote Town Team, on potential initiatives</p> <p>Quarter 3 Undertake promotional initiative in the run up to Christmas</p> <p>Quarter 4 Publish promotional materials to attract visitors</p>

Outcomes measures

Aim	Measure	Outcomes
To encourage people to register to vote	Highlight the importance of registering to vote	% increase on last year's electorate figure on publication of the revised register

Maintain a skilled workforce	Ensure ongoing training and development for individuals and groups of employees where applicable.	<p>04.1 95% of all employees to complete mandatory training</p> <p>04.2 95% of employees to have an annual performance appraisal</p>
Maintain a skilled workforce	To support the reduction of sickness absence	Reduction of 10%
Maintain a skilled workforce	Raise awareness of the rolling news channel on Better online	Attract more than 1,500 hits per month
Maintain customer focus	Provide functionality for greater transactional processing online.	Encourage more than 2,000 users to sign up to the MySouthDerbyshire online account through signposting and marketing
		Increase percentage of website transactions, with 5% annual customer movement to digital access routes.
		Increase the number of website visits by more than 10%.
		Maintain accurate information on the Council's website with new content edited and published within two working days. Review process to ensure accountability across the authority.
Maintain customer focus	Response to media enquiries	Approved response given to all media enquiries within two working days.

Outcomes projects

Aim	Project	Outcomes
Promote and enable active democracy	Deliver Derbyshire County Council elections.	Conduct Election in accordance with the law and lead authority.
Promote and enable active democracy	Organise and deliver Woodville by-election.	Ensure the by-election is conducted in accordance with the law.
Promote and enable active democracy	Deliver General Election in South Derbyshire.	Ensure election is conducted in accordance with the law.

Promote and enable active democracy	Organise a canvass to produce revised register of electors in December.	Electors are registered in accordance with their franchise and the new register is published by the deadline.
Promote and enable active democracy	Encourage active involvement in local democracy.	To increase awareness of educational visits/work experience placements to the Civic Offices.
Promote and enable active democracy	Encourage active involvement in local democracy.	To increase the number of Officer visits out to educational establishments as part of Local Democracy Week.
Maintain proper corporate governance	02.1 Compile and publish an Annual Governance Statement in accordance with statutory requirements.	An unqualified Value for Money opinion in the Annual Audit Letter.
Maintain proper Corporate Governance	Maintain a proper Risk Management Framework.	Strategic and service risk registers reviewed, updated and reported to Policy Committee on a quarterly basis.
Maintain proper Corporate Governance	Implement Regarding Procedure	Ensure all posts are evaluated and graded in accordance with the Council's pay structure
Maintain proper Corporate Governance	Ensure the Corporate Plan continues to evolve.	Review, co-ordinate and produce the Corporate Plan in line with the timetable set. Production of quarterly performance information for all Council Services.
Maintain customer focus	Increase use of e-forms in HR and secure electronic communication channels for internal and external customers.	All employment documentation to be issued electronically.
Maintain customer focus	05.1 Develop the new website and provide functionality for greater transactional processing online.	Q1 Website go live. Q2 Gauge satisfaction and identify any emerging patterns and trends. Set targets for the year ahead.
Maintain customer focus	05.2 Develop a Social Media Strategy to provide easy and innovative options for residents to engage with the Council	Q1 Liaise with most similar group authorities to establish approach. Q2 Undertake detailed research and analysis. Build evidence base.

		Q3 Create strategy and consult with stakeholders.
		Q4 Report to committee and adopt strategy.
Maintain customer focus	O5.4 Deliver the Equalities and Safeguarding Action Plan to demonstrate principles are embedded in service delivery.	Q1 Present Equalities and Safeguarding annual report to Elected Members and agree action plan. Q2 Achieve accreditation to Safe Place Scheme Q3 Achieve Dementia Friendly Community status Q4 Undertake a Workforce Profile and consider any issues to be addressed.
Maintain customer focus and a skilled workforce	Deliver the Council's Communication, Internal Communications and Consultation Strategies.	Achievement of actions.
Maintain a skilled workforce	Pay and Grading	Review to be carried out of all transferred posts. Put into place actions to support staff whose posts have been downgraded.
Maintain a skilled workforce	To commence a review of terms and conditions employment	Identify any potential equality issues and reduce costs
Maintain a skilled workforce	Gender pay gap report	Complete and publish
Maintain a skilled workforce	Deliver the Council's Health and Safety Action Plan and Workforce Development Strategy	Achievement of actions
Maintain a skilled workforce	To ensure an effective Health and Safety management framework	RoSPA accreditation
Maintain a skilled workforce	Leadership and Management Development programme	Deliver and evaluate
Maintain a skilled workforce	Move all remaining employees onto monthly pay	Reduce operational costs
Maintain a skilled workforce	Develop the HR self-service model and deliver on the agreed milestones.	Deliver action plan.

Maintain a skilled workforce	To support the review of security measures	Develop a corporate approach towards maintaining a register of potentially violent persons/properties
Maintain a skilled workforce	Disclosure and barring	To move all checks for employment onto the on-line self-service systems.
Maintain a skilled workforce	Phase II of Better online (the Intranet)	Produce an action plan and deliver against the timeframes set out

Partnerships

Our significant partnerships are outlined below:

Partnership	Main purpose
Derbyshire Constabulary	Joint working for promotion of licensing objectives
Derbyshire Trading Standards	Joint working for promotion of licensing objectives
Derbyshire Licensing Group	Support, advice and guidance and sharing of best practice
South Derbyshire Partnership	Partnership of public, private and voluntary/community sector organisations with theme groups focusing on health and wellbeing, safer communities and sustainable development.
National Forest and Beyond Partnership	Forest-wide partnership aiming to develop the destination and increase visitor spend in the area.
Derbyshire Economic Partnership	County-wide partnership to promote economic development.
D2N2 Local Enterprise Partnership	Derby, Derbyshire, Nottingham and Nottinghamshire partnership to promote economic development.
Sharpe's Pottery Heritage and Arts Trust Limited	Partnership to deliver the Tourist Information Centre and related activities.

Key considerations

Service transformation

In order for the Chief Executive's Directorate to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help to deliver the outcomes communities need and want at a cost the Council can afford.

Environmental impact

By implementing the requirements of ISO 14001 across all significant environmental aspects associated with the Chief Executive's Department, this Service Plan seeks to ensure continual improvement of our environmental performance.

Further information can be found at: <http://sddcintranet/index.php/essentials/83-ems>

Managing risks

The process set out in our Risk Management Strategy has been adhered to. The risk registers are reported back to committee on a quarterly basis.

Monitoring and review

This Service Plan will be monitored on a quarterly basis as part of our Performance Management Framework and will be used throughout the year to manage service delivery.

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	1st JUNE 2017	CATEGORY: DELEGATED
REPORT FROM:	FRANK McARDLE CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	MIKE ROYLANCE / RICHARD SHAW 01283 595725 / 01283 228764 mike.roylance@south- derbys.gov.uk	DOC:
SUBJECT:	SWADLINCOTE TOWN CENTRE GRANT SCHEME	REF:
WARD(S) AFFECTED:	SWADLINCOTE	TERMS OF REFERENCE: EDS03, EDS10 & EDS11

1.0 Recommendations

- 1.1 That Members approve the operation of a new Swadlincote Town Centre Grant Scheme.
- 1.2 That Members approve the Design Brief for No.s 5-15 West Street, Swadlincote.

2.0 Purpose of Report

- 2.1 To seek Member's support for a new town centre grant scheme focused upon the improvement of non-historic buildings and so complementing the existing Swadlincote Townscape Heritage Scheme which supports repairs and improvements to historic buildings in the Conservation Area.

3.0 Detail

Background

- 3.1 The Swadlincote Town Centre Vision & Strategy 2012 highlighted the need to attract investment to the town centre and maintain the environment. This was reiterated in the South Derbyshire Economic Development Strategy 2016-2020 which included the ambition to support vibrant town centres as commercial, community and service centres.
- 3.2 Research undertaken for the Swadlincote Town Centre Vision included identifying key pedestrian routes, important vistas and areas that would benefit from enhancement of the streetscape. Operating arrangements for a small grant scheme were developed for the now completed Swadlincote Gateways project, which provided incentives to improve the frontages of premises along key arterial routes and in other prominent locations.

- 3.3 Over £400,000 of funding has been secured from the Heritage Lottery Fund for the Swadlincote Townscape Heritage Scheme, with the delivery phase now underway in the town centre's Conservation Area. This includes heritage activities and events, the redesign of the Diana, Princess of Wales, Memorial Garden and a grant scheme for historic buildings.

Aims

- 3.4 The proposed Swadlincote Town Centre Grant Scheme aims to contribute to the further revival of the town centre by enhancing the environment in order to attract greater numbers of shoppers and visitors. The initiative seeks to improve the visual appearance of Swadlincote town centre by incentivising property owners and tenants to invest in their premises.
- 3.5 The focus will be on non-historic properties, in order to complement the work being undertaken through the Swadlincote Townscape Heritage Scheme. Priority will be given to prominent frontages and other aspects that are particularly visible from main public routes. The intention is to begin with The Delph row of shops (No.s 5-15 West Street), six properties which front the town's public square (see Appendix A). If additional funding becomes available in the future, further target properties would be identified.

Implementation

- 3.6 Financial assistance will be made available as grants with the property owner/tenant also contributing to the cost of the works to their premises. If necessary, funding may also be used for expert advice, such as property surveys and design work. Eligible works will include the refurbishment or replacement of the following:
- Doors and windows
 - Masonry, render and other fascia materials
 - Reinstatement of more appropriate features in keeping with the building's design
 - Roofs and rainwater goods
 - Walls, fencing, landscaping and other boundary treatments
 - New shop fronts more appropriate to the building's design and setting
 - Signage
- 3.7 Priority will be given to the most prominent properties in the town centre. Grant levels will be set for each phase of the scheme and will be influenced by whether the works are principally for the benefit of a specific property or for the wider visual appeal of the town centre.

Design Brief

- 3.8 A Design Brief has been prepared for The Delph row of shops - No.s 5-15 West Street, Swadlincote town centre. This row of shops is in a key location fronting the town's public square. Over recent decades the condition of some of the buildings has become a cause for concern. The general appearance of the block is now poor and the aim of the Design Brief is to set out a future vision for the building and to encourage and support improvements through offers of grant funding. The Design Brief can be found at Appendix B.

4.0 Financial Implications

- 4.1 The initiative will be taken forward using approximately £30,000 of District Council funds set aside from existing budgets, which will be added to in the future as funding allows.

5.0 Corporate Implications

- 5.1 The initiative will contribute directly to the Corporate Plan's vision to 'make South Derbyshire a better place to live, work and visit' and in particular to the theme of 'Progress - Encouraging inward investment and tourism opportunities: To further build on our significant achievements we will continue to help grow and diversify our strong economy to show that South Derbyshire is well and truly open for business. This includes harnessing the potential of The National Forest. We will maximise opportunities for the future by encouraging the formation of new enterprises as well as the continued growth of existing businesses, visitor spend and inward investment (the injection of money from an external source into the District)'. Key aims include: 'Unlock development potential and ensure the continuing growth of vibrant town centres'.

6.0 Community Implications

- 6.1 The initiative will contribute directly to the South Derbyshire Partnership's Sustainable Community Strategy vision of 'a dynamic South Derbyshire, able to seize opportunities to develop successful communities, whilst respecting and enhancing the varied character of our fast growing district'. 'Sustainable Development' is highlighted as a key theme, with the aim of achieving 'successful existing and new communities that meet the population's needs and aspirations'.

7.0 Conclusions

- 7.1 Swadlincote town centre has improved markedly in recent years, experiencing continued inward investment and a sharp fall in vacant premises. This has been supported by the commencement of the Swadlincote Townscape Heritage Scheme and the continuing efforts of the Swadlincote Town Team to promote the centre's vibrancy and prosperity. The Swadlincote Town Centre Grant Scheme will aim to further enhance the visual appearance of the town centre, creating a more attractive environment for shoppers and visitors.

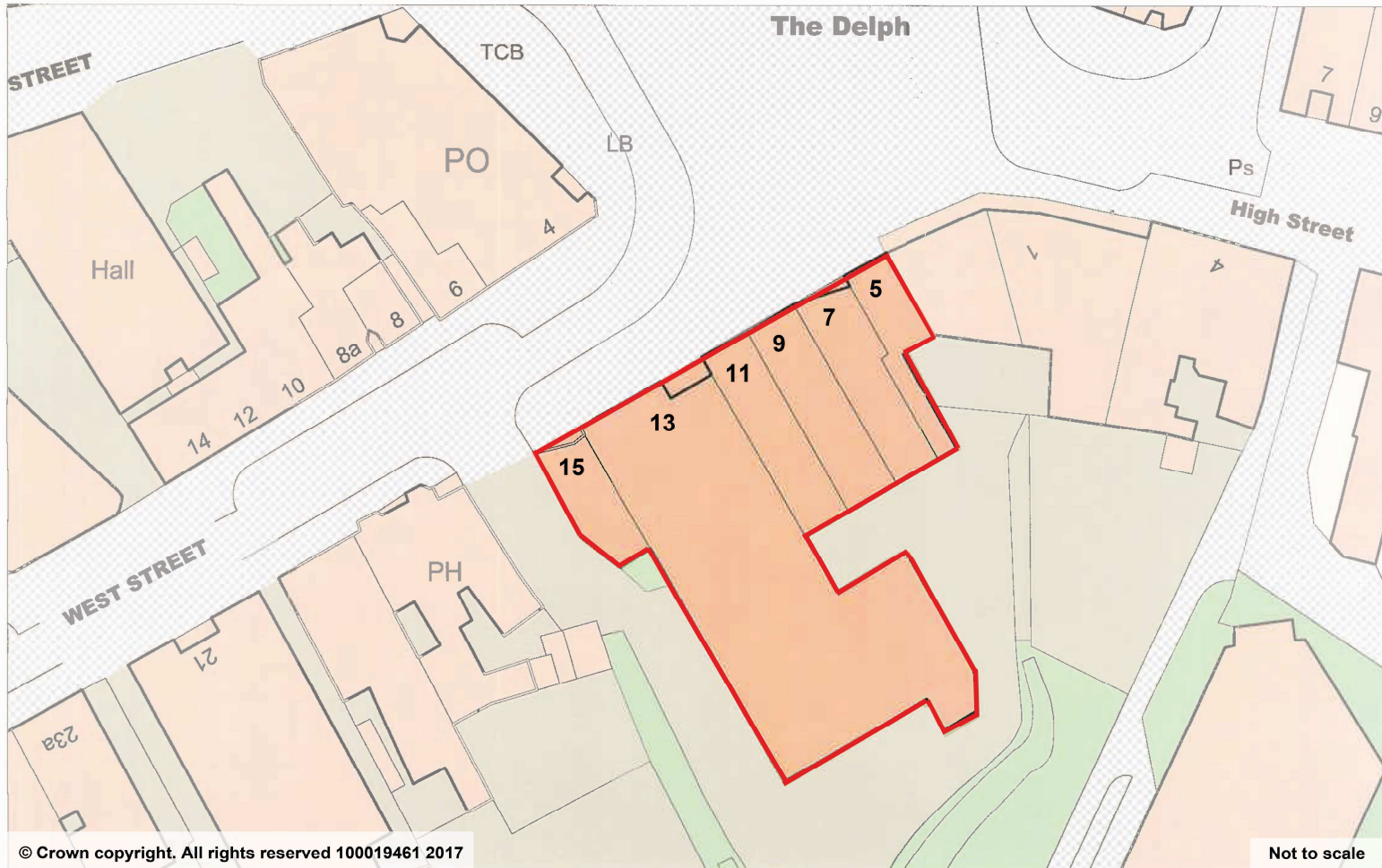
8.0 Background Papers

- 8.1 Swadlincote Town Centre Vision and Strategy 2012
South Derbyshire Economic Development Strategy 2016

Appendices

- A. Location Plan: No.s 5-15 West Street, Swadlincote
B. Design Brief: Delph row of shops – No.s 5-15 West Street, Swadlincote

Location plan - 5-15 West Street, Swadlincote, Derbyshire, DE11 9DG



DESIGN BRIEF

Delph row of shops

Numbers 5-15 West Street, Swadlincote, South Derbyshire, DE11 9DG

This row of shops is in a key location fronting the Delph. Over recent decades the condition of some of the buildings has become a cause for concern. The general appearance of the block is now poor and the aim of this design brief is to set out a future vision for this building and to encourage and support improvements through offers of grant funding.

The key aims are:

- To bring back the original rhythm of this building – improving the continuity of this frontage and heightening its impact and stature;
- With a consistent and uniform approach, to provide the opportunity for signage at a higher level that would be visible above the row of trees;
- Introduce a consistent material and finish to the top of the building, further contributing to appearance and continuity and also dealing with some of the most unsightly parts of the building at present;
- Introduce a preferred palette of materials to also aid general appearance, rhythm and continuity. Whilst also allowing some flexibility and freedom for different units to market their business effectively.
- Introduce a workable and flexible plan that allows different units to make improvements at different times without suffering periods where the building looks at odds – this can be achieved by using the existing window spacing, approximate sign locations and not dramatically altering the overall appearance of the building.

Figures 1 and 2 below provide more detailed information and a visual illustration of the proposed approach.

Materials

Window frames – powder coated aluminium – dark grey (RAL 7016). Window proportions and frame thickness should match existing.

Cladding along the top of building – powder coated aluminium – dark grey (RAL 7016)

Window signage – locations illustrated in Figure 1 – etched glass effect vinyl – frosted white/light grey (no colours), see example image below.

Smoked glass (see figure 1) – dark grey/black



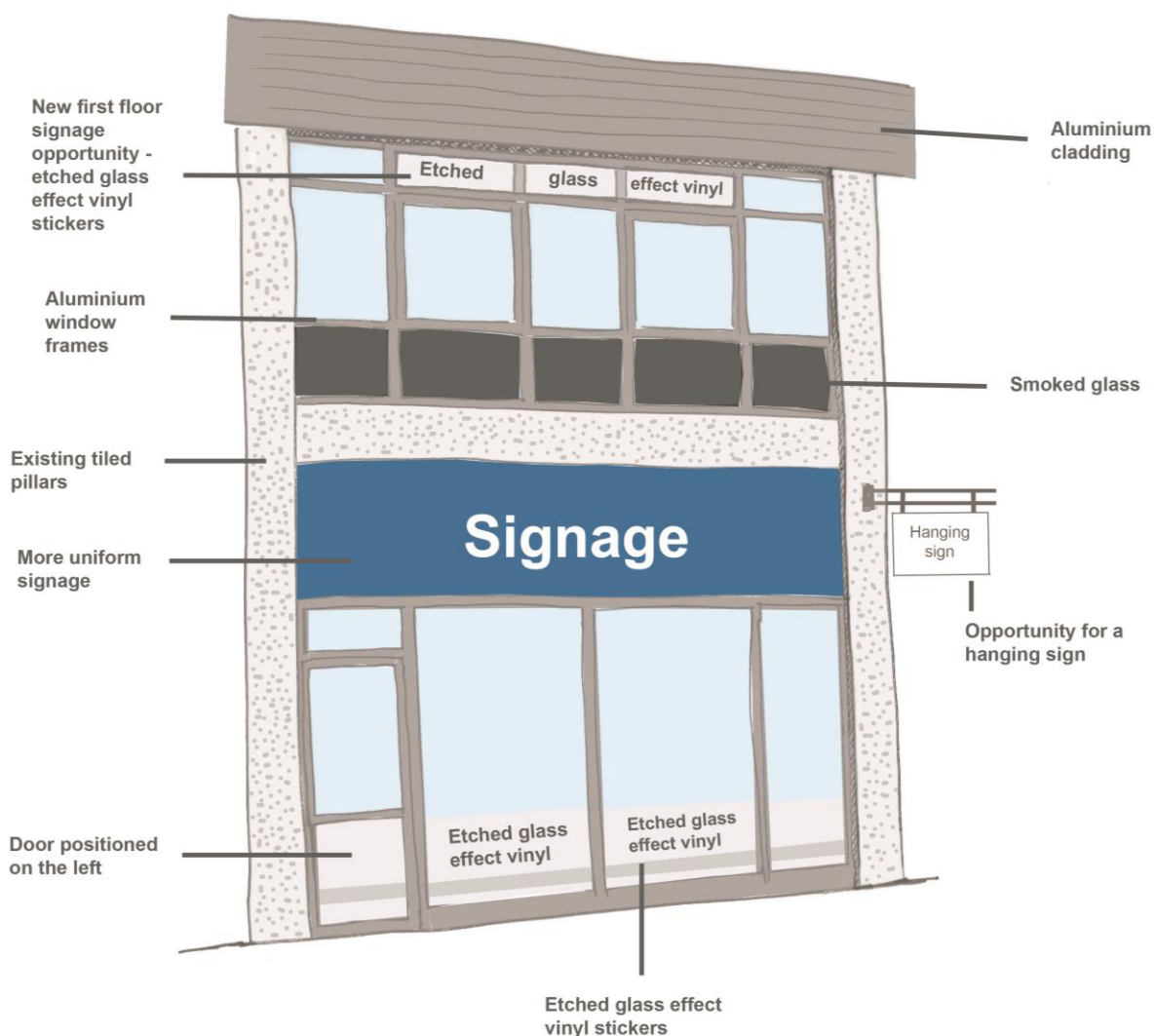


Figure 1 (above) – example of possible shop front improvements

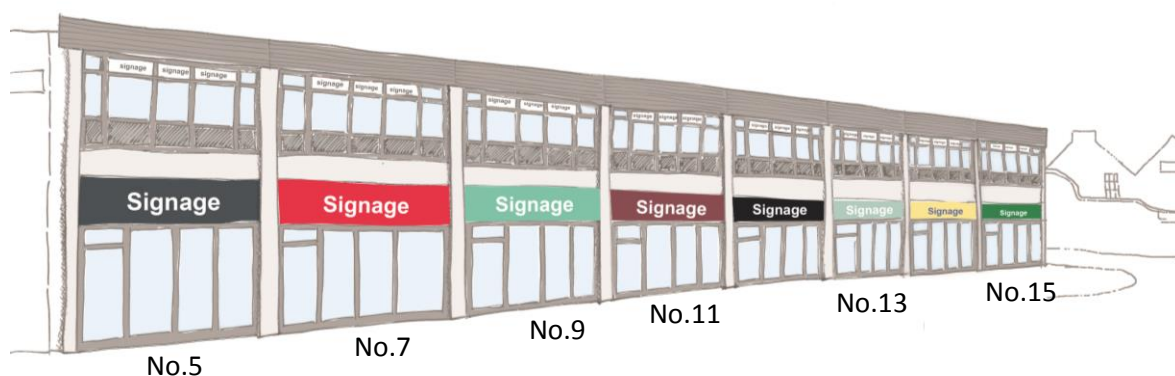


Figure 2 – Rhythm and repetition of more uniform frontages has a collective impact that improves the appearance of the building

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	1st JUNE 2017	CATEGORY: DELEGATED/
REPORT FROM:	DIRECTOR OF COMMUNITY AND PLANNING SERVICES	OPEN
MEMBERS' CONTACT POINT:	CHRIS SMITH (01283) 595924	DOC:
SUBJECT:	CORPORATE ANTI-SOCIAL BEHAVIOUR POLICY	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: EDS 14

1.0 Recommendations

- 1.1 To agree and approve a new Corporate Anti-Social Behaviour Policy.

2.0 Purpose of Report

- 2.1 This report presents a new Corporate Anti-Social Behaviour Policy for approval by Council.

3.0 Executive Summary

- 3.1 The new Corporate Anti-Social Behaviour (ASB) Policy has been produced to inform residents of the commitment they can expect from the Council in relation to anti-social behaviour complaints. The draft policy is attached in appendix 1.
- 3.2 The policy sets out our approach to tackling ASB through prevention, enforcement and support for the victim. It provides detail on what ASB is, how victims can make reports of ASB and what enforcement action we can take. This document does not say how we will deal with ASB on a day-to-day basis. This is explained in our individual procedure documents.
- 3.3 There are a number of departments within the Council that lead on tackling different types of ASB. Each department has different legislation and tools and powers available to them to deal with ASB. Currently there is a number of different ASB Policy's in place across the Council which do not necessarily complement each other and do not offer a single Council commitment to dealing with ASB. This new Policy ensures that there is this consistency in terms of commitment across the Council. The policy provides information on the 'Victim's First' approach to dealing with ASB complaints which has been adopted by the Council and across Derbyshire.

4.0 Detail

- 4.1 We recognise that the term 'Anti-Social Behaviour' covers a wide variety of behaviours and activities that affect different people in different ways which makes defining the term somewhat problematic. For the purposes of this policy, our definition of Anti-Social Behaviour reflects the definition found in the Crime & Disorder Act (1998) which defines Anti-Social Behaviour as:

“...acting in an anti-social manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator”.

- 4.2 This policy provides information on the Derbyshire ASB Victims First Project which South Derbyshire District Council signed up to in 2014. The Victims First Project aims to:

- Ensure the victim is at the heart of our approach to tackling ASB.
- Provide a consistent multi-agency approach to the identification of vulnerable and repeat ASB victims.
- Improve the service for ASB victims, especially the most vulnerable.
- Improve ASB case management for victims and offenders through IT.

- 4.3 As part of the Derbyshire Victims First Project, South Derbyshire District Council has (along with the other District and Boroughs in the County) adopted the use of the E-CINS Case Management IT system to manage medium and high risk ASB victims and perpetrators in Derbyshire.

- 4.4 E-CINS is a secure, multi-agency, web-based case management system, which is used to manage medium and high risk ASB victims and perpetrators in Derbyshire.

Through the safe and secure sharing of information, partner agencies can work together to manage cases in 'real time' using E-CINS. There are a range of benefits, including:

- Identification of vulnerable ASB victims.
- Minimising the risk of harm to victims and providing appropriate support.
- Improved information sharing.
- Audit trail of information shared.
- Improved multi-agency working.
- Effective case management.
- Secure access to information.
- Improved staff safety.
- Recording agreed actions at case meetings.
- 24/7 access to offender management information eg: terms of ABCs, Criminal Behaviour Orders (CBOs) and injunctions.
- Time savings.

5.0 Financial Implications

- 5.1 There are no additional financial implications associated with this policy.

6.0 Corporate Implications

This policy will work towards delivering several aims within the Corporate Plan: PE2 Protect and help support the most vulnerable, including those affected by financial challenges; PE3 Use existing tools and powers to take appropriate enforcement action; PL3 Help maintain low crime and anti-social behaviour levels in the District and PL4 Connect with our communities, helping them to feel safe and secure.

7.0 Community Implications

- 7.1 This policy will help deliver the following Community Strategy priority: 'More people feel safe and secure in their home and in the community, particularly those who are most vulnerable'.

8.0 Conclusions

- 8.1 This policy sets out the Council's commitment to reducing ASB, improving the quality of life for local people and reducing crime and fear of crime within our communities. We recognise that, left unchallenged, ASB can have a significant negative impact on the lives of our communities. This policy details our commitment to tackling ASB with our partners, putting victims first but ensuring we will use available tools and powers to deal with persistent offenders when required.

9.0 Background Papers

- 9.1 App1 - SDDC ASB Policy (Draft)



**South
Derbyshire
District Council**

**SOUTH DERBYSHIRE DISTRICT
COUNCIL**

ANTI-SOCIAL BEHAVIOUR POLICY

DRAFT

2017

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1. Introduction

This policy outlines South Derbyshire District Council's approach to effectively tackling 'anti-social behaviour' (ASB). It provides information on what we mean by ASB, details our commitment to victims of ASB and details some of the enforcement options available to us.

This document does not say how we will deal with ASB on a day-to-day basis. This is explained in our procedure documents, which can be read alongside this policy.

We recognise that the term 'Anti-Social Behaviour' covers a wide variety of behaviours and activities that affect different people in different ways which makes defining the term somewhat problematic. For the purposes of this policy, our definition of Anti-Social Behaviour reflects the definition found in The Crime & Disorder Act (1998) which defines Anti-Social Behaviour as

"...acting in an anti-social manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator".

2. Our Commitment

We recognise that left unchallenged, ASB can have a serious and detrimental effect on individuals, families and communities. In order to support our commitment to reducing ASB in South Derbyshire we will:

- Place victims and witnesses at the centre of our procedures and support them throughout their case.
- Make effective use of the powers, orders and mechanisms available to us to deal with ASB.
- Participate fully in joint working with partner agencies to enable the best possible outcomes.
- Raise awareness of what conduct constitutes ASB.
- Encourage people to report ASB.
- Publicise successful prosecutions where appropriate.

The Corporate Plan 2016-21 sets out our values and vision for South Derbyshire and defines our priorities for delivering services. It describes how we will work with partners to improve the quality of life of residents, community groups and businesses.

Our goal is to make South Derbyshire a better place to live, work and visit and is underpinned by four themes: People, Place, Progress and Outcomes.

This policy will work towards delivering several aims within the Corporate Plan: PE2 Protect and help support the most vulnerable, including those affected by financial

challenges; PE3 Use existing tools and powers to take appropriate enforcement action; PL3 Help maintain low crime and anti-social behaviour levels in the District and PL4 Connect with our communities, helping them to feel safe and secure.

We will review this policy every three years or in the event of significant legislative change, published good practice or in response to suggestions from customers or partner agencies.

3. Types of ASB

ASB is a very broad term and covers a wide range of issues: Some ASB complaints will be dealt with by the Housing department (if you are a council tenant), some will be dealt with by Environmental Health and some will be dealt with by the Anti-Social Behaviour Officer, who is based in the Communities Team. It is common for departments to work together on cases (and with the police) as some complaints will have a number of issues which may overlap departments and organisations.

The below is a key list of the types of ASB that each department will take a lead on:

Housing Dept:

SDDC Housing Department will deal with ASB complaints regarding their tenants and their tenants' properties. Any tenants committing ASB will be in breach of their tenancy agreements.

- Neighbour disputes between tenants.
- Nuisance behaviour at council properties.
- Untidy council properties.
- Drugs issues at council property.

Anti-Social Behaviour (Communities Team):

- Nuisance behaviour.
- Underage drinking / street drinking.
- Neighbour disputes (private housing).
- Incidents of verbal abuse.
- Nuisance motorbikes.
- Drug-related issues at domestic dwellings.
- Drug-related issues in public places.

Environmental Health:

- Bonfires.
- Air pollution.
- Light pollution.
- Dog fouling.
- Aggressive and stray dogs.
- Noisy Neighbours.
- Untidy premises.

- High hedges.
- Fly-tipping.
- Domestic noise.
- Street noise.
- Littering and waste accumulations.
- Nuisance parking.
- Private rented housing disputes.

Planning Enforcement:

- Unauthorised development.
- Loss of amenity.
- Fly-posting.

Each department and partner agency (including police, councils, fire and rescue, health services and community and voluntary sector) brings with it a range of expertise and experience that, when brought together, can assist in resolving issues more effectively.

4. Reporting ASB and Assessing Impact

If you are suffering from any kind of ASB please, contact us as soon as possible. You can make a complaint or report an incident in person, in writing, by telephone, via our website or through a third party such as a Councillor.

Complaints and reports can also be made anonymously. However, this may restrict the amount of investigation and action we can undertake and will not allow us to provide the complainant with information and support. We would recommend therefore that complainants give us their name and address.

To make a complaint of ASB please contact:

Call: 01283 595795

Email: customer.services@south-derbys.gov.uk

Complete an online enquiry at: www.south-derbs.gov.uk

Write to us at: South Derbyshire District Council, Civic Offices, Civic Way, Swadlincote, DE11 0AH.

When we take an initial complaint of ASB, our staff will establish the details of the complaint and work with the victim to assess their risk of harm. There may be occasions where a report needs to be dealt with by the police i.e. criminal damage, hate crime or violence, as these are criminal offences. However, we will discuss this with you and will only refer onto the police with your permission.

If there is a complaint which has multiple offences we will work closely with the police and other agencies to tackle the problem.

All ASB complaints received by South Derbyshire District Council will be responded to within three working days. More serious complaints will be responded to within one working day (i.e. hate related incidents, violence or threats of violence, abuse.)

5. Support for Victims and Vulnerable Perpetrators

South Derbyshire District Council is signed up to the Derbyshire ASB Victims First Project; which aims to:

- Ensure the victim is at the heart of our approach to tackling ASB.
- Provide a consistent multi-agency approach to the identification of vulnerable and repeat ASB victims.
- Improve the service for ASB victims, especially the most vulnerable.
- Improve ASB case management for victims and offenders through IT.

As part of the Derbyshire Victims First Project South Derbyshire District Council has, (along with the other District and Boroughs in the County) adopted the use of the E-CINS Case Management IT system to manage medium and high-risk anti-social behaviour (ASB) victims and perpetrators in Derbyshire.

E-CINS is a secure, multi-agency, web-based case management system, which is used to manage medium and high risk ASB victims and perpetrators in Derbyshire.

Through the safe and secure sharing of information, partner agencies can work together to manage cases in 'real time' using E-CINS. There are a range of benefits, including:

- Identification of vulnerable ASB victims.
- Minimise the risk of harm to victims and provide appropriate support.
- Improved information sharing.
- Audit trail of information shared.
- Improved multi-agency working.
- Effective case management.
- Secure access to information.
- Improved staff safety.
- Recording agreed actions at case meetings.
- 24/7 access to offender management information e.g. terms of ABCs, Criminal Behaviour Orders (CBO's) and injunctions.
- Time savings.

Where appropriate, we will also discuss with the victim whether they would like a referral to Derbyshire Victim Services, who provide a specialist support service for victims of ASB.

When we are preparing to take action against someone for ASB, we understand that it can be a frightening and distressing time for witnesses. We will therefore do all that we can to make the process as easy as possible. We will:

- Keep the witnesses informed about any court case.
- Offer extra security to the property through the Safer Homes Scheme if appropriate, such as spy holes, door chains, window alarms.
- Provide temporary CCTV if appropriate.
- Provide information on victim / witness support agencies.
- Attempt to prevent witnesses and victims attending court by using hearsay notices where possible.

Our approach to managing ASB is victim-centred. However, we recognise that some perpetrators of anti-social behaviour can themselves be vulnerable. We will ensure that we assess alleged perpetrators for any support needs and work with them and other trained professionals to address their needs to minimise the risk of them committing further acts of ASB.

Residents and tenants are responsible for their own actions and the actions of all those people who are living at or visiting their property. We will investigate appropriate reports of ASB or neighbour nuisance and may take legal action against those found responsible. Offences such as the supply, dealing and cultivation of drugs will always result in legal action. Some areas of criminality that affect the rights of our tenants will also result in an investigation and legal action being considered.

Where the complaint involves the tenant of a housing association, we will work in conjunction with the officers from that housing association in order to resolve the complaint amicably.

6. Enforcement action

Working with our partner agencies, we will use a wide range of measures to prevent and combat persistent anti-social behaviour:

- We will use a range of early informal interventions, including warning letters, acceptable behaviour contracts and mediation.
- We have a tenancy agreement which prohibits ASB – this is fully explained to all new tenants.
- Where there is persistent ASB and sufficient evidence we have a wide range of legal interventions we can use to tackle the behaviour. These include Fixed Penalty Notices, Criminal Behaviour Orders, Civil Injunctions, Community Protection Notices, Public Space Protection Orders, Closure Powers, Dispersal/Direction Powers and Absolute Grounds for Possession.

More information about the intervention and enforcement powers the Council will use is held within the individual departments' ASB procedure documents.

We will always use our legal powers in accordance with the principles set out in our Corporate Enforcement Policy. The policy contains a number of principles and commitments, but in particular is the commitment to use our powers in a way that is transparent, accountable, proportionate and consistent.

7. Safeguarding

Safeguarding is everyone's business and we all have a part to play in protecting the most vulnerable members of our community. As a service provider, South Derbyshire District Council is committed to safeguarding children and adults at risk.

The Council recognises that Derbyshire County Council's (DCC) Children's and Younger Adults Service are the lead agencies in the District with regard to child protection and DCC's Adult Care is the lead agency with regards to adults at risk. However, the Council recognises that everyone has a responsibility for child protection and protecting adults at risk, including all employees and elected Members.

The role of the Council is not to investigate allegations of abuse. However, it is the responsibility for all Council Members, employees, volunteers and contracted service providers to take action when they suspect or recognise that a child, young person or adult at risk may be a victim of harm or abuse.

We recognise that when dealing with ASB we may come into contact with children and adults for whom there are safeguarding concerns. All front line District employees and Members receive safeguarding training and have access to information to enable them to respond appropriately.

The Council has its own Safeguarding Policy which should be adhered to whenever a cause for concern has been identified by a member of staff or Member.

8. Legislation

Anti-Social Behaviour, Crime and Policing Act 2014

This Act provides the tools for practitioners and agencies to effectively tackle ASB. The Act strengthens and, in some aspects, replaces existing legislation to streamline and re-enforce the powers that are available to practitioners.

Crime and Disorder Act 1998

The purpose of this Act is to tackle crime and disorder and help create safer communities. The Act gives the lead responsibility for crime and disorder to the police and the local authorities and consequently after its introduction Crime and Disorder Partnerships were formed based in the District and the County Councils. The 1998 Act provides additional powers for agencies to use when carrying out their work to reduce crime. These include:

- Section 115 which allows for the sharing of information for the purposes of preventing crime and disorder without contravening the Data Protection Act 1998.
- The establishment of local partnerships between police, local authorities and others to help fight crime.

- Section 17 places a duty upon local authorities to consider the community safety within their District for any function that it may undertake. This section dictates the way in which authorities need to plan, implement and monitor work on crime and disorder issues.

Other relevant Legislation

- Children Act 1989
- The Regulation of Investigatory Powers Act (RIPA) 2000
- Local Government Act 2000
- Homeless Act 2002
- Housing Act 1996
- Environmental Protection Act 1990
- Human Rights Act 1998
- Data Protection Act 1998
- Freedom of Information Act 2000
- Clean Neighbourhoods and Environment Act 2005
- Equality Act 2010
- Anti-Social Behaviour Act 2003
- Clean Air Act 1993
- Noise and Statutory Nuisance Act 1993
- Noise Act 1996
- Prevention of Damage by Pests Act 1949
- Police Reform Act 2002

9. Confidentiality

Together with our partner agencies, we have signed an information sharing protocol that enables us to share appropriate and relevant information when dealing with cases of ASB with other agencies. All information is shared in line with the Derbyshire Partnership Forum Anti-Social Behaviour Information Sharing Agreement and within the terms of the Data Protection Act 1998 and the Crime & Disorder Act 1998 (as amended).

10. Publicity and Media

The aims and benefits of publicity in the context of this policy are typically to:

- Give the public confidence in local services by reassuring our communities, victims and witnesses that action can be taken to protect them and their human rights in relation to their safety and/or quiet enjoyment of their property or possessions. This can increase public confidence to report ASB and therefore assist with the prevention and detection of ASB.
- Give the public the information they need in order to identify breaches of any court order or to provide other relevant information and assist with enforcement.

Communities often hold the key to the information agencies need to effectively tackle ASB.

- Deter offenders (or other potential offenders) from engaging in ASB.
- Ensure community awareness of the tools and powers available to the Council and its partners and ensure that the community are aware of who they should approach with concerns and questions around ASB.
- Support witnesses and potential witnesses by ensuring that they are aware of what action can be taken to prevent further ASB and what support is available to them.

There is generally a presumption in favour of publicity but each case will be considered on its merits. Before making a decision to publicise any case (or any conviction) the decision maker ought to ascertain whether there are any reporting restrictions imposed by a court which would or might prohibit or restrict publicity.

The age of a person and/or any particular vulnerability (whether relating to the person against whom publicity is being considered and/or their household or family) ought to be considered before a decision to publicise is made. Age and vulnerability are each relevant considerations which may impact upon both the decision whether to publicise and, if relevant, the nature, extent and duration of any publicity. If a decision has been made to continue with publicity on a juvenile an appropriate risk assessment will be carried out.

South Derbyshire District Council will consider the implications of the Data Protection Act 1998 when considering whether to use publicity.

11. Staff

Tackling ASB requires knowledgeable and well-trained staff. We will ensure that all staff dealing with ASB clearly understand and deliver our policy. We will also ensure that they are fully trained on our procedures and are aware of the tools and powers at their disposal.

12. The Community Trigger

The Community Trigger gives those affected by ASB the right to request a case review of the response by agencies to their reports of ASB. The Community Trigger should only be used if you think your concerns have not been dealt with, or acted upon, by agencies.

For further information, please use the link below:

http://www.south-derbys.gov.uk/community_and_living/community_safety/anti_social_behaviour/community_trigger/default.asp

Concerns about individual officers, or services, should continue to be directed to the relevant organisation's complaints procedure and/or the Ombudsman or the Independent Police Complaints Commission.

13. Complaints about the Service

If you are not satisfied with the way your ASB complaint is being managed, you can contact us to request information about the Community Trigger (see section 12).

If you are unhappy for any other reason relating to your case, you can make a formal complaint by obtaining a copy of the booklet "How to complain about the Council's service" which is available either from the main reception desk or by telephoning 01283 221000 or emailing: customer.services@south-derbys.gov.uk.

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 12
DATE OF MEETING:	1st JUNE 2017	CATEGORY: RECOMMENDED
REPORT FROM:	STUART BATCHELOR DIRECTOR OF COMMUNITY AND PLANNING SERVICES	OPEN
MEMBERS' CONTACT POINT:	RICHARD SHAW, richard.shaw@south-derbys.gov.uk; MATT HOLFORD, matthew.holford@south-derbys.gov.uk	DOC:
SUBJECT:	DESIGN SUPPLEMENTARY PLANNING DOCUMENT AND AIR QUALITY	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: EDS03

1. Recommendations

- 1.1. That Committee approve the revisions to the South Derbyshire Design Supplementary Planning Document (SPD) to include additional content in relation to air quality and to capture the recommendations from E&DS on 26th April.
- 1.2. Agree that a separate Air Quality SPD is not required.

2. Purpose of Report

- 2.1. To advise Members of the proposed inclusion of additional material within the Design SPD and to seek Members' approval to consult on the final draft of the document.

3. Background

- 3.1. The Local Plan Part 1 was adopted by the Council in June 2016 and sets out the long-term vision, objectives and strategy for the spatial development of South Derbyshire and provides a framework for promoting and controlling development. Policy BNE1: Design Excellence states at A ii) that 'all proposals for new development will be assessed against the Council's Design SPD'. The Local Development Scheme timetables consultation on the Design SPD for early 2017.
- 3.2. A Design SPD has now been produced for consultation and was approved with additional recommendations by Members for consultation by E&DS on 26th April 2017.
- 3.3. Air quality, and the impact it has on community health has been identified as having the same impact on community health as smoking and obesity and has been described as the "new public health emergency" (ref). The inclusion of additional

measures in local planning policy guidance is considered to be the single most important contribution that the District Council can make towards improving the health of our local community by minimising the exposure to adverse air quality.

4. Policy and Legislative Background

- 4.1. Paragraph 109 of the National Planning Policy Framework states that *“The planning system should contribute to and enhance the natural and local environment by; preventing both new and existing development from contributing to or being put at unacceptable risk from, or being adversely affected by unacceptable levels of soil, air, water or noise pollution or land instability”*
- 4.2. Planning Policy Guidance – Air Quality (2014) provides national guidance on the interaction between planning and air quality. The assumption in the guidance is in favour of permitting development unless the proposals will
 - cause a breach of EU Air Quality Directives;
 - make air quality worse in areas where it is already poor, or;
 - where the development will adversely impact upon the implementation of air quality action plans.
- 4.3. The Guidance also contains advice about air quality mitigation and requires that any air quality mitigation should be location specific and proportionate to the impact.
- 4.4. In February 2016 a highly influential report¹ was published by the Royal College of Physicians which highlighted the health impacts of air quality at exposure levels less than the statutory standards currently contained in EU Air Quality Directives and UK air quality law. The report has been a game-changer in terms of the attention paid to air quality by the healthcare community. It also highlighted how the impact of air pollution disproportionately affects the young, older people, those with underlying health conditions and the most disadvantaged within our communities.
- 4.5. In March 2016 the Derbyshire Health Protection Board considered a report on air quality and health and agreed to a proposal that *“local planning authorities in Derbyshire adopt a joint Supplementary Planning Document”*
- 4.6. In June 2016 E&DS approved the submission of an Annual Status Report on Air Quality to DEFRA. One of the key action points stated in the report was “to issue local guidance on planning and air quality to help give due weight to air quality issues within planning application determinations”.
- 4.7. In early 2016 Public Health England (PHE) announced that air quality would be one of their key strategic national priorities. An East Midlands Air Quality Forum was established consisting of professionals from across the region, including public health, transport, environmental health and academics. One of the key tasks of the group has been to develop guidance on air quality and planning, which could be adopted by local planning authorities to ensure that they could support economic growth whilst ensuring that air quality is given adequate consideration within the development control process.

5. Detail

- 5.1. Officers have considered how the aims and objectives of the PHE guidance can most effectively be embedded within local planning guidance. We reached the conclusion that air quality mitigation should be included from the start of the development design process. By adopting this approach the mitigation measures can be integrated into the overall design strategy.

- 5.2. We therefore concluded that it would be more effective to include air quality considerations within the existing Design SPD. Officers considered that a separate SPD on air quality would mean that it is considered too late in the design process and as a result would add cost and delay to both the development submission and to the final build.
- 5.3. The content of the Design SPD has also been amended to include the recommendations made by Members in E&DS of 26th April 2017.
- 5.4. We have therefore revised the Design SPD approved by Members on 26th April and included a number of additional measures to provide practical, proportionate and cost effective mitigation measures. The revisions to the Design SPD are summarised in Annex 1. The full revisions to the Design SPD are highlighted in red in Annex 2.
- 5.5. If approved the revised Design SPD will now go out to public consultation along with the Local Green Spaces and Affordable Housing SPDs previously approved by Committee.

6. Financial Implications

- 6.1. The proposals have no immediate financial implications other than the costs of the consultation process.
- 6.2. The longer term financial implications of further actions or policies arising from the proposed resolutions will be communicated to members in future reports.

7. Corporate Implications

- 7.1. The adoption of a complete South Derbyshire Local Plan is a key priority of the District Council and is included as an action within the Corporate Plan. The Corporate Plan also contains a commitment that air quality in the District will meet all standards for human health. The Design SPD will assist the implementation of both of these Objectives.

8. Community Implications

- 9.1. The inclusion of practical air quality mitigation measures within good design principles is considered to be the most effective way of ensuring sustainability within new development.

10. Background Papers

- 11.1.¹ Royal College of Physicians. "Every breath we take: the lifelong impact of air pollution". Report of a working party. London: RCP, 2016.
- 11.2. South Derbyshire District Council Air Quality Annual Status Report 2016.
- 11.3. Derbyshire Health and Wellbeing Board, 10th March 2016

Annex

- 1 – Summary of the revisions to the Design SPD
- 2 – Full version of the Design SPD with amendments highlighted in red.

Annex 1

Draft South Derbyshire Design Guide

Design SPD

The decision has been made to incorporate the Air Quality SPD in to the Design SPD. This note provides details of amendments to the draft Design SPD that have been made in order to achieve this.

The Design SPD has also been amended to include comments provided at Committee on the 26th April 2017

Within the Design SPD document the amendments and additions appear in **red** text.

The page numbers below relate to the page numbers in the bottom right hand corner of the Design SPD document – not the PDF page numbers put together for Committee.

Requested amendments and additions at Committee on the 26/04/17

Green routes and the need to be clear of planting

Text added at the locations below

P26 – Street Design, movement and legibility – section 2) Design for walkability

P32 - Street Design, movement and legibility – section 6) Create connected neighbourhoods

P82 – Non – domestic development – community safety section

Add in the request to advise developers to install sprinklers

Text added at the locations below

P46 – Ease of use – section 4) Be prepared for change

P84 – Non-domestic development – Ease of use section

Excessive external illumination needs to be addressed

Already mentioned on p89 (non-domestic development – neighbouring uses and amenity)

Text added at the locations below

P68 - Neighbouring uses and amenity – section 1) consider overlooking and overshadowing – title amended

P69- Neighbouring uses and amenity – section 1) – text added

Ticknall lock-up - Historic South Derbyshire – request to change to Smisby

Appendix G – p128 - After some investigation, it appears that there are lock-ups at both Ticknall and Smisby. The illustration in Historic South Derbyshire has been confirmed as being in Ticknall. We found the Listed Building record and there was a picture of this lock-up in Ticknall on the Main Street. It may be a little overgrown and partly obscured. There is a very similar lock-up in Smisby that is also Listed. One of the differences from looking at the Listed Building records is that the Smisby lock-up has an arched doorway and the Ticknall lock-up has a straight headed doorway. No amendments were therefore made to the document.

Amendments made to incorporate the Air Quality SPD in to the Design SPD

P7 - Policy section – table amended to include SDDC Local Plan Part 1 policy references

P46 – Ease of Use – 4) Be prepared for change

P58 – text removed from coloured box that relates to chimneys being ‘functioning’

P63 - National Forest – extra tree species added to species guidance box

P76 – Healthy Lifestyles – Background text added

P78 – New section added – 4) Design for cleaner air

P81 – Resource Use 3) Embrace solutions for sustainable energy and power generation

P89-90 – Non-domestic development – Healthy Lifestyles – design for physical activity

P90 - Resource Use

P104 – new Appendix F – Justification of the need to address air pollution

Draft South Derbyshire Design Guide

Design Supplementary Planning Document

May 2017

Draft version 1.2

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Executive Summary

INTRODUCTION

This guide aims to improve the design quality of development in South Derbyshire and further explain the Design Principles set out in the Local Plan Part 1 (Policy BNE1).

HOW TO USE THIS GUIDE

Design Process – this is the place to start and should be taken into account at the beginning of designing a development proposal.

Extending your home (Appendix 1) – this is the only chapter that needs to be referred to regarding householder extensions.

POLICY CONTEXT

The Design Principles within this document are closely aligned with the NPPF and supporting guidance in the PPG.

DESIGN PROCESS

- 1) Starting point – ensure urban design expertise is present and engage in pre-application discussions;
- 2) Assessment;
- 3) Simple vision;
- 4) Involvement;
- 5) Detailed design proposal;
- 6) Application; and
- 7) Implementation.

DESIGN PRINCIPLES

Based on Local Plan Policy BNE1 and relating specifically to domestic development.

COMMUNITY SAFETY

Increase visibility; Define the public and private; Create safe street networks; Encourage people to own, respect and protect.

STREET DESIGN, MOVEMENT AND LEGIBILITY

High quality streets; Design for walkability; Promote cycling; Design for slow speeds; Create a navigable place; Create connected neighbourhoods; Deliver viable public transport routes; Make parking comfortable (amount, size, garages, integral garages, rear courtyards, car parks, cycle parking).

DIVERSITY AND COMMUNITY COHESION

Encourage a sense of belonging and community togetherness; Create diverse places where people can meet, Integrate local centres in to the townscape; Design streets and public open spaces for the whole community.

EASE OF USE

Design places that can be used by all; Design buildings that can be used by all; Consider demographics; Be prepared for change; Make bin storage and collection simple; Create places that are easy to manage.

LOCAL CHARACTER AND PRIDE AND VISUAL ATTRACTIVENESS

Start off on the right foot (undertake a sight and contextual appraisal); Consider all aspects of local character (landscape and topography, history, views and vistas, streets and spaces, urban structure and urban grain, architectural style and detailing) Respect the Existing; Communicate a buildings function; Research new character.

NATIONAL FOREST

Provide green infrastructure on site; Make trees play a leading role; Design continuous green routes; Create high quality gardens; Use timber and planting in construction; Design developments around SUDS; Think specifically about wildlife habitats; Think ahead (phasing, ownership, management and maintenance).

NEIGHBOURING USES AND AMENITY

Consider overlooking and overshadowing; Think about quality of life.

CROSS BOUNDARY COLLABORATION

Create quality urban design guidance; Protect future links; Create connected infrastructure.

HEALTHY LIFESTYLES

Design for physical activity; Create opportunities for contact with nature; Positive social contact; Design for cleaner air

RESOURCE USE

Encourage people to compost household waste; Reduce demand for water, Embrace solutions for sustainable energy and power generation.

DESIGN GUIDANCE FOR NON-DOMESTIC DEVELOPMENT

Using the Design Principles as themes, specific guidance for non-domestic development.

EXTENDING YOUR HOME

Appearance, scale, character and form, position, materials, the effect on neighbours, and access and parking.

Introduction

The purpose of this document

This guide aims to improve the design quality of new development in South Derbyshire. It also further explains the design principles set out in the Local Plan Part 1 (Policy BNE1).

How to use this guide

This guidance should be applied proportionately in relation to the scale of development. It does not aim to provide an exhaustive check list for design, and the Council will use its discretion where certain aspirations are not fully realised. However, all efforts should be made to comply with the guidance in full.

The guide seeks to cover all types of development, from new residential and commercial schemes, to conversions and extensions. Hence, for smaller schemes the following chapters may be less relevant:

- Diversity and community cohesion;
- Cross-boundary collaboration; and
- Healthy lifestyles.

Design Process

This is the place to start and should be taken into account at the very beginning of a proposal for development. This applies to all domestic and non-domestic development, except for 'Extending your home' (see below).

Design Principles

This section expands upon the Design Principles set out in Policy BNE1, providing detailed guidance under these different themes. There are separate sections for domestic and non-domestic developments.

Extending your home (Appendix A)

This is the only chapter that needs to be referred to regarding householder extensions.

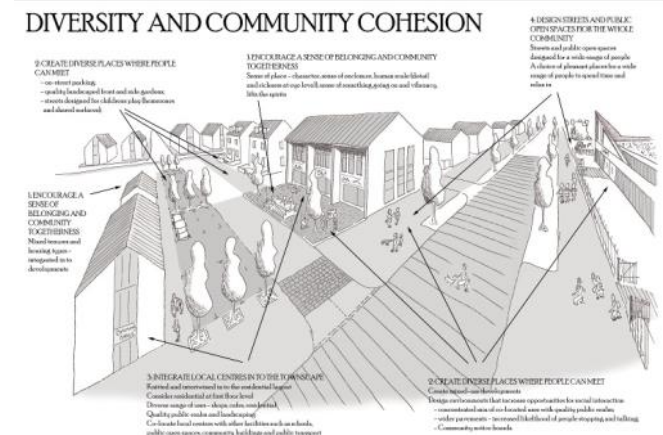
Conservation Areas and Listed Buildings

Although the best practice within this guidance is relevant to buildings and settlements with heritage value, more specific guidance can be found in Historic South Derbyshire (Appendix G) and also within the Conservation Area Character Appraisals on the District

Council's website.

Illustrations

The diagrams help to illustrate the text and provide examples. They do not represent 'the' way of applying the guidance. The Council is not recommending a 'one size fits all' approach and encourages innovation.



Policy context

Local Plan Policy BNE1 ii)

All proposals for new development will be assessed against the Council's Design SPD.

Sustainability, health, wellbeing, communities, local pride, biodiversity, tourism and economic prosperity can all flourish in well designed, people friendly places. Poorly designed places can, and often do, lead to social, economic and environmental decline.

Local Authorities have a statutory duty under the Planning Act 2008 to encourage good design and the NPPF states that good design is indivisible from good planning. Design is one of the most powerful tools in achieving sustainable development. In working towards global causes, design is also about much smaller scale, personal and intimate factors – people, their everyday lives, health, wellbeing and happiness.

Good design gels together and improves many of the Council's key services, aspirations and statutory responsibilities, addressing large scale issues such as protecting and enhancing the unique character of the District for residents and visitors; attracting new investment; tackling crime, anti-social behaviour, road safety and social exclusion; improving health and wellbeing; and strengthening communities and connecting them together. Smaller scale, but equally important issues include designing out potential problems caused by parking and bin collections.

South Derbyshire District Council adopted their Local Plan Part 1 in June 2016. Policy BNE1 (Design Excellence) sets out a series of Design Principles. This Design SPD links directly to the Principles, using them as chapter headings. This guidance is therefore integrated with the adopted Local Plan.

The table below illustrates how the Design Principles in Policy BNE1 and within this document relate to the NPPF.

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SDDC Design Principles	NPPF paragraph number and selected extracts	Other Local Plan Policy relevant to BNE1 (Design Excellence) and selected extracts
Community safety	<p>Paragraphs 58, 69</p> <p><i>'create safe and accessible environments where crime and disorder, and the fear of crime, do not undermine quality of life or community cohesion' (paragraph 58)</i></p>	<p>S3 (Environmental Performance), S6 (Sustainable Access), SD4 (Contaminated Land and Mining Legacy Issues) BNE9 (Advertisements and Visual Pollution), INF2 (Sustainable Transport).</p> <p><i>'The Council will support developers in bringing forward more sustainable homes and commercial properties by supporting the governments drive towards improved housing standards in respect of access, space standards, security, water and external waste storage'. (policy S3)</i></p> <p><i>'support transport measures that address accessibility, safety, amenity health, social and economic needs' (Policy S6).</i></p>
Street design, movement and legibility	<p>Paragraphs 9, 17, 35, 38, 39, 41, 58, 61, 69, 75</p> <p><i>'give priority to pedestrian and cycle movements, and have access to high quality public transport facilities' (paragraph 35)</i></p> <p><i>'minimise conflicts between traffic and cyclists or pedestrians, avoiding street clutter and where appropriate establishing home zones' (paragraph 35)</i></p> <p><i>'key facilities such as primary schools and local shops should be located within walking distance of most properties' (paragraph 38)</i></p> <p><i>'establish a strong sense of place, using streetscapes...to create attractive and comfortable places...' (paragraph 58)</i></p> <p><i>'safe and accessible developments, containing clear and legible pedestrian routes' (paragraph 69).</i></p>	<p>S6 (Sustainable Access), INF2 (Sustainable Transport), INF6 (Community Facilities)</p> <p><i>'The Council will minimise the need to travel, make the most efficient use of transport infrastructure and services and encourage model shift away from the private car and road based freight toward walking, cycling, public transport and rail freight...(Policy S6).</i></p> <p><i>'Community facilities should be accessible to all members of the community and be located where there is a choice of travel options. (Policy INF6)</i></p>
Diversity and community cohesion	<p>Paragraphs 9, 17, 38, 47, 50, 69, 70</p> <p><i>'opportunities for meetings between members of the community who might not otherwise come in to contact with each other, including through mixed-use developments, strong neighbourhood centres and active street frontages which bring together those who work, live and play in the vicinity' (paragraph 69)</i></p> <p><i>'plan positively for the provision and use of shared space, community facilities (such as local shops, meeting places, sports venues, cultural buildings, public houses and places of worship) and other local services to enhance the sustainability of communities and residential environments' (paragraph 70)</i></p>	<p>H20 (Housing Balance), INF6 (Community Facilities)</p> <p><i>'the Council will seek to provide a balance of housing that includes a mix of dwelling type, tenure size and density...the Council will also promote a mix of housing that is suitable and adaptable for different groups of people such as single occupiers, people with disabilities, people wanting to build their own homes and the aging population of the District'. (Policy H20).</i></p> <p><i>The council will 'require that development that increases the demand for community facilities and services either provide the required community facilities as part of the development or makes appropriate contributions towards providing new facilities or improving existing facilities' (Policy INF6).</i></p>

<p>Ease of use</p>	<p>Paragraphs 35, 39, 57, 58, 69</p> <p><i>'consider the needs of people with disabilities by all modes of transport' (paragraph 35)</i></p> <p><i>'plan positively for the achievement of high quality and inclusive design for all development' (paragraph 57)</i></p> <p><i>'will function well and add to the overall quality of the area, not just for the short term but over the lifetime of the development' (paragraph 58)</i></p>	<p>S3 (Environmental Performance), H20 (Housing Balance), INF2 (Sustainable Transport) INF4 (Transport Infrastructure Improvement Schemes)</p> <p><i>'The Council will support developers in bringing forward more sustainable homes and commercial properties by supporting the governments drive towards improved housing standards in respect of access, space standards, security, water and external waste storage'. (policy S3)</i></p> <p><i>'the Council will also promote a mix of housing that is suitable and adaptable for different groups of people such as single occupiers, people with disabilities, people wanting to build their own homes and the aging population of the District'. (Policy H20)</i></p> <p><i>'regard shall be had to providing for the needs of pedestrians, cyclists and people with impaired mobility. (Policy INF4)</i></p>
<p>Local character and pride</p>	<p>Paragraphs 9, 10, 17, 56, 58, 59, 60, 61, 64, 109</p> <p><i>'take account of the different roles and character of different areas' (paragraph 17)</i></p> <p><i>'respond to local character and history, and reflect the identity of local surroundings and materials, while not preventing or discouraging appropriate innovation' (paragraph 58)</i></p> <p><i>'planning policies and decisions should not attempt to impose architectural styles or particular tastes...It is, however, proper to seek to promote or reinforce local distinctiveness' (paragraph 60)</i></p> <p><i>'Permission should be refused for development of poor design that fails to take the opportunities available for improving the character and quality of an area and the way it functions' (paragraph 64)</i></p> <p><i>'protecting and enhancing valued landscapes, geological conservation and soils' (paragraph 109)</i></p>	<p>E7 (Rural Development), BNE2 (Heritage Assets) BNE4 (Landscape Character and Local Distinctive), BNE9 (Advertisements and Visual Pollution), BNE10 (Heritage)</p> <p><i>'Development that affects any heritage asset will need to ensure that development proposals contribute positively to the character of the built, historic and natural environment' (Policy BNE2)</i></p>

<p>Visual attractiveness</p>	<p>Paragraphs 9, 17, 55, 58, 59, 63, 64, 118</p> <p><i>'are visually attractive as a result of good architecture and appropriate landscaping' (paragraph 58)</i></p> <p><i>'always seek to secure high quality design...for all existing and future occupants of land and buildings' (paragraph 17)</i></p> <p><i>'establish a strong sense of place, using streetscapes and buildings to create attractive and comfortable places...' (paragraph 58)</i></p> <p><i>'are visually attractive as a result of good architecture and appropriate landscaping' (paragraph 58)</i></p> <p><i>'In determining applications, great weight should be given to outstanding or innovative designs which help raise the standard of design more generally in the area' (paragraph 63)</i></p> <p><i>'Permission should be refused for development of poor design that fails to take the opportunities available for improving the character and quality of an area and the way it functions' (paragraph 64)</i></p>	<p>E7 (Rural Development), BNE2 (Heritage Assets) BNE4 (Landscape Character and Local Distinctiveness), BNE9 (Advertisements and Visual Pollution), BNE10 (Heritage)</p> <p><i>The character, local distinctiveness, and quality of South Derbyshire's landscape and soilscape will be protected and enhanced through the careful design and sensitive implementation of new development' (Policy BNE4)</i></p> <p><i>Development that affects any heritage asset will need to ensure that development proposals contribute positively to the character of the built, historic and natural environment' (Policy BNE2)</i></p>
<p>National Forest</p>	<p>Paragraphs 9, 17, 58, 60, 109, 117, 118, 123, 125</p> <p><i>'moving from a net loss of bio-diversity to achieving net gains for nature' (paragraph 9)</i></p> <p><i>'support the transition to a low carbon future in a changing climate' (paragraph 17)</i></p> <p><i>'contribute to conserving and enhancing the natural environment and reducing pollution' (paragraph 17)</i></p> <p><i>'take account of and support local strategies to improve health, social and cultural wellbeing for all' (paragraph 17)</i></p> <p><i>'respond to local character and history, and reflect the identity of local surroundings and materials' (paragraph 58)</i></p> <p><i>'contribute to and enhance the natural and local environment by: protecting and enhancing valued landscapes...recognising the wider benefits of ecosystem services...providing net gains in biodiversity...establishing coherent ecological networks that are more resilient to current and future pressures' (paragraph 109)</i></p> <p><i>'plan for biodiversity at a landscape-scale across local authority boundaries' (paragraph 117)</i></p> <p><i>'when determining planning applications, local planning authorities should aim to conserve and enhance biodiversity' (paragraph 118)</i></p>	<p>INF7 (Green Infrastructure) INF8 (The National Forest) BNE3 (Biodiversity), BNE4 (Landscape Character and Local Distinctiveness), BNE7 (Trees, Woodland and Hedgerows)</p> <p><i>'Within the National Forest new development should ensure that the siting and scale of the proposed development is appropriately related to its setting within the Forest and the proposed development respects and does not adversely affect the character and appearance of the wider countryside. (Policy INF8)</i></p> <p><i>'Developers will be expected to retain key valued landscape components such as mature trees, established hedgerows and topographical features within development sites unless it can be demonstrated that the loss of features will not give rise to unacceptable effects on local landscape character. Development that will have an unacceptable impact on landscape character (including historic character), visual amenity and sensitivity and cannot be satisfactorily mitigated will not be permitted'. (Policy BNE4).</i></p>

<p>Neighbouring uses and amenity</p>	<p>Paragraphs 17, 123, 124, 125</p> <p><i>'always seek to secure high quality design and a good standard of amenity for all existing and future occupants of land and buildings' (paragraph 17)</i></p> <p><i>'planning policies and decisions should aim to: avoid noise from giving rise to significant adverse impacts on health and quality of life as a result of new development' (paragraph 123)</i></p>	<p>SD1 (Amenity and Environmental Quality)</p> <p><i>The Council will support development that does not lead to adverse impacts on the environment or amenity of existing and future occupiers within or around proposed developments (Policy SD1)</i></p>
<p>Cross boundary collaboration</p>	<p>Paragraphs 17, 31, 70, 117, 178, 179, 180, 181</p> <p><i>'Local authorities should work with neighbouring authorities and transport providers to develop strategies for the provision of viable infrastructure necessary to support sustainable development...' (paragraph 31)</i></p> <p><i>'plan for biodiversity at a landscape-scale across local authority boundaries' (paragraph 117)</i></p> <p><i>"Public bodies have a duty to cooperate on planning issues that cross administrative boundaries..." (paragraph 178)</i></p>	<p>INF1 (Infrastructure and Developer Contributions), INF7 (Green Infrastructure)</p> <p><i>'New development that is otherwise in conformity with the Local Plan but generates a requirement for infrastructure will normally be permitted if the necessary on and off-site infrastructure required to support and mitigate the impact of that development is either already in place, or there is a reliable mechanism in place to ensure that it will be delivered in the right place, at the right time and to the standard required by the Council and its partners'.</i></p>
<p>Healthy Lifestyles</p>	<p>Paragraphs 7, 8, 9, 17, 38, 69, 70, 73, 74, 171, 178</p> <p><i>'supporting strong, vibrant and healthy communities' (paragraph 7)</i></p> <p><i>'key facilities such as primary schools and local shops should be located within walking distance of most properties' (paragraph 38)</i></p> <p><i>'The planning system can play an important role in facilitating social interaction and creating healthy, inclusive communities.' (paragraph 69)</i></p> <p><i>'Access to high quality open spaces and opportunities for sport and recreation can make an important contribution to the health and well-being of communities.' (paragraph 73)</i></p>	<p>INF2 (Sustainable Transport), INF6 Community Facilities, INF9 Open Space, Sport and Recreation.</p> <p><i>'the Council will work with partners to provide sufficient high quality green space and recreation facilities including sports pitches and built facilities, allotments, woodland creation, cemeteries and publicly accessible natural green space to meet the needs of new residential development and, where possible, to meet the needs of the existing population'. (Policy INF9)</i></p>

<p>Resource Use</p>	<p>Paragraphs 7, 17, 94, 95, 97</p> <p><i>'use natural resources prudently, minimise waste and pollution, and mitigate and adapt to climate change...'</i> (paragraph 7)</p> <p><i>'support the transition to a low carbon future in a changing climate, taking full account of flood risk and coastal change, and encourage the reuse of existing resources, including conversion of existing buildings, and encourage the use of renewable resources (for example, by the development of renewable energy)</i> (paragraph 17)</p> <p><i>'Local planning authorities should adopt proactive strategies to mitigate and adapt to climate change, taking full account of flood risk, coastal change and water supply and demand considerations.'</i> (paragraph 94)</p>	<p>SD1 (Sustainable Growth Strategy), S3 (Environmental Performance), SD3 (Sustainable Water Supply, Drainage and Sewerage), SD4 (Contaminated Land and Mining Legacy Issues), SD5 (Minerals Safeguarding), SD6 Sustainable Energy and Power, BNE4 (Landscape Character and Local Distinctive) and Policy INF2 (Sustainable Transport).</p> <p><i>The Council will support developers in bringing forward more sustainable homes and commercial properties by supporting the governments drive towards improved housing standards in respect of access, space standards, security, water and external waste storage'. (Policy S3)</i></p> <p><i>'Supporting activities by the Water Companies to reduce demand for water and in turn suppress sewerage and discharge effluent volumes by ensuring that water consumption is no more than 110 litres per person per day' (Policy SD3)</i></p> <p><i>'The Council will seek to minimise the need to travel and encourage modal shift away from private car and road based freight toward walking, cycling, public transport and rail freight'.</i></p> <p><i>'Development should include appropriate car parking provision having the regard to the need to encourage the use of low emission vehicles'</i></p>
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Design Process summary

Tick



1: Starting Point



Developers preparing planning applications should ideally make sure that an urban designer has been involved. The design team should have the right skills and approach.

Pre-application discussions – these should begin at this stage and continue through to stage 6, working collaboratively with the Council and other stakeholders.



2: Assessment



An on-site meeting allows all parties to understand and experience the site and its context together, and helps mutual agreement to be reached.

A thorough **site and contextual analysis** should be undertaken before any detailed designs are prepared. Refer to Appendix B and the 'Consider all aspects of local character' section for a checklist for what to consider, proportionate to the type and scale of development.



3: Simple Vision



In order to guide the design and create a distinctive and site specific development – a simple **vision** should be produced along with an accompanying concept plan. The vision should be constantly referred to as the design progresses. The final design should resemble this vision.



4: Involvement



Interested parties and the community can all provide invaluable input into the emerging designs. Local knowledge can bring important issues to light that may otherwise have been overlooked. Developers are encouraged to undertake **public consultation** early on in the design process.



5: Detailed design proposal



Once the above steps have been taken, the development team's urban designer and design team should be well placed to create more detailed proposals. If necessary, a design review can be undertaken at this stage.



6: Application stage



Submission of a well-researched, grounded and justified development proposal, accompanied by a Design and Access Statement drawing together the above process into a single point of reference.



7: Implementation

Planning conditions will be used where necessary in order to ensure that design quality is not lost during the construction stage and later on, during the use or occupation of the development.

Design Process

1: Starting Point

Developers preparing planning applications should ideally make sure that an urban designer has been involved. The design team should have the right skills and approach.

Pre-application discussions

Throughout stages 1-5, the applicant should work collaboratively with the Council and other parties such as the highway authority or lead flood authority, and engage early in pre-application discussions.

2: Assessment

On-site meeting

Early on in the design process, it can be very helpful for the development team and their urban designer/s to meet on-site with the relevant persons at the Council, including the design officer.

This allows all parties to understand

and experience the site and its context together and helps mutual agreement to be reached.

Site analysis

A thorough site and contextual analysis should be undertaken before any detailed designs are produced.

See Appendix B and also the 'Consider all aspects of local character' section for a checklist of what to consider when undertaking a site and contextual appraisal. Assessments should be proportionate to the type, scale and sensitivity of development.

This is also a good time to involve specialist consultees, such as the County Highways Authority and drainage engineers, who may influence major elements of the site. This can ensure that the design vision is not lost when the scheme is assessed prior to construction under other statutory controls.

Where relevant, the Council's housing department should also be involved at

this early stage, so that key factors can be established, such as the percentage of affordable housing, tenure and mix of housing.

3: Simple Vision

In order to guide the design and create a distinctive and site-specific development, a simple **vision** should be produced. A concept plan should also accompany this vision, setting out the broad layout and key elements that will achieve the vision.

The vision should be constantly referred to as the design progresses. The final design should resemble this vision.

The vision should include a headline statement (see examples below) and

Local Plan Policy BNE1 iii)

The Council will decide which development proposals should be taken to a formal panel for design review.

also some basic information about how this would be achieved.

Example 1

“To create a development that knits in to the Victorian suburbs – with predominantly terraced properties set forward on plots that follow the rhythm and repetition of the existing terraces”

Example 2

“To ensure that the characterless urban sprawl does not continue by creating a contemporary new neighbourhood that leaves a legacy of 21st Century architecture for future generations. Quality open spaces, homezones and networks of green routes and watercourses will encourage active lifestyles for all and allow wildlife to flourish.”

Example 3

“The proposed development will bring a new character area to the edge of the town, creating an organic village layout around existing and new landscape features. Traditionally detailed properties and streets will wind through the development in order to create the rural charm of a South Derbyshire village”

Design Codes

For large residential developments or where a site is likely to be delivered in phases or by multiple developers, a design code can be helpful in adding more detail to the character vision. This should set rules for certain streets

and zones of the development.

Development Briefs

For some development sites, such as town centre locations or small sites in sensitive areas; a development brief can be helpful, providing an analysis and history of the site and some aspirations, guidelines and rules to follow.

Urban design frameworks or masterplans can be used where appropriate, particularly across authority boundaries (see the cross boundary collaboration section).

4: Involvement

As designs start to develop, interested parties and the community can all provide invaluable input into the emerging designs. Local knowledge can bring important issues to light that may otherwise have been overlooked. Developers are encouraged to undertake public consultation early on in the design process (as outlined in paragraphs 188 & 189 of the NPPF).

5: Detailed design proposal

Once the above steps have been taken, the urban designer and design team should be well placed to create more detailed proposals. If necessary, a formal design review should be undertaken at this stage, and the Council will advise whether this is required.

6: Application stage

Full Applications:

The above stages should result in the submission of a well-researched, grounded and justified development proposal.

Formal responses from statutory consultees may create a need for further revisions at this stage, but the character vision should remain true throughout any changes.

Local Plan Policy BNE1

All new development will be expected to be well designed, embrace the principles of sustainable development, encourage healthy lifestyles and enhance people's quality of life by adhering to the Design Principles below.

Outline Applications:

All of the stages above still apply to outline applications. The outline application stage can be key in fixing certain elements to ensure the design does not lose its way at reserved matters stage.

A **vision statement** is very helpful at this stage.

The proposed character of the scheme should be set out. This should include the urban form (for example: whether tight knit Victorian terraces or an organic rural village layout is appropriate, or the street hierarchy and proximity of built form to it).

Fixing elements such as services and facilities, connections, Sustainable Drainage Systems (SuDS), open space size and locations, wildlife areas, tree-lined avenues, trees and hedgerows to be retained can also be very helpful.

Design and Access Statement (DAS):

Although statutory requirements have changed, a DAS is still helpful in illustrating that the stages of this design process have been followed and for showing that the development meets the design principles.

7: Implementation

The Council encourages developers to submit as much detail and information as possible, rather than leaving these details for approval later under conditions. Such detail might include the choice of materials, detailing to eaves, verges and openings, manner of enclosure to public and private spaces, bin collection and storage, and landscaping.

Adoption of roads, SuDS and spaces

The relevant authority should ideally be on board with the design approach

and philosophy early on in the design process. This helps to ensure that the design vision and important character-enhancing details are not eroded by other statutory requirements, and that such areas are suitable for adoption and long term maintenance.

In addition housebuilders can get a 100% discount on the sewerage infrastructure charge where there is no surface water connection or a 75% reduction in the infrastructure charge where a connection is via a SuDS. Further information on this discount scheme can be viewed on Severn Trent's website at:

<https://www.stwater.co.uk/building-and-developing/regulations-and-forms/application-forms-and-guidance/infrastructure-charges/>

Design Principles

The following Design Principles will be used by the Council to structure discussions about design and assess the design quality of new development.

Developers are expected to meet the requirements of all relevant Design Principles and make a robust justification if they are not able to do so.

The Council will also use Building for Life 12¹⁹ (or any subsequent versions) as a design tool with the aim of encouraging schemes to achieve the Built for Life quality mark or the Built for Life 'outstanding' award (or subsequent versions of these quality marks). Please see the Building for Life website for more information
www.builtforlifehomes.org

The table in Appendix C demonstrates that the District Council's Design Principles (Policy BNE1) are robustly supported by national planning policies, initiatives and design guidance documents.

Community safety

Street design, movement & legibility

Diversity and community cohesion

Ease of use

Local character and pride and visual attractiveness

National Forest

Neighbouring uses and amenity

Cross boundary collaboration

Healthy lifestyles

Resource use

Tick

☐☐☐☐☐☐☐☐☐☐

Community Safety

Local Plan Policy BNE1: a) Community Safety

New development should be designed to ensure that people feel comfortable and safe by minimising opportunities for crime and anti-social behaviour, providing good natural surveillance and appropriate demarcations between public and private areas;

Background

Section 17 of the Crime and Disorder Act 1998 requires all local authorities to exercise their functions with due regard to their likely effect on crime and disorder, and to do all they reasonably can to prevent crime and disorder.¹

For larger schemes or as appropriate, the Council consults the Crime Prevention Design Advisor and takes into account their comments when assessing applications for planning permission.

The perception of safety or danger doesn't always relate directly to actual incidence of crime. People feel

comfortable and confident using areas with good visibility and effective lighting, where they feel they can be seen and heard by other people.

Thoughtfully designed places are more user-friendly and are typically used and enjoyed by a wider variety of people, enhancing everyone's sense of well-being and freedom to use streets and spaces.

One of the most effective measures for community safety and crime prevention is the creation of lively, lived-in urban areas and public spaces which are easy to overlook and oversee.

Please also see the interactive secure by design tool: <http://interactive.securedbydesign.com/>

Key Actions

1: INCREASE VISIBILITY

Putting 'eyes upon the street' at all times of the day and night can help people feel comfortable and safe whilst also deterring crime and anti-social behaviour. Key ways to achieve this are:

- Active* frontages – making buildings front onto the public realm;
- Avoiding windowless elevations and blank walls adjacent to public spaces (including window graphics and adverts that block visibility);
- Ensuring that buildings turn corners well – all elevations fronting the street to have active* windows;

- Human presence in streets and spaces – for example: on-street parking; larger front gardens; minor residential streets designed for play; wider pavements and attractive walking and cycling routes; mixed uses (see below);
- Mixing uses, particularly at ground level, adding vitality at different time of the day and night and over time (also see the ‘Diversity and Community Cohesion’ section);
- Mixing dwelling types and tenures, enabling greater potential for homes to be occupied throughout the day (and also increased community interaction).



Active frontages in Castleton Park , Church Gresley

* “The word ‘active’ in this sense means rooms in building elevations from which there is direct and regular visual connection between the room and the street or parking court. Such visual connection can be expected from rooms such as kitchens and living rooms, but not from more private rooms, such as bedrooms and bathrooms” (Secured by Design Homes 2016: Version 1, February 2016 – Official Police Security Initiative)

Think carefully about planting

Planting should not impede the opportunity for natural surveillance and must avoid the creation of potential hiding places. As a general recommendation, where good visibility is needed, shrubs should be selected to have a mature growth height of approximately 1 metre or under and trees should ideally have no foliage, epicormic growth or lower branches below 2 metres.

Create overlooked parking

The 'Street Design, Movement and Legibility' chapter covers parking design in more detail and recommends a range of parking solutions that complement the street scene. With regard to community safety, parking should be located in places where people can see their own car.

Rear car parking courtyards are discouraged for the following reasons:

- They introduce access to the vulnerable rear elevations of dwellings where the majority of burglary is perpetrated;
- In private developments, such areas are often left unlit which

increases the fear of crime;

- Un-gated courtyards provide areas of concealment which can encourage anti-social behaviour.

Where rear car parking courtyards are considered absolutely necessary they should be overlooked by active* windows and ideally not serve more than five properties (so that residents have a better chance of knowing who else should be using the space).

Lighting

Streets, spaces and parking areas should be well lit. Low-level and architectural lighting can cast a less austere light and make places feel more comfortable and welcoming, for example; bollard lighting and up-lighting trees and buildings.



2: DEFINE THE PUBLIC AND PRIVATE

Clear demarcation between public and private spaces

This ensures that people know exactly what private space is (and either keep off it or have a sense of ownership and pride for it if they are the owner/occupier). Land that is not clearly private can get neglected by the owner/occupier and/or be used inappropriately by members of the public.

- Front (and side) boundary treatments can take the form of low walls, railings and robust hedge species (typically no higher than 1m to allow the property to be visible from the street and ensure highway safety is not compromised). They help create defensible space for the owner/occupier and make it clear to the public that the land behind is private. They can also add character to the streetscape (see 'Local Character and Pride' section).
- Minor streets and private drives can be marked as being private/semi-private by features such as rumble strips, change of road surface (by colour or texture), pillars, brick piers or narrowing of

the carriageway. This helps to define the defensible space, psychologically giving the impression that the area beyond is private.



Forest Grange, William Nadin Way, Swadlincote



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Alexandra Road, Swadlincote

3: CREATE SAFE STREET NETWORKS

Layouts

In order to maximise street surveillance and help to reduce crime and anti-social behaviour, pedestrians, cyclists and vehicles should ideally share the same network of routes.

Street networks should be permeable, integrated and easy to understand, avoiding too many cul-de-sacs.

Pedestrian-only routes should be avoided (apart from in rural contexts, parks or green corridors for example).

Public access to the rear or side of dwellings should be kept to a minimum and designed out (except for corner turning properties).

If private access points are essential to give access to the rear of properties, they must be gated at the point of origin (entrance point closest to the street) with a lockable, sprung closing gate and shared key.

4: ENCOURAGE PEOPLE TO OWN, RESPECT AND PROTECT

Design in 'territoriality' and community involvement. When people view public space as their own, they begin to take responsibility for it. Clear-cut (character) areas/territories can help to create a community sense of ownership and mutual protection.

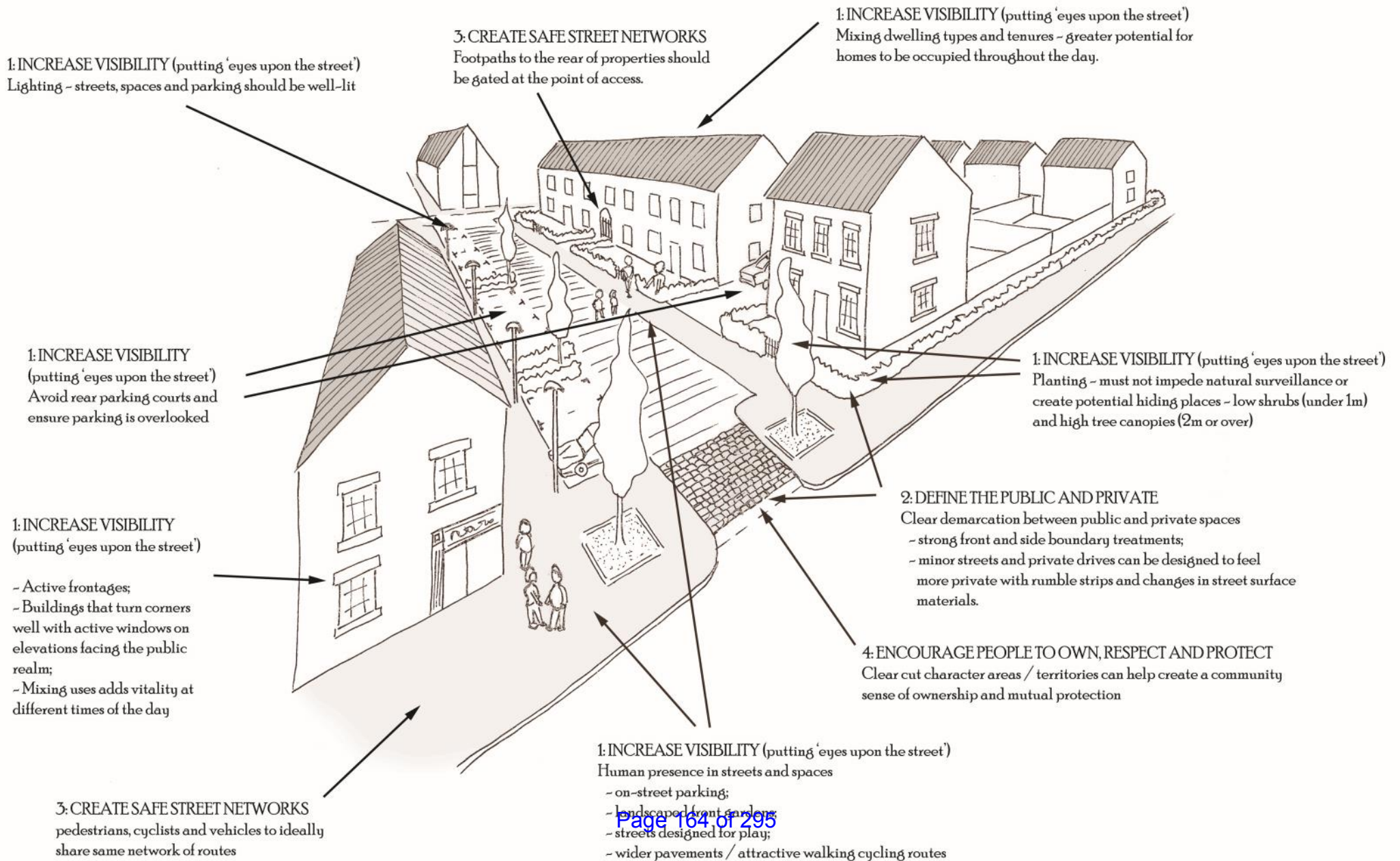
For example, if a street has a very strong unique character residents can often feel like custodians of the street and that they are part of something. This can lead to a stronger sense of community and increased social interaction, along with an increased chance of people looking out for one another.

Developments should have a strong character so that people can feel that they belong to something. Larger developments should have areas within them that feel distinctly different, so that people can feel part of an area or street.



Rose Hill, Woodville, Swadlincote

COMMUNITY SAFETY



Street design, movement and legibility

BNE1 b) Street design, movement and legibility

Streets should be designed to relate to their context, with a balance being struck between place-making needs and vehicle movement needs. Streets should be attractive, pedestrian and cycle friendly and meet the needs of all users. New development should be easy to find your way around, have a clear hierarchy of streets and take advantage of available opportunities for connections to

Background

The Department for Transport in its Local Transport Notes (1/08² and 1/11³) and the Manual for Streets documents (2007⁴ and 2010⁵) advocate the need for a flexible and balanced approach to be taken towards highway design. They clearly state that streets should be designed to be functional, whilst also considering the visual quality of the

streetscape.

This national guidance also highlights that many locations, particularly residential areas, have much greater place making needs than vehicle movement needs and should be designed accordingly – placing the needs of pedestrians and cyclists ahead of vehicles. These streets form the surroundings within which people live, work and spend leisure time, and thus a different design philosophy is required.

The implementation of this guidance requires collaborative working between planners, urban designers, landscape architects and highway designers.

If walking and cycling routes are attractive, direct, safe, comfortable and pleasant to use, easy to understand and connected together, there are multiple benefits for people's quality of life that link into many other design principles and policy objectives, for example:

- Healthy lifestyles – increased walking and cycling trips reduces car trips, which improves air quality. Active travel such as

walking and cycling improves people's physical and mental health, and increases the numbers of people on the street, making neighbourhoods feel safer and more vibrant and increases social interaction;

- Public transport – safe, direct, attractive and quick walking routes to public transport increases the likelihood of people using the services;
- The needs of an ageing society are better catered for as people feel more confident and able to walk or cycle without the threat of difficult roads to cross, fast moving traffic or the fear of crime on empty streets;
- Vehicle speeds are reduced and drivers are more aware of pedestrians and cyclists.

Streets should be designed so that they are appropriate for their context, surroundings and place in the wider hierarchy of streets. They should not always be uniform and they should

respond and relate to built form and landscape.

The Council strongly recommends that proposals for new development follow a Manual for Streets approach. Reference should also be made to guidance produced jointly by local County Councils, such as the 6C's Design Guide⁶.

Key Actions

1: CREATE HIGH QUALITY STREETS

In preparing development proposals, it is often the case that the large majority of time and effort is spent on designing buildings. The design of streets can be neglected, with designers resorting to standard, uniform dimensions and materials that meet the requirements necessary for the highway authority to adopt the street.

The Council strongly encourages developers to invest time and resources in designing attractive streetscapes.

This could include, for example:

- Streets that respond to their historic or locally distinctive

context (see the 'Character' section);

- Tree-lined avenues;
- Feature trees within the streetscape;
- Mews – narrow, intimate streets or courtyards often with shared surfaces;
- Lanes – rural character with level or shared surfaces, often with grass verge or landscaping abutting the carriageway (i.e. a country lane);
- Home Zones – designed as places for people, rather than traffic. Usually with shared surfaces and with clearly marked entry and exit points, and ideally officially designated;
- Shared surfaces³ - pedestrians and vehicles share the same street space, often paved with alternative materials (see below);
- Level surfaces³ – defined pavements for pedestrians, but low kerb heights and alternative materials – creating a calmed and more attractive streetscape;
- Wider pavements (3m or over) in key areas where they are needed (e.g. close to schools) or where they enhance the setting

of buildings or spaces;

- Feature spaces such as squares and village greens – to create focal points within the streetscape;
- High quality street surface materials such as block or tegula paving, Staffordshire blue clay paviours and granite setts.
- Higher quality kerb stones, such as conservation (textured) kerbs used where appropriate;
- Quality materials at the fronts of properties – private frontage materials are publicly visible and impact on the streetscape. Bland paving slabs on pathways to front doors should be avoided and streetscape quality can be raised significantly with high quality materials such as Staffordshire blue paviours.
- Responding to key buildings and spaces with surface material changes, enhancing impact (for example, block paved street surfaces surrounding a public open space);
- Consider carefully combining standard and alternative materials (for example, tegula paved footways with a tarmac and pressed aggregate

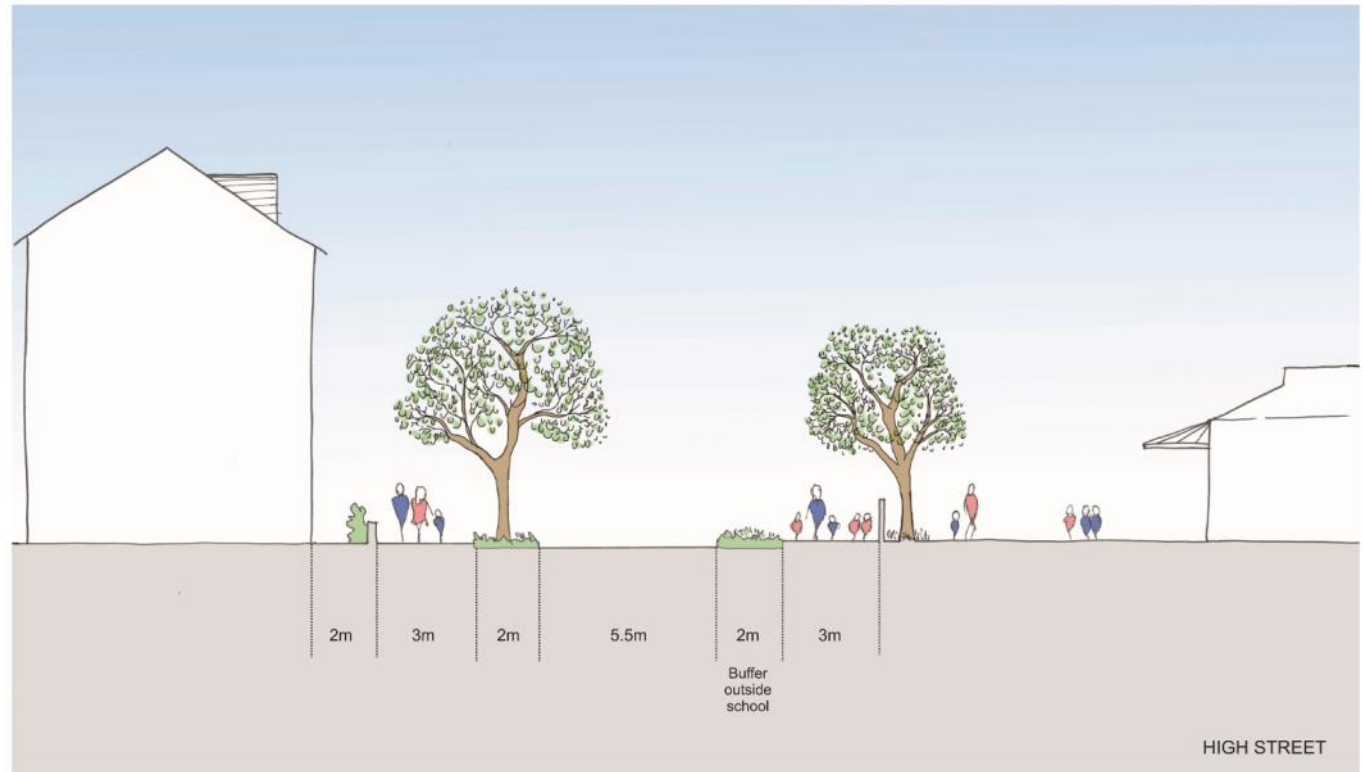
carriageway;

- Non-standard turning head shapes that relate to surrounding buildings and spaces whilst also meeting minimum requirements for turning vehicles (e.g. squares, rectangles, ovals and irregular shapes).

Design codes

Where appropriate, the use of design codes is recommended. Design codes can be effective in determining a detailed set of rules for a particular street and creating a range of different streetscapes throughout a development.

Developers should work in consultation with the County Highways Authority and refer to the latest version of the 6C's Design Guide⁶.



Example design code illustration for a High Street: wide pavements, buildings set forward on plots and tree lined avenue

2: DESIGN FOR WALKABILITY

The Council strongly encourages developers to ensure that streets with high place making needs are designed differently, with the needs of pedestrians being considered before those of vehicle users.

For example:

- If people are going to be encouraged to walk, the quality of the walking experience is just as important as the distance that they need to walk;
- Placing crossing points on 'desire lines' - the routes people *want* to walk, including across junctions;
- Where appropriate, tighter corner

radii to slow vehicles and reduce crossing distances, noting that long crossing distances can make pedestrians particularly vulnerable;

- On key crossing points, where possible, raising the carriageway to the pavement rather than dropping the pavement to the carriageway, in order to make crossing more comfortable for everyone in society (further guidance on raised tables in 'Design for Slow Speeds' section below);
- Level and shared surfaces³, reducing vehicle dominance and giving pedestrians more freedom, but still accounting for the needs of the visually impaired. Larger areas or 'zones' of such surfaces tend to work better than small stretches;
- Homezones – encouraging community focused streets where children are able to play. Homezones work better on quieter streets and often adopt a shared-surface approach with designated on-street parking areas, planting and street trees;

Connected pedestrian networks – ideally on streets used by vehicles, cyclists and pedestrians, rather than

on segregated, pedestrian only routes that can have poor natural surveillance ~~(except in rural contexts or along greenways/green corridors for example);~~ All connections should be designed to be safe and should follow the guidance in the Community Safety section. Connections should be overlooked, well lit and clear of planting that could impede natural surveillance and create potential hiding places.

- Minimise obstructions on the footway;
- No maximum width for footways – widths should take account of pedestrian volumes and

composition. For example, wider pavements will be encouraged around schools and on key routes to them;

- Inclusive streets - streets should meet the needs of all users, for example the less agile, pushchairs and wheelchairs. Routes should be direct and easy to understand (see 'Create a Navigable Place' section below);
- Where relevant, placing of key services and facilities within walking distance of people's homes;



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Example of 'level' surface street in quality materials

- Co-location of community facilities as multiple reasons to visit a destination can increase the likelihood of people walking.

3: PROMOTE CYCLING

In combination, the five core design principles below contribute to a good level of service for cyclists⁷;

- **coherence** - high standards of connectivity, consistent provision, well-signed;
- **directness** - routes based on desire lines, with minimal detours or delays and offering a time-advantage over other traffic;
- **safety** - low risk of injury, good personal security; perceived as safe;
- **comfort** - minimise gradients and loss of momentum; avoid complex manoeuvres; smooth, non-slip, well-drained surfaces; minimise noise, spray, dazzle from traffic;
- **attractiveness** - aesthetically pleasing, interesting, complements surroundings.

Manual for Streets⁴ states that:

- cyclists prefer direct, barrier-free routes that avoid the need for cyclists to dismount;
- off-carriageway cycle tracks that bring cyclists into conflict with side road traffic can be more hazardous than routes that stay on the main carriageway;
- high speeds or high volumes of traffic tend to discourage cycling – traffic conditions should be addressed to make on-street cycling satisfactory;
- junctions should be designed to accommodate cyclists' needs. Over-generous corner radii that lead to high traffic speed should be avoided.

The Council strongly encourages developers to design high quality cycle routes into all developments (where relevant) and ensure that these routes connect with routes and destinations beyond the site.

4: DESIGN FOR SLOW SPEEDS

Streets with a high place-making

function and low movement function (e.g. all residential and town and village centre streets) should have a 20 mph design speed⁸. Measurements for calculations such as visibility splays and stopping distances can be amended accordingly. Streets where traffic is likely to be moving more slowly could have a design speed even lower than 20 mph.

This approach avoids overly engineered environments, creates a clearly defined hierarchy of streets and allows streets to be designed in relation to their context.

Layout design should control vehicle speeds naturally and be focused on creating characterful streets, rather than relying on unsympathetic traffic-calming measures or curvilinear street patterns that don't relate to the character vision.

Raised tables or lengths of carriageway should only be used where they relate to and enhance the character of a street or space and/or improve the environment for pedestrians and cyclists, such as where a shared cycle/pedestrian route crosses a street for example.

Lots of short stretches of raised tables should be avoided with them combined

to form longer stretches or 'zones' of raised carriageway.

The impact of raised areas of carriageway on bus routes should be carefully assessed, with raised features being kept to an absolute minimum and designed to reduce disruption to bus services. A common sense and balanced approach should be taken, with streets being designed primarily for the safety and comfort of all pedestrians and cyclists and for slow vehicle speeds, rather than for a single mode of transport such as a bus.

Changes in street surface materials on raised tables can enhance character and slow vehicles further.

Horizontal traffic calming (e.g. build-outs) should not be used unless they form a meaningful part of the street's character or benefit pedestrians and cyclists – for example street trees in build-outs with parking bays in between or build-outs on a pedestrian or cyclist crossing point.

Narrower street widths, on-street parking and tighter corner radii can help to reduce speeds (as evidenced in Manual for Streets⁴);

Reductions in forward visibility are associated with reduced driving speeds (as evidenced in Manual for

Streets 1⁴ and 2⁵) and hence can be of benefit in the right places, such as mews;

Close proximity of buildings or trees to the road can help to make drivers perceive the street to be narrower, often resulting in more cautious and slower driving behaviour.

On-street parking, shops, and pedestrian activity can also change driver perceptions and encourage slower speeds.

5: CREATE A NAVIGABLE PLACE

New developments should be easy to find your way around and it should be simple to make a mental map of the area (be more legible).

A clear **hierarchy of streets** can help to achieve this, with streets being designed to look different to one another. A typical hierarchy includes a primary/main street, secondary streets and sometimes tertiary streets. For example:



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 Millbrook, Melbourne: Alternative pavement and carriageway materials and on-street parking

STREET DESIGN, MOVEMENT AND LEGIBILITY

1: CREATE HIGH QUALITY STREETS

Feature trees and landscaping within the streetscape
Shared surfaced streets
High quality materials

4: DESIGN FOR SLOW SPEEDS

Layout design should control vehicle speeds and focus on creating characterful streets - rather than using unsympathetic traffic calming measures
Reduced visibility - reduced forward visibility associated with lower driving speeds

4: DESIGN FOR SLOW SPEEDS

Human activity - Increased pedestrian activity (including on-street parking) can change driver behaviour

1: CREATE HIGH QUALITY STREETS

Street design and surface materials to respond to key buildings and spaces

2: DESIGN FOR WALKABILITY

A quality walking experience will encourage more people to walk
Wider footways where needed - such as around schools and on key routes.

2: DESIGN FOR WALKABILITY

Clearly defined areas of shared surfaced street or home zones - creating an environment where pedestrians and vehicles are more equal and share the street, encouraging lower vehicle speeds, more cautious driving and creating a more comfortable and relaxed street designed for a wider range of activities, such as children's play, street games, socialising and talking with neighbours.

4: DESIGN FOR SLOW SPEEDS

Visual narrowing - close proximity of buildings or trees make drivers perceive the street to be narrower
Physical features - street surface material changes, raised areas/tables and meaningful / attractive build-outs

2: DESIGN FOR WALKABILITY

Comfortable crossing points for all users:

- on desire lines;
- reduced crossing distance with tighter corner radii;
- reduced vehicle speeds with tighter corner radii, surface material changes and raised table;
- level crossing surface (raised carriageway) eliminating level changes and any slightly raised kerbs that may be problematic for some people, such as wheelchair users;

3: PROMOTE CYCLING

Coherent, direct, safe, comfortable and attractive routes.
Minimise conflict with side roads and the need to dismount.

1: CREATE HIGH QUALITY STREETS

Respond to the historic context with street surfaces and front boundary treatments
Use quality materials on private property frontages, such as Staffordshire blue clay pavers.

- **Primary Street** – could include a tree-lined avenue (a formal arrangement of street trees next to the carriageway) wider pavements, strong front boundary treatments such as railings with hedging behind or low walls, strong house types that have good rhythm and continuity, strong and consistent building lines or parking at the sides of properties to allow buildings to have a close relationship with the street.
- **Secondary Streets** – should still involve a strong building line, a defined front boundary such as a hedge and parking at sides of properties, but with narrower carriageway and less distance between plots across the street than with the primary street.
- **Tertiary street** – such as mews or 'lanes'. These are shared surfaces (or 25mm kerb height) and narrower carriageway than secondary streets, and with a complete street and pavement material change (such as block or tegula paving), with the option to have grass verges abutting the highway if a rural 'lane' character is required.

A further tier of the hierarchy may be shared driveways or courtyards where

surfacing, lack of kerbs and the addition of gateway features can indicate the less public nature of these routes whilst still ensuring their status as a route to a destination is recognised.

Connected, permeable grid layouts can help people to move more freely around developments, reduce walking and driving distances and help reduce the risk of

taking routes down streets that lead to a dead end. Cul-de-sacs should be limited in number and should not create longer pedestrian walking routes or block desire lines to key destinations. Every effort should be made to connect developments to existing routes, whilst also considering prospective connections.



Example of street hierarchy and permeable grid layout

Good sightlines and visibility towards destinations and intermediate points are important for wayfinding.

Landmark buildings and trees

should be instantly recognisable and memorable – giving people physical reference points from which to navigate, create mental maps from and use when giving directions to others. Town, village or neighbourhood scale landmarks work best when they have a social or cultural use, such as community buildings, schools, places of worship and retail and leisure facilities. Local landmarks can include residential properties, but must be unique and simple to describe in a few words.

Memorable/special spaces – can create breaks in the rhythm of the street and can be fundamental in helping to create a mental map of the area – for example: village greens, urban squares, water bodies and larger public open spaces. The impact of such spaces can be enhanced if the street design and materials also change to enhance the uniqueness of the space.

For developments of a size of approximately 100 dwellings or more, the creation of character areas can



Millbrook, Melbourne: Landmark building and memorable feature space

help people to understand the area and create a sense of 'here and there'. Streets themselves can be character areas, but it is important to also create areas with different character, ideally relating them to the immediate context. This helps to avoid large areas of housing where everywhere feels the same.

6: CREATE CONNECTED NEIGHBOURHOODS

Connections to local services and public transport should be achievable for most people to comfortably walk

(walkable neighbourhoods). Routes should be direct, quick, safe, well lit, attractive and comfortable to use.

New developments should integrate into their surroundings by linking with and knitting in to existing connections, public rights of way, greenways, cycle routes and adjacent neighbourhoods.

Connections and strong routes through developments should be designed into schemes early on and should serve as fixed features for layouts to mould themselves around.

New development should not

compromise future connections to adjacent land. The Council strongly recommends that opportunities to provide connections are included within development proposals (unless the applicant can demonstrate that this is due to circumstances beyond their control).

In order to enhance connectivity, reduce walking distances and create areas that are easier to navigate and understand, the Council will discourage the use of dead-ends or cul-de-sacs. If there is a need to restrict vehicle access, pedestrian and cycle access should be retained.

Not all connections will need to be accessible by vehicles and it is likely that more connections can be made if some are pedestrian and cycle only, creating a more connected neighbourhood.

All connections should be designed to be safe and should follow the guidance in the Community Safety section. Connections should be overlooked, well lit and clear of planting that could impede natural surveillance and create potential hiding places.

7: DELIVER VIABLE PUBLIC TRANSPORT ROUTES

The opportunity for public transport routes within the site should be considered at the start of the design and masterplanning process, with optimum routes being planned in order to create bus service routes that are fast, direct and collect the maximum number of passengers to ensure that services are well used and viable. Linear routes are preferable and overly circuitous routes should be avoided.

Proposals for new development should aim to ensure that public transport services are within walking distance of people's homes (within 500m is desirable).



Buttercup Leys, Boulton Moor: strong tree-lined pedestrian and cycle connection to adjacent neighbourhood

8: MAKE PARKING COMFORTABLE

Insufficient and poorly designed parking can have negative impacts on how streets function, can create cluttered and chaotic environments and can create unnecessary neighbour and community conflicts and divisions.

The Council recommends that:

- The required number of parking spaces is provided on-plot and located behind the building line, between dwellings and/or on drive through units/car ports. This is to enhance street character and maintain strong building lines and front boundary treatment lines, and avoid parked cars dominating the street;
- Dwellings with on-plot parking in front of the building line should be avoided. Where necessary they should be limited in number and located sensitively within a development. This parking should be located away from Primary/Main streets or streets where it does not fit with the desired character. Such parking should be softened with landscaping, ensuring landscaped space equals or exceeds that of hardstanding (also see integral garages section below);

- Off-plot frontage parking for linked units/terraces should be softened and broken up with street trees. Adequate space should be provided to ensure that trees do not block paths or hinder movement around spaces. A consistent building line should be maintained.
- Streets should be designed to accommodate unallocated on-street parking for visitors and overflow. This could take the form of parallel or herringbone bays. If on the adopted highway, this should be designed in consultation with the Highway Authority.
- Residents should be able to see their car from within their homes. Secondary windows to habitable rooms and to hallways should be provided for parking at the sides of dwellings.

Amount of residential parking spaces

The Council strongly encourages developers to provide at least two spaces per dwelling. For homes of four bedrooms or more, it is recommended that three spaces are provided. [Page 175 of 295](#)

For flats, it is recommended that one unallocated visitor space is provided for every two dwellings (half a space per dwelling).

These spaces should ideally be in addition to any garage provision. See the size section below to find out what constitutes a parking space within a garage.

Variations may be considered due to location (such as town centre sites).

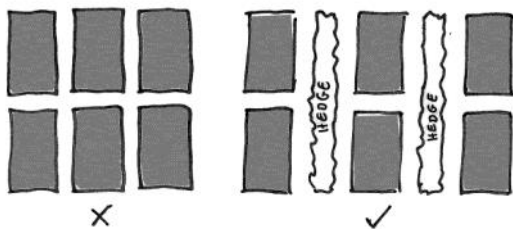
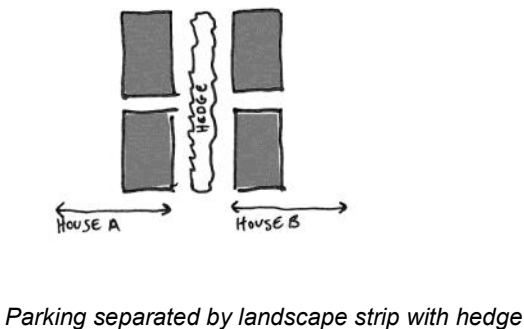
Please see the latest version of the 6C's Design Guide⁶ for further guidance on parking provision, particularly in respect of non-domestic properties.

Size of parking spaces

Driveways and parking spaces on residential developments should be wide enough to allow the doors on both sides of the car to be opened sufficiently, in order to provide comfort of use for all users. This includes, for example, the mobility impaired, older people, people with young children and people unloading luggage and bulky items; all of whom require the door to be opened wide in order to get in and out of the car. If a driveway is to be fit for purpose and serve a dwelling and its wide range of residents and their needs over time; it is recommended that the guidance below is followed:

Residential car parking space size rules:

- Absolute minimum of 2.4m (width) by 5.5m (length);
- Designers should ideally add 0.5m width if bounded by a wall, fence, hedge, line of trees or other obstructions on one side, and add 1m if bounded on both sides. All other parking spaces (not bounded on either side) should include additional hardstanding/paths to allow room for people to manoeuvre around their car and to carry bins past vehicles (at least 0.6m per space);
- Parking for plots that have a shared driveway (excluding frontage parking areas for terraces) should ideally be separated by a 1m landscape strip with hedgerow, ensuring that there is room to manoeuvre around vehicles.
- Tandem, triple width parking bays (i.e. 6 parking spaces) in one location will not be permitted unless each tandem space is separated by a 1m landscape strip with hedgerow.



Garages size rules and design guidance

If a garage is to be fit for purpose, it is recommended that a car should be able to be driven inside comfortably and there should be space within the garage to get out of the car on both sides. The storage of items within the garage also needs to be considered.

If a garage is to be counted as a parking space, it is recommended that the following three criteria below are met (please also refer to the latest version of the 6C's Design Guide⁶). Failure to meet these criteria could

Type of Garage	Internal Dimensions for Garages (Width x Length)		Garage Door (Width)
	Preferred	Absolute Minimum	Absolute Minimum
Standard single	3.6m x 6.5m	3.0m x 6.0m	2.3m
Use by disabled people	4.2m x 6.5m	3.3m x 6.0m	2.8m
Double	7.2m x 6.5m	6.0m x 6.0m	4.2m

result in the garage not being counted as a parking space.

- Garages should meet the minimum requirements set out in the table above;
- In addition to the minimum requirements in the table above, suitable storage provision for items that are usually stored within a garage should be provided (e.g. for bicycles, DIY and garden maintenance equipment). This could be achieved by providing a larger

garage (following the preferred garage dimensions in the table above) or providing a suitable storage building such as an outhouse.

- Garages should be well positioned to ensure that they do not dominate the street scene in a negative way.

Integral garages can produce visually unsatisfactory principal elevations in certain contexts and need to be sensitively designed and located. It is recommended that the guidance below is followed:

- Integral garage house types should be used sparingly and not located on primary routes, in prominent places or where they may erode the intended character of the street or space;
- Attention should be drawn away from the garage element of the building by ensuring that it is set back behind the habitable part of the home. Dominant architectural features such as large gables can also help create a positive focal point;
- Front gardens and landscaping can help to soften the visual impact of garage doors and parked cars.

Rear parking courtyards and car parks for flats

Rear parking courts should be a last resort and should only be used once other options have been exhausted or if there are clear place making benefits (for example, to create strong frontages overlooking a key space). Poorly designed parking courtyards are often not used by residents and lead to surrounding streets and pavements becoming cluttered with cars. Parking courtyards and car parks for flats should be safe, comfortable and pleasant to use.

It is recommended that the guidance below is followed:

Rear parking courtyards

- Rear parking courtyards will be discouraged;
- Occasional parking courtyards will be permitted, if justified and if they are designed to a high standard and treated as part of the public realm, as set out below;
- They should be kept small (ideally maximum of 5 properties);
- There should be properties

located at the entrance and also within the courtyard itself, with habitable rooms at ground floor overlooking the access and parking areas;

- Block paving should ideally be used to delineate bays and modest markings should be used to label them.
- Boundary walls, not fences, should be used and set back from areas where vehicles and pedestrians will move, so to offer the opportunity for landscaping and relief from an otherwise enclosed environment.

Rear parking courtyards and car parks for flats

- These should be well overlooked, avoiding any hidden corners or parking spaces and with habitable rooms at ground floor fronting the parking area;
- Boundaries facing the parking area and entrance(s) should be brick walls with detailing (e.g. coping stone, tile crease and detail courses);
- They should be well-lit and

include some element of low-level lighting, such as bollard lighting;

- Parking areas should include robust and suitable landscaping in order to soften the space;
- The distance from the parking space to the front door of the associated house should be short and direct. Access to the rear of properties is less favourable and must lead directly in to the kitchen, hallway or utility room.

Further resources

Car parking, what works where
(English Partnerships, 2006)

Streets for All, East Midlands, English
Heritage and DfT, (2005),

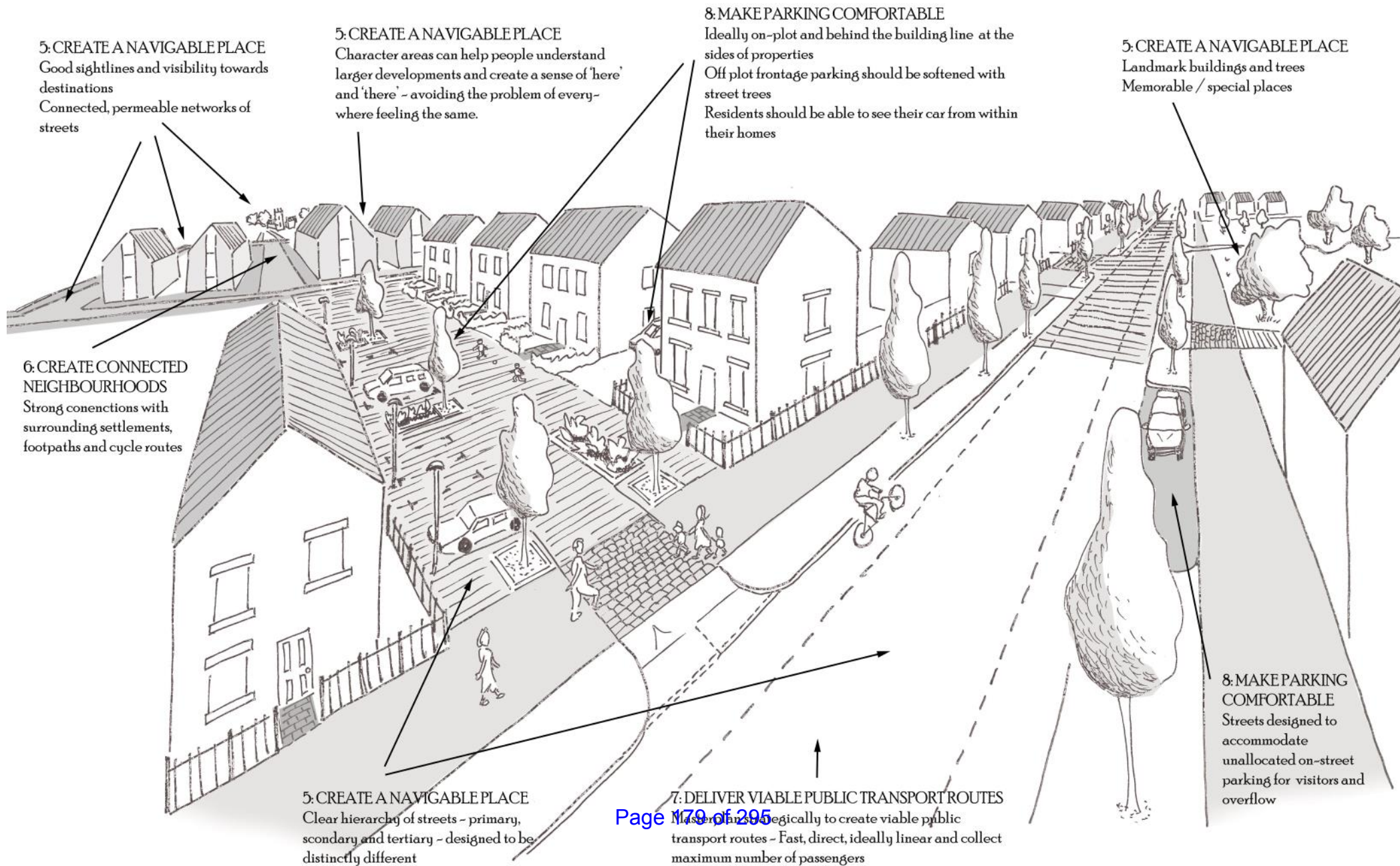
www.spacetopark.org/

Cycle parking

Safe, secure and convenient cycle parking should ideally be provided for all development sites. For housing schemes, cycle parking could be accommodated in garages and where garages do not exist; alternative options should be provided where practicable. For flats, communal cycle parking should be provided either outside (covered, well lit, secure, overlooked) or ideally designed into the interior of the building.

Please also refer to the latest version of the 6C's Design Guide⁶.

STREET DESIGN, MOVEMENT AND LEGIBILITY 2



Diversity and community cohesion

BNE1 c) Diversity and Community Cohesion

New development should be designed to be diverse, vibrant, possess a sense of place and encourage social interaction.

Background

The aim is to create more opportunities for people to meet and for communities to develop and strengthen.

Creating a mix of uses, within a building, street or an area or neighbourhood, can have multiple benefits. A mix of uses can:

- Create safe town, village, district and suburban centres that are

vibrant and have people coming and going at different times of the day;

- Create walkable neighbourhoods and healthy lifestyles, allowing people to walk to services and facilities such as the local shop, bus stops, schools and public open spaces;
- Decrease reliance on the private car, reducing air pollution and creating more inclusive neighbourhoods that do not exclude people without a car, or who are unable to drive;
- Address the needs of a growing ageing population, helping people live independent lives for longer by having amenities, services and opportunities for social interaction and community involvement close to where they live;

- If concentrated together and designed with quality public space, help to increase opportunities for social interaction and create lively areas with a sense of place.

Key Actions

1: ENCOURAGE A SENSE OF BELONGING AND COMMUNITY TOGETHERNESS

Character areas add diversity to large residential developments, creating a sense of being 'here' or 'there'. Street characters should differ dramatically, but whole areas of large developments should feel different from one another, responding to their varying contexts or creating new character areas, zones or quarters. This can help people to feel that they belong somewhere – to a street or to a defined neighbourhood.

Mixed tenures and affordable housing types – it is important to make sure that these are not distinguishable from other types of housing and also not positioned in the least attractive areas or grouped together too much; maximum of 10 dwellings in one group, including back to back properties. Please also refer to the District Council's Affordable Housing Supplementary Planning Document.

Sense of place – Development should be designed to possess a sense of place. This is largely made up of two factors – form and function. Somewhere with a sense of place possesses some or all of the factors below:

- is connected to the local character of the area in some way or possesses a new unique character of its own;
- has a feeling of being well enclosed by buildings or landscape, making people feel comfortable, safe and relaxed;
- can be related to, at a human scale, with detailing and richness at eye level;
- possesses a sense that something is going on there – with people coming and going at different times of the day and a certain degree of 'buzz' and vibrancy;
- lifts the spirits – visually with high quality buildings, street surfacing or landscaping and/or because of the atmosphere created by people, sounds, scents.



Millbrook, Station Road, Melbourne: strong sense of place

2: CREATE DIVERSE PLACES WHERE PEOPLE CAN MEET

All residential development should be designed to maximise opportunities to create vibrant mixed-use environments. Residential areas should have a range of services and facilities within walking distance.

Town, village and local centres should have a mix of uses (for example, residential units above commercial units will be encouraged). Mixed-use developments and areas with both daytime and evening uses will be encouraged.

The mix of uses should be compatible with one another and interact positively. Development should be designed to increase opportunities for people to interact with one another.

This can have a big impact on people's quality of life and can also create stronger, safer and more inclusive communities.

New development should aim to

include:

- a concentrated mix of uses with good quality public realm (providing greater opportunities for people to interact, for paths to cross and serve as meeting places);
- an element of on-street parking (to help create a more vibrant street and increase the chances of seeing and meeting other people);
- quality landscaped front and side gardens (even if small, these can encourage more time to be spent at the public frontage of the house, increasing activity on the street and opportunities to see and meet others);
- streets designed with children's play in mind (such as homezones and shared surface streets);
- wider pavements (increase the likelihood of people stopping and talking to one another and can

also accommodate outdoor seating for cafés or on-street shop displays);

- new communities that include allotments and community centres;
- community notice boards located where people are likely to stop and read them;
- public open spaces that are designed for a range of different people (children of all ages and older people for example) help bring people and communities together;
- initiatives to encourage social interaction through the internet (developer, council, community or business led);
- community consultation as part of the design process – to get existing residents involved in new development with the aim of encouraging them to see the new development as part of their

neighbourhood and avoid the 'them' and 'us' mentality.

3: INTEGRATE LOCAL CENTRES INTO THE TOWNSCAPE

In addition to the advice above, local centres on new residential developments should possess a sense of place and be seen as the heart of the local community and should:

- not be designed as segregated retail and leisure areas, but be knitted and intertwined into the residential layout, with parades of units fronting the street or public squares framed by units for example;
- include residential elements (including care homes), for example at first floor level or adjacent to and integrated with units;
- ensure a diverse range of units, such as shops, cafés and

community buildings;

- incorporate quality public space and landscaping that form clear neighbourhood centres and encourage people to stay longer;
- have community buildings, schools and public open spaces nearby to enhance the levels of activity, vibrancy, social interaction and safety with people around at different times of the day;
- include bus stops nearby to encourage public transport use and to increase linked trips and footfall next to the local centre, as well as adding to vibrancy, social interaction and safety.

4: DESIGN STREETS AND PUBLIC OPEN SPACES FOR THE WHOLE COMMUNITY

Public open spaces should be

designed to ensure that they can be used by a range of different people and for a range of activities. They can also be located close to other community facilities and services to create community focused and connected areas as described above.

This could include:

- play equipment and facilities for a wide range of age groups (for example: trim trails suitable for older children and adults, hard-surfaced football and basketball areas, skate-parks and more challenging play equipment for the over 10's);
- A choice of pleasant places to sit and relax, particularly for the older generation (but not necessarily all separate from places for children and young people);

Please refer to the District Council's Open Space, Sport and Community Facility Strategy 2016⁹ for further guidance on open space design.

DIVERSITY AND COMMUNITY COHESION

2: CREATE DIVERSE PLACES WHERE PEOPLE CAN MEET

- on-street parking;
- quality landscaped front and side gardens;
- streets designed for childrens play (homezones and shared surfaces);

1: ENCOURAGE A SENSE OF BELONGING AND COMMUNITY TOGETHERNESS

Sense of place - character, sense of enclosure, human scale (detail and richness at eye level), sense of something going on and vibrancy, lifts the spirits

4: DESIGN STREETS AND PUBLIC OPEN SPACES FOR THE WHOLE COMMUNITY

Streets and public open spaces designed for a wide range of people
A choice of pleasant places for a wide range of people to spend time and relax in

1: ENCOURAGE A SENSE OF BELONGING AND COMMUNITY TOGETHERNESS

Mixed tenures and housing types - integrated in to developments

3: INTEGRATE LOCAL CENTRES IN TO THE TOWNSCAPE

Knitted and intertwined in to the residential layout
Consider residential at first floor level
Diverse range of uses - shops, cafes, residential
Quality public realm and landscaping
Co-locate local centres with other facilities such as schools, public open spaces, community buildings and public transport

2: CREATE DIVERSE PLACES WHERE PEOPLE CAN MEET

Create mixed-use developments

Design environments that increase opportunities for social interaction

- concentrated mix of co-located uses with quality public realm;
- wider pavements - increased likelihood of people stopping and talking;
- Community notice boards.

Ease of use

BNE1 d) Ease of use

New development should be accessible to all user groups, well managed and should be able to adapt to changing social, environmental, technological and economic conditions, including the needs of an ageing society;

Background

There are three core elements to what constitutes good design and two of these relate directly to this chapter - Firmness (will it last) and Functionality (does it work). Good design is often approached, defined and understood too narrowly, with focus solely being on how things look. But how places function and whether they are simple and easy to use and making sure that they are designed to withstand the tests of time and being low maintenance is very important.

Key Actions

1: DESIGN PLACES THAT CAN BE USED BY ALL

The concept of universal design should ideally be applied to all development – ensuring that the default standard design solution is one that can be used comfortably by people of all ages and abilities. (For example, low floor buses are now the standard design and are accessible to all).

Some specific examples include:

- Parking areas should be fit for purpose - see section 8 of the Street Design, Movement and Legibility Chapter;
- Streets should be designed for all in society and careful thought should be given to the location of dropped kerbs, ensuring that they are on the side of the road and places where people need to cross. On

the most frequently used routes, the carriageway should ideally be raised to the level of the pavement (raised crossing or table), creating crossing points that don't involve gradients that can prove to be less comfortable for wheelchair users and less able-bodied people for example;

- New neighbourhoods should be designed to be 'walkable' and also easy to navigate around, so that they are accessible to everyone in society. This allows people without a car or who are unable to drive, to easily access bus services, shops and community facilities. People less confident about making trips out, can also feel more confident if they can follow direct, clear routes.

2: DESIGN BUILDINGS THAT CAN BE USED BY ALL

Just as outdoor places should adopt the principles of universal design, buildings themselves should also do so and be fit for purpose.

The main entrance to a building should be accessible to all, with flush, level surfaces and sufficiently wide doorways. Entrances that exclude certain members of society and provide separate access points elsewhere in the building create social divisions and alienate people and should be avoided.

The Council will expect applicants to demonstrate that homes have been suitably designed for the maximum number of occupants and the expected amount of furniture. It is recommended that furnished internal floor plans are submitted as part of the planning application and these plans should demonstrate that:

- A particular room is able to fulfil

its intended purpose (for example a single bedroom would be expected to include a single bed, a bedside table, a wardrobe and space to dress and move around items of furniture);

- The living room can accommodate the maximum number of occupants;
- The maximum number of occupants can sit around a table together;
- A space to allow work at a desk to be undertaken (away from the kitchen or living room – could be on a landing, in a bedroom or dining room);
- Sufficient internal storage space (for example for a vacuum cleaner, shoes, coats and pushchairs);

Quality of life can also be affected by the internal environment of a building and the amount of natural light. Buildings should be designed and orientated to ensure that good levels of natural light are achieved – for example, habitable rooms with no windows or single aspect north facing flats will be discouraged.

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3: CONSIDER DEMOGRAPHICS

National demographic trends along with any specific demographics of an area should be considered. Places should be designed to consider the needs of different demographic groups.

The proportion of older people in society is rapidly increasing and the needs of this ageing society must be comprehensively catered for. Such needs are wide ranging and older people should not be classed as a single group, due to the differing needs and capabilities of each individual.

However, the following broad measures should ideally be taken:

- The design of new homes should take account of the Lifetime Homes standards¹⁰ and meet as many of the criteria as possible (see Appendix D for details of the 16 Lifetime Homes criteria);

- Public spaces and footpaths should include seating options designed with older people in mind;
- Streets and spaces should adopt the principles of universal design (as described above);
- Independent lifestyles should be facilitated through design, allowing people to 'age in place' (adaptable housing), have access to shops, bus services and community facilities (walkable neighbourhoods) with comfort and ease (universal design) and without the fear of crime and anti-social behaviour (section on community safety);
- Opportunities for social interaction should be provided, promoting a sense of identity as a full member of society (see also Diversity and Community Cohesion section);
- Healthy, active lifestyles

should be encouraged through design (see healthy lifestyles section).

4: BE PREPARED FOR CHANGE

Development should be able to adapt to changing social, environmental, technological and economic conditions. The most successful places have survived and adapted to changing circumstances. New development could include:

- Corner buildings on main streets that have adaptable ground floors that can accommodate different uses over time (e.g. ground floor conversion to small retail unit);
- Public spaces should be able to adapt and cater for different uses, such as events, festivals and markets;



- Public green spaces should be able to accommodate the above in addition to providing some options for different sports, such as rounders, football and athletics;
- Roof spaces within buildings can be made more suitable for conversion if pitches are steeper, giving greater floor to ceiling heights;
- Larger plot sizes and adequate space at the sides of properties can help accommodate extensions. Larger rear gardens can help broaden options for rear extensions;
- Homes and buildings that can be easily extended or altered internally can accommodate a wider range of uses and changes in use over time;
- **Electric Vehicle recharging infrastructure within the development (wall mounted or free standing in-garage or off-street points);**

- Provision of adequate space for waste storage to allow for potential changes in kerbside collection such as the collection of additional waste streams and/or changes to the frequency of the general waste service.
- **Developers are encouraged to install sprinkler systems in to new properties. Alternatively, measures should be taken to assist with future installation.**

5: MAKE BIN STORAGE AND COLLECTION SIMPLE

Recycling is a key element of sustainable development. Requirements can change over time and storage areas should be easy to use and able to adapt to change. The following guidance should be followed:

Houses

Contact the Waste and Recycling Department for the latest information.

Dedicated storage areas should be provided so that bins are out of sight of public view. If storage areas are in rear gardens, these should be screened from view.

Where bin storage is not possible in the curtilage

The following capacities need to be accommodated where bin storage is outside of the curtilage:

240 litres general refuse per apartment (can be added up and 1100 litre bins used);

240 litres recycling per apartment (1x 240 litre bin per dwelling)

If flats have gardens, then- 1x240 litre brown bin per apartment.

The Council will not accept communal bins for recycling or garden waste.

Contact the Waste and Recycling Department for the latest information.

A bin storage area should be provided and the design should ensure that there is sufficient space for people to access the bins to put waste in and also space for refuse collectors to get them out on collection days (bin dimensions provided below).

Bin storage areas should be secure and designed to complement the style and character of adjacent buildings. The location of bin storage areas should be carefully considered so as not to appear unsightly in the street scene, whilst also being located practically for collection day.

Private drives (not designed for a refuse vehicle to turn in)

Bin collection areas should be provided for private drives. These should be clearly demarcated with hardstanding that could be of a different surface material. The hardstanding should be large enough for the appropriate number of bins (on some days, two bins per household are collected).

Contact the Waste and Recycling Department for the latest information.

A metal plate fixed to the ground or adjacent wall should state 'Bin and recycling collection point, please remove bins on the same day as collection'.

Planning for bins from the outset of the design process

For all types of housing arrangements, there should be a clear route from the storage area to the street. This should be wide enough (at least 0.6m for a standard bin), not include any steps, not be obstructed by parked vehicles and should not involve carrying bins through the home, car port or garage.

6: CREATE PLACES THAT ARE EASY TO MANAGE

Development should be designed so that it is easy to maintain and manage, whilst also balancing this with the need for quality, characterful streets and spaces.

Public and private spaces should be clearly defined. Owners of private spaces, such as front and side gardens and landscaping should be clear in their

maintenance roles and responsibilities. Strong boundary treatments, such as low hedges, walls and railings, can help to avoid ambiguous and neglected areas of grass for example.

Public space should be clearly defined and easy to maintain. It should be clear that such areas are for public use, giving these areas a clear function, with footpaths and seating can clarify their public status.

Very small grassed public areas, such as narrow strips adjacent to the carriageway under 2m² should be avoided as they are difficult to maintain and often get walked over or parked on and the grass worn away.

If non-standard materials are used on private drives, such as permeable paving or special surfaces over root protection areas, owners need to be made aware of the purpose for these surfaces and how to maintain them.

EASE OF USE

3: CONSIDER DEMOGRAPHICS

Consider the needs of an ageing society and older people's quality of life - facilitate independent lifestyles:

- adaptable housing;
- key services and facilities within walking distance;
- safe and comfortable streets;
- opportunities for social interaction and active lifestyles

2: DESIGN BUILDINGS THAT CAN BE USED BY ALL

Include furnished internal floor plans with planning applications

Demonstrate that a particular room can fulfill it's intended purpose

- a double bedroom with space for a standard double bed, two bedside tables, a wardrobe and space to dress and move around items of furniture;
- maximum number of occupants can sit around a table together

4: BE PREPARED FOR CHANGE

Help accommodate extensions with larger plot sizes, including larger rear gardens

Minimise the number of load-bearing internal walls to allow internal spaces to be more easily altered

Make provision for potential future electric car charging points

6: CREATE PLACES THAT ARE EASY TO MANAGE
Clearly defined public and private spaces
Strong boundary treatments

5: MAKE BIN STORAGE AND COLLECTION SIMPLE

Design for bins from the outset
Clear route without steps from the storage area to the street, avoiding going through homes, garages or porches.
Allow space (at least 0.6 metres) to get past any parked vehicles.

4: BE PREPARED FOR CHANGE

Corner buildings on main streets that have adaptable ground floors
Roof spaces within buildings made more suitable for conversion with steeper pitches

4: BE PREPARED FOR CHANGE

Public spaces should be able to adapt to cater for different uses, such as events, festivals and markets

2: DESIGN BUILDINGS THAT CAN BE USED BY ALL

Main entrance accessible to all - ideally flush surface with sufficiently wide doorways.

1: DESIGN PLACES THAT CAN BE USED BY ALL

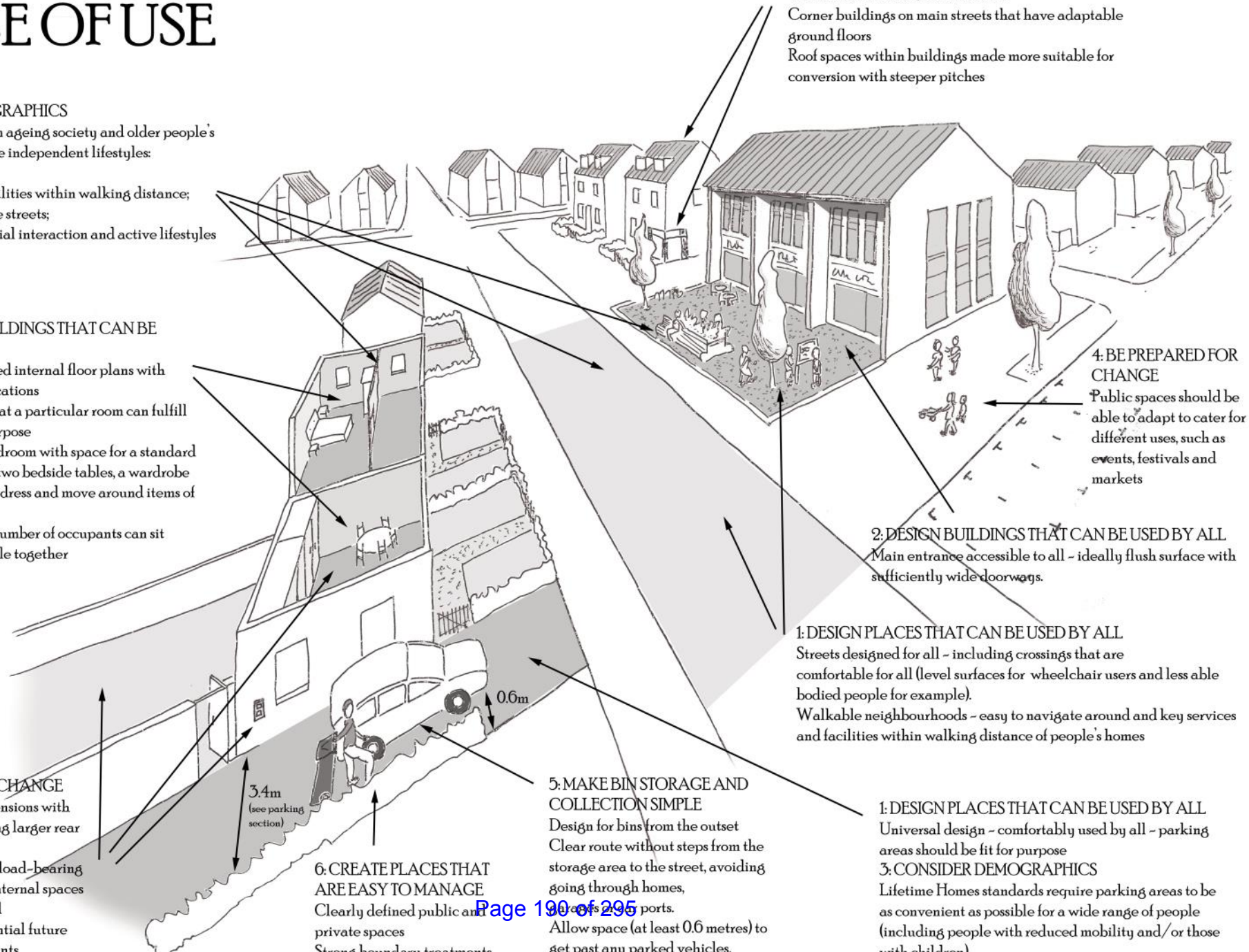
Streets designed for all - including crossings that are comfortable for all (level surfaces for wheelchair users and less able bodied people for example).
Walkable neighbourhoods - easy to navigate around and key services and facilities within walking distance of people's homes

1: DESIGN PLACES THAT CAN BE USED BY ALL

Universal design - comfortably used by all - parking areas should be fit for purpose

3: CONSIDER DEMOGRAPHICS

Lifetime Homes standards require parking areas to be as convenient as possible for a wide range of people (including people with reduced mobility and/or those with children)



Local character and pride

and Visual Attractiveness

BNE1 e) Local Character and Pride

New development should create places with a locally inspired character that respond to their context and have regard to valued landscape, townscape and heritage characteristics.

BNE1 g) Visual Attractiveness

New development should be visually attractive, appropriate, respect important landscape, townscape and historic views and vistas, contribute to achieving continuity and enclosure within the street scene and possess a high standard of architectural and landscaping quality.

Background

The UK has a wide range of architectural styles and materials – you will see stone walls and buildings in the Peak District, warm yellow sandstone in the Cotswolds, flint cobble clad buildings in North Norfolk and buff bricks in Cambridgeshire. These vernacular materials have been found locally and relate to the geological map of the country and different colours of clay. South Derbyshire has red bricks, plain clay tiles and occasional stone walls and stone elements of buildings.

Nationally generic building types rolled out around the country over the past half a century have eroded local and regional identity in many instances.

One of the key aims of this guidance is to ensure that South Derbyshire retains its identity and plays its part in enhancing the special character of the

National Forest and the geological region to which it belongs, helping to preserve and celebrate national variety.

Where appropriate, all new development should be required to demonstrate how it relates to the local context and what contribution it has made to local distinctiveness and identity. Development should also achieve a high standard of design quality. Innovative and contemporary design solutions that reference local character will also be encouraged.

Typical South Derbyshire Characteristics

A more complete guide is contained within Historic South Derbyshire in Appendix G, but some typical South Derbyshire characteristics are listed below.

These special characteristics, once identified, should be used to inspire and inform the proposed development to ensure that it fits into and references the local area and does not degrade or attempt to apply insensitive nationally generic solutions.

- Red clay brick (often including other hints of colour such as dark grey, blue, purple, brown and yellow – i.e. ‘multi’ bricks);
- Plain clay tiles – most commonly blue, occasional red (traditionally with a minimum roof pitch of 40 degrees) with thin leading edge and traditionally proportioned;
- Slate tiles – common in Victorian and Edwardian areas and next to canals and railway lines;
- Stone: evident but never to the exclusion of brick – forming lower courses or complete sides of dwellings or in boundary walls;
- Render – some examples, predominantly stucco (smooth lime based mix);
- Staffordshire Blue bricks (largely in Victorian and Edwardian contexts);
- Glazed tiles (traditionally on Victorian and Edwardian shop fronts but also used in contemporary schemes when appropriate) (see Historic South Derbyshire in Appendix E for more information on shop front design).

Key Actions

1: START OFF ON THE RIGHT FOOT

The Council strongly encourages developers to follow the Design Process set out at the start of this document.

The development site should be visited and a detailed and comprehensive site and context appraisal should be undertaken. Joint site visits with the development team and the District Council can be very effective in establishing a deeper understanding of the context and coming to an agreement about local character.

The aspects of local character below along with the checklist in Appendix B provide information about the factors that need to be considered when undertaking a site and contextual appraisal.

2: CONSIDER ALL ASPECTS OF LOCAL CHARACTER

This section includes the following:

- **Landscape and topography**
- **History**
- **Views and vistas**
- **Streets and spaces**
- **Urban structure and urban grain**
- **Architectural style and detailing**

Aspects of local character that need to be assessed and used to inform the proposed design are detailed below along with best practice design guidance and the various elements that help to define visual attractiveness.

Landscape and topography

Landscape character areas

Development sites that are set within a landscape context should take account of the character of the surrounding

landscape. Appendix E illustrates the different landscape character areas within Derbyshire. South Derbyshire has a number of different landscape character areas, including coalfields, claylands, Trent Valley washlands, Melbourne Parklands and the Mease/Sence Lowlands. These broad tracts of countryside display special characteristics.

The Council strongly encourages new development to be designed to respect and knit in to these landscape character areas – helping to protect and enhance these valued, locally distinctive landscapes and wildlife habitats.

More detailed information and guidance can be found in the Landscape Character of Derbyshire¹¹ document (fourth edition, March 2014) - <http://www.derbyshire.gov.uk/environment/conservation/landscapecharacter/>

The character vision for the National Forest should also be taken into account – please refer to the National Forest section of this Design SPD.

Local landscape character

In addition to the wider landscape character issues above, local landscape characteristics and wildlife habitats should also be taken account of. This could include factors such as hedgerow alignments and species, mature tree locations, groupings and species, watercourse routes and characteristics and wildlife habitats such as meadows, woodlands, wetlands and reedbeds.

New development should aim to preserve and enhance local landscape characteristics and wildlife habitats in order to keep the special character of the area alive and ensure that proposals successfully knit in to their surroundings.

Simply retaining existing landscape elements such as trees, hedgerows and watercourses within development sites will not be sufficient – developers will be expected to design schemes around these landscape assets and make features out of them (if appropriate). This will often require additional complementary landscaping and wildlife habitat creation.

Where local landscape character is weakly defined, developers will be expected to create new areas of landscaping and wildlife habitats, being considerate of the wider landscape character areas whilst also being innovative and creating high quality landscaping schemes with clearly defined characters and wildlife habitats.

The Council expects a high standard of landscaping quality within new developments.

Wildlife habitats

The Council will strongly encourage developers to create wildlife habitats and to think about specific species and the environments within which they will flourish.

This should include works in appropriate locations to protect and enhance target species such as: adder, all bat species, lesser spotted woodpecker, barn owl, ruddy darter dragonfly, bluebell, black poplar, otter and water vole. Simple examples include permanently wet ponds for dragonflies and nest boxes for barn owls.

Sustainable Drainage Systems (SuDS)

Sustainable Drainage Systems (SuDS) are of great habitat value and can help to create an attractive and characterful landscape, as well as forming greenways through developments, when suitably designed. For example, over ground water courses and swales designed into a scheme and permanently wet drainage ponds with native wetland planting can have a big impact on the visual attractiveness and character of a development. SuDS also form points of interest on footpath routes through green infrastructure.

The Council will expect developers to design SuDS into all schemes (as appropriate to the site and ground conditions). This should be done early on in the design process so that SuDS can be successfully integrated into both the 'hard' and 'soft' parts of the layout.

Characterised by buildings or landscape?

Some developments and/or streets and spaces within developments may be predominantly characterised by buildings, some may be characterised by landscape. In order to create a strongly defined character, it can be helpful to simply aim for one or the

other – characterised by landscape or characterised by buildings. A street characterised by buildings would have well designed, characterful buildings set forward, enclosing the space and allowing a close relationship to be had with them. A street characterised by landscape would have an abundance of high quality landscaping with a strongly defined character –the landscape dominating the street scene more than the buildings.

Topography

The topography of the land forms the character of the wider landscape and new developments should work with this rather than against it. Thought should be given to roofscapes and drops in levels should be addressed sensitively and creatively, avoiding the excessive use of dominant retaining walls.

History

The study of historic maps can help to understand how the area has evolved physically and what was on or around the development site in the past. This can be important in establishing trends in urban form (below), creating a vision

for the site and also exploring opportunities for connecting the site with its past.

Views and vistas

New development should respect important landscape, townscape and historic views and vistas.

The proposed solution needs to respond to the site and contextual appraisal – keeping sightlines to specific buildings or trees open or designing in points from which vistas can be enjoyed for example.

Views and vistas in to a development site should also be considered as well as views out.

Streets and spaces

Streets and spaces make up a large proportion of the public areas within a new development and can greatly influence character. Existing characterful features could include for example:

- urban squares
- village greens

- tree lined avenues
- rural lanes with shared surfaces and grass verges abutting the carriageway
- materials such as Staffordshire blue bricks for paving.

Developers are strongly encouraged to take account of and respond to the character of local streets and spaces in their design, dimensions and materials when creating new development proposals.



Staffordshire blue clay bricks and granite threshold strip with historic reference: Swadlincote town centre

As a predominantly rural District, village contexts are often very relevant. Historical factors can also help to inform the present and it is important to understand the history of local streets and use this to influence design.¹²

In the absence of a strong local character, developers are encouraged to look further afield at good examples within the District or to be innovative in creating appropriate new designs for streets and spaces.

Please refer to the District Council's Open Space, Sport and Community Facility Strategy 2016⁹ for further guidance on open space design.

Urban structure and urban grain

Does the layout and density of the area contribute to local character?

Street layout – are streets arranged and connected in a particular way that forms part of the area's special character?

Plot layout – are plots a certain size and shape – do they combine to create

a certain style of street-block and density of development? (e.g. Large blocks in a grid or many tight-knit small blocks organically laid out)

Building position on plot - are buildings positioned on plots in a certain way, is there a consistent building line and/or front boundary treatment? (e.g. Buildings set forward abutting the street or set back with large front gardens and front boundary hedgerows)

Building lines – New development should respect historic or traditional building lines, helping to integrate development into the street scene and

maintain a continuous urban fabric.

Large developments with limited local context are likely to still need strong building lines on most streets (unless opting for a low density, organic, rural village character with streets defined by landscaping).

Perimeter blocks should contain buildings with live edges, such as front doors facing the street or residential units above shops.

Streets should be defined and characterised by the position of buildings or landscaping, rather than the route and geometry of the highway.

It is recommended that rear garden boundaries that are exposed to public view (e.g. at the side of a property adjacent to the street) do not sit forward of the building line. This helps to preserve the character of the street scene by allowing the attractive windows and doors to be visible and not blocked from view by blank walls that sit forward of the building line.



Figure-ground plan of Melbourne town centre: illustrating the distinctive urban form

Boundary treatments – are streets characterised by a certain type of boundary treatment? Continuity along the street can be created by the consistent use of front boundary treatments such as walls, railings and hedges, as well as helping to create characterful streets. Such features can also clearly indicate which spaces are public and which are private.

Rear gardens should not back onto the street, but where the sides of rear gardens are exposed to the public or semi-public realm, a 1.8 m high brick wall should be used as a boundary treatment. This should include detailing such as a coping stone or brick, double tile crease and detail courses as appropriate. Where walls are angled, bricks should be cut and bonded. Fencing will not normally be acceptable in such circumstances.

Buildings on corners should turn the corner well by providing two strong frontages that face the street (dual aspect). Blank or unsightly elevations fronting the street should be avoided.

Scale and massing – Typical local proportions would be a minimum roof pitch of 40 degrees and maximum building depth of 7 metres.

Development should relate to its surroundings and be at a human scale, feeling comfortable to walk near and friendly rather than intimidating. Thought should be given to how the development will appear at a range of

scales, from standing next to it to viewing it from a long distance.

Contemporary architecture can still relate to traditional scale and massing.

Streets, squares, parks and other spaces should be enclosed by buildings



Scropton Road, Fagim, Hedge boundary treatment and side rear garden wall that respects the building line and has good detailing

or



Traditional scale and massing, 'new' property in Stanton by Bridge

trees of the appropriate height, ensuring that a sense of enclosure is achieved and making the space or street feel more comfortable.

Local streets and spaces will have a wide range of widths and will be enclosed by buildings of different heights. The most characterful local examples, however, are likely to have a strong sense of enclosure. For example, with strong buildings set forward on plots abutting the street.

A wider street or space requires a greater building (or tree) height in order to create a sense of enclosure (height to width ratio). The diagram below illustrates the height to width ratios that are recommended if streets and spaces are to be well defined and enclosed.

A range of street types should be created within a development – taller and stronger building types should be used on the wider streets and overlooking spaces and more minor streets should be narrower and can use smaller scale building types. This also helps people to find their way around.

Architectural style and detailing

When attempting to reference the local context within new developments, it is important to ensure that there is quality in the materials and the detailing and architectural styles and proportions are considered with great care and attention.



Contemporary architecture with traditional scale and massing replicating nearby terraces and sawtooth roofline of nearby industrial units: Rose Hill, Woodville, Swadlincote

Architectural style is important and defines periods in history. South Derbyshire has a wide variety of architectural styles, from vernacular farm buildings to classical Victorian and Georgian terraces and high quality contemporary architecture.

Most high quality buildings reveal the time when they were designed and built, with the great architects of that particular period setting the fashions and trends.

Although buildings don't have to be designed in any specific style, most tend to be. Common styles include vernacular, classical and modernist. It is not always necessary to create exact replicas of historic buildings – it is possible to take the materials and massing of a vernacular building and use this to create a contemporary building for example.

Thought should be given to the location and overall character of the development and which architectural style is most appropriate.

Visually attractive buildings, streets and spaces often share similar qualities. As outlined in Quality Reviewer (Urban

Design Skills, 2010)¹³, there are certain characteristics of architecture and townscape that are not subjective and can be used to structure assessments:

Detail can be fundamental to quality. Care and skill should be taken in detailing a development as it can help a development to feel human and friendly. Quality detailing applies to both traditional and contemporary architecture.

Consideration should be given to how materials will last over time together with their maintenance, environmental

performance (minimising impact on the environment) and their general quality of appearance.

Proportion – Thought should be given to the relationships between one part of a development and another and the relationship to its surroundings.

Visual attractiveness and the architectural quality of the buildings themselves can, in part, be down to the sizes and shapes of walls and the positioning of features such as doors



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Millbrook, Station Road, Melbourne: Classical proportions and rich detailing that relate to local context

Vernacular – local traditional building styles. Can be difficult to authentically replicate as often materials only available locally were used. Replicating vernacular details but at a different scale or inappropriate context can look very poor. If done well, the distinctiveness of a place can be captured.

Classical – classical forms and details can be copied or reinvented – the key is to do this in a manner that is true to the spirit of the original, with a good understanding of the language of classical architecture and ensuring the grammar is correct. In many cases details are missed out, proportions are ignored and attempts fail.

Modernist – Although built forms can be simple, quality of detail is still very important. A great amount of thought is required in design and build quality is paramount. There can be a fine line between a dull, plain building and one that is simple and beautiful. Modernist buildings must also respond to their context and enhance the streetscene but not copy neighbouring styles.

(Quality Reviewer, 2010)¹³

and windows. There are various factors at play, such as the ratio between heights and widths and the proportions between solid (walls) and void (windows, doors). In general terms, with traditional architecture, building proportions with a vertical emphasis (as opposed to square and horizontal) have for a long time created pleasing buildings. Buildings are of course viewed in three dimensions and this also needs to be taken into account, such as the depth of a building, roof pitches, eaves, gables etc.

Order – Order can be a key element of good design. Balance, repetition and symmetry make up order and can also be found in both classical and contemporary architecture. When these characteristics have been got right, there is a pleasing sense of order, there is a positive relationship between the different parts and the whole. Balance creates a pleasing sense that the relationship is right between the parts and the whole. Repetition, although not always essential, can be used as a tool, sometimes unifying a building, street or space and creating drama. Symmetry, again not strictly necessary, can be an effective way of creating order and visually pleasing solutions.

Recommendations for traditionally detailed residential development

- Stub cills to ensure that they don't project over stone or chamfered brick cill features and look unsightly);
- Window frames set back in the window opening – fits with traditional window design;
- Wet verges (dry verges with cloaking tiles have a low quality appearance and do not fit into the character of the District);
- Brick or other traditional detailing to eaves and verges;
- Porches, door canopies or surrounds made from timber and tiles (rather than glass-reinforced plastic porches, door canopies or surrounds);
- Roofscape – chimneys on both traditional and contemporary schemes can help to create locally recognisable and/or inspiring roofscapes. Traditionally inspired developments should include chimneys that are authentic in their position on the roof, their scale, construction and detail. ~~Functioning chimneys will be encouraged (e.g. open fires, flues for wood burners, sun tubes or for ventilation).~~

3: RESPECT THE EXISTING

Retaining buildings - any older buildings or structures within the site should be assessed with a view to potential conversion. Retained buildings can instantly create a special character, can become key focal points and can be used to inform character themes for the wider site.

4: COMMUNICATE A BUILDING'S FUNCTION

Visual appropriateness and honesty – Unless there is good reason not to do so, the appearance of a building should communicate its function. A building's construction can also be communicated through its design. This can be a good way of celebrating the construction techniques but it may also be necessary to hide features for aesthetic reasons - a good balance should be struck.

5: RESEARCH NEW CHARACTER

Absence of character - If a development site has no obvious built or landscape character nearby of any merit, effort should be made to explore what could provide a locally inspired identity. The options could include taking cues from the nearest areas to the site that *do* have character and are appropriate to the development site.

The history of the site and the area can provide design cues and historic maps of the site should be studied.

It could also be possible to create a new distinctive character for an area with high quality contemporary architecture that references local character and context through built form, materials and landscaping for example.

Absence of character will not be accepted as an excuse for poor design or nationally generic solutions.

Character areas - larger developments should attempt to create areas of different character.



Cemetery Lodge, Etwall Road, Willington: The adjacent cemetery provided a design cue for this new cemetery lodge, whilst ensuring that its appearance still communicated a private domestic function.

LOCAL CHARACTER AND PRIDE AND VISUAL ATTRACTIVENESS

URBAN STRUCTURE AND URBAN GRAIN

Street and plot layout – streets and plots may be arranged in a particular way that forms part of the areas special character

Building position on plot can help define an areas character – e.g. buildings set forward on a plot or even abutting the street

URBAN STRUCTURE AND URBAN GRAIN

Scale and massing – contemporary architecture can still relate to traditional scale and massing

RESEARCH NEW CHARACTER

In the absence of any characterful local context, new character should be researched and proposed
Larger developments could create areas of different character

URBAN STRUCTURE AND URBAN GRAIN

Scale and massing – Streets and spaces should be enclosed by buildings, enhancing the sense of place and making them feel more comfortable – e.g. buildings with strong frontages and height and/or set forward on the plot

VIEWS AND VISTAS

Identify and then respond to views and vistas, – keeping sightlines open and creating feature views towards key buildings and trees

ARCHITECTURAL STYLE AND DETAILING

Detail – e.g. cills and lintels, chimneys, windows

Proportion – ratio between heights and widths of buildings and sizes and positioning of doors and windows

Order – balance repetition and symmetry can be used to create more characterful and attractive buildings, streets and spaces

ARCHITECTURAL STYLE AND DETAILING

Thought should be given to the location and overall character of the development and which architectural style is most appropriate (e.g. Vernacular, classical, modernist). e.g. if replicating classical styles, this should be true to the spirit of the original, ensuring the grammar is correct (e.g. proportions between heights, widths, doors, windows)

URBAN STRUCTURE AND URBAN GRAIN

Scale and massing – typical local proportions would be a minimum roof pitch of 40 degrees and maximum building depth of 7 metres

URBAN STRUCTURE AND URBAN GRAIN

Building lines – rear garden boundaries exposed to the street should not sit forward of the building line

URBAN STRUCTURE AND URBAN GRAIN

Boundary treatments – can have a big impact on street character – respond to characterful existing examples either adjacent to site or in the local area – e.g. low walls, railings, hedgerows

URBAN STRUCTURE AND URBAN GRAIN

Buildings on corners should turn the corner by providing two strong frontages (dual aspect)

STREETS AND SPACES

Local characterful features should be taken account of and responded to – e.g. grass verge abutting the highway on a rural lane; Staffordshire blue clay paving in a Victorian/Edwardian character setting

LOCAL LANDSCAPE CHARACTER

New development should aim to preserve and enhance local landscape characteristics.

URBAN STRUCTURE AND URBAN GRAIN

Building lines – respect historic or traditional building lines adjacent to site or refer to quality examples from the local area – or create strong new building lines

STREETS AND SPACES

Respond to existing characterful features of the area or create new ones – e.g. village green or feature square

National Forest

BNE1 f) National Forest

Within the National Forest, new development should be encouraged to follow the National Forest Design Charter¹⁴ and the Guide for Developers and Planners¹⁵ and fully reflect the forest context.

Background

The National Forest is one of the country's boldest environmental projects with regional and national importance. This bold vision to transform 200 square miles in the centre of England is not just about tree planting, it's about creating a woodland character and designing for people in a sustainable way.

New development can play a major role in achieving this vision.

The National Forest Design Charter and Guide for Developers and Planners aim 'to create strongly wooded settings for development and a 'treed' theme for public realm and local green space.' Elements of these documents have been included in the guidance below, however for further information, use the links at the end of this section.

The big focus for design in the National Forest is ensuring that a strong forest/ woodland character has been created. The most effective way of achieving this is by using a combination of measures.

Although the National Forest boundary is geographically defined, the character vision and advice within this chapter can apply to the whole District.

Key Actions

1: PROVIDE GREEN INFRASTRUCTURE ON SITE

The guidelines below are a requirement for all new development within the Forest.

Development type	Thresholds	Proportion of site to be Forest green infrastructure
Residential	between 0.5ha and 10ha	20%
Industrial, commercial and leisure	Between 1ha and 10ha	20%
All development	Over 10ha	30%

The green infrastructure referred to in the table above can include creating new, or managing existing areas, for example: woodland, landscaped areas with trees, other wildlife habitats, recreation areas and routes, heritage and landscape features – as appropriate to each site.

2: MAKE TREES PLAY A LEADING ROLE

The Council strongly encourages developers to retain existing trees, hedgerows, woodland and other habitats and make these into features within the development, enhancing them if necessary and ensuring that they are well managed; retained features should be suitably protected during the construction period.

The Council strongly encourages developers to design trees and new woodland into development early in the design process, ensuring that adequate space around them can be achieved. Examples include:

- Street trees: avenues (see C below), single trees in build outs, trees between rows of parking spaces, trees designed in to wider paved areas or courtyards;



Forest Grange, William Nadin Way, Swadlincote: Street trees, hedgerow planting, retained trees and timber posts

- Garden trees in housing schemes – as a general rule, one tree for each property (a free tree could be offered to each new owner with reference to The National Forest);
- Woodland belts;
- New spinneys – pockets of wooded greenspace, for example, small blocks of woodland within public open spaces;
- Feature trees (either new or existing) – large species given space to mature (Oak, Ash, Lime)

as they require large open spaces;

- Community orchards – local varieties of fruit trees to create new orchards (ideally within new allotments)

Trees in hard landscapes should be given a chance to grow healthily and tree pits should be appropriately designed (see diagram and Trees in Hard Landscapes guidance referenced at the end of this section).

A tree-lined avenue, with trees adjacent to the carriageway, can have multiple benefits for a development. It can:

- Form the principle street, helping clarify the hierarchy of streets, making it easier to find your way around a large site;
- Form a feature street within a development;
- Create a street that feels narrower to people driving vehicles, encouraging them to drive with more care and attention (see Manual for Streets paragraphs 5.12.3, 7.4.4 and 7.8.6 referenced below);
- Provide greater separation between pedestrians and cyclists and road traffic, making walking and cycling safer and a more pleasant experience (in addition to being greener, more visually attractive and more shaded in hot weather).

3: DESIGN CONTINUOUS GREEN ROUTES

The Council will strongly encourage developers to ensure that green spaces flow and connect with each other so that complete green routes and

networks can be created (greenways with landscaped footpaths and cycle routes). This helps achieve habitat connectivity and improves leisure opportunities and encourages walking and cycling around developments, in addition to making it easier to find your way around and make a mental map of the area.

Access should be provided through new areas of Green Infrastructure (GI) and this should connect to existing public rights of way and other links. Key routes between green spaces or public rights of way should be visibly different (greened) and lead through the development. This can help to encourage exploration of the green

spaces and also create more successful connections to adjoining National Forest sites.

4: CREATE HIGH QUALITY GARDENS

The Council will strongly encourage developers to invest in front gardens with high quality landscaping (being larger where appropriate) to be designed into schemes. This can help increase overall green coverage around a site, green the streetscape and increase opportunities for social interaction. The planting of appropriate tree species within front gardens can be more viable if there is sufficient distance between the tree and the dwelling.

The Council will strongly encourage developers to provide low (0.6m) hedgerows to front and side gardens on the boundary between public and private land.

Non-native species can establish quicker and look better sooner, making them more likely to be retained by homeowners. Where native species are more appropriate (e.g. green edges, green corridors or fronting Public Open Spaces) planting such hedgerows can be given a better chance of survival by adding a low

SPECIES GUIDANCE

- **Street tree species recommended - Turkish Hazel (*Corylus Columna*), Hornbeam (*carpinus fastigiata*)**
- **Front garden boundary hedgerows – any suitable native species, such as; Privet, Hornbeam, Beech**
- **Hedgerows around green spaces and rural edges – native mixed species, Hornbeam, Beech.**
- **To help improve local air quality: Alder, Field Maple, Hawthorn, Birch, Norway Maple, Pine and Silver Birch.**

basic post and wire fence to protect the young plants as they establish.

Covenants can also be put in place, requiring the property owner to keep the hedge.

5: USE TIMBER AND PLANTING IN CONSTRUCTION

The Council will encourage developers to incorporate timber street furniture (fences, gates, benches, bins, bollards) and timber play equipment into developments. A natural play approach should be adopted to encourage use and exploration of areas of green infrastructure. This could include changes in ground level, fallen trees and boulders to climb on as well as timber play equipment. Play areas should be integrated into the green infrastructure network and not fenced off from it.

Developers are encouraged to showcase timber in building design - such as gables brackets on porches, exposed rafter feet, barge boards and timber cladding (or timber effect cladding that may be more durable). Timber should be FSC certified.

Developers are encouraged to be innovative and incorporate green walls and green and brown roofs into developments.



Castleton Park, Church Gresley: Timber door canopy



Oakland Village, Swadlincote: Timber used extensively in construction and retained mature trees

6: DESIGN DEVELOPMENTS AROUND SUDS

Sustainable Drainage Systems (SuDS) are of great habitat value and can help to create a green National Forest character, as well as forming greenways through developments, when suitably designed. For example, over ground water courses and swales designed in to a scheme and permanently wet drainage ponds with native wetland planting such areas also form points of interest on footpath routes through green infrastructure.

The Council will expect developers to design SuDS into all schemes (as appropriate to the site and ground conditions). This should be done early on in the design process so that SuDS can be successfully integrated into both the 'hard' and 'soft' parts of the layout.

7: THINK SPECIFICALLY ABOUT WILDLIFE HABITATS

Creation of new habitats (wetlands, reed beds, meadows, heathlands, hedgerows, woodlands) should relate to the ecological character of the site's setting (refer to the National Forest

Biodiversity Action Plan). This should include works in appropriate locations to protect and enhance target species such as: adder, all bat species, lesser spotted woodpecker, barn owl, ruddy darter dragonfly, bluebell, black poplar, otter and water vole. Simple examples include permanently wet ponds for dragonflies and nest boxes for barn owls.

The Council will strongly encourage developers to create wildlife habitats and to think about specific species and the environments within which they will flourish.

Nest boxes for bats and birds such as swifts can easily be incorporated into new developments – both within the landscape and also incorporated into buildings (e.g. forming part of the brickwork – such as the swift brick).

8: ENCOURAGE ACTIVE LIFESTYLES THROUGH DESIGN

Designing places that encourage active lifestyles is a key aim of The National Forest. Continuous green routes and quality open spaces are just two ways that can help achieve this, but there are

many other ways – please see the Healthy Lifestyles chapter for more information.

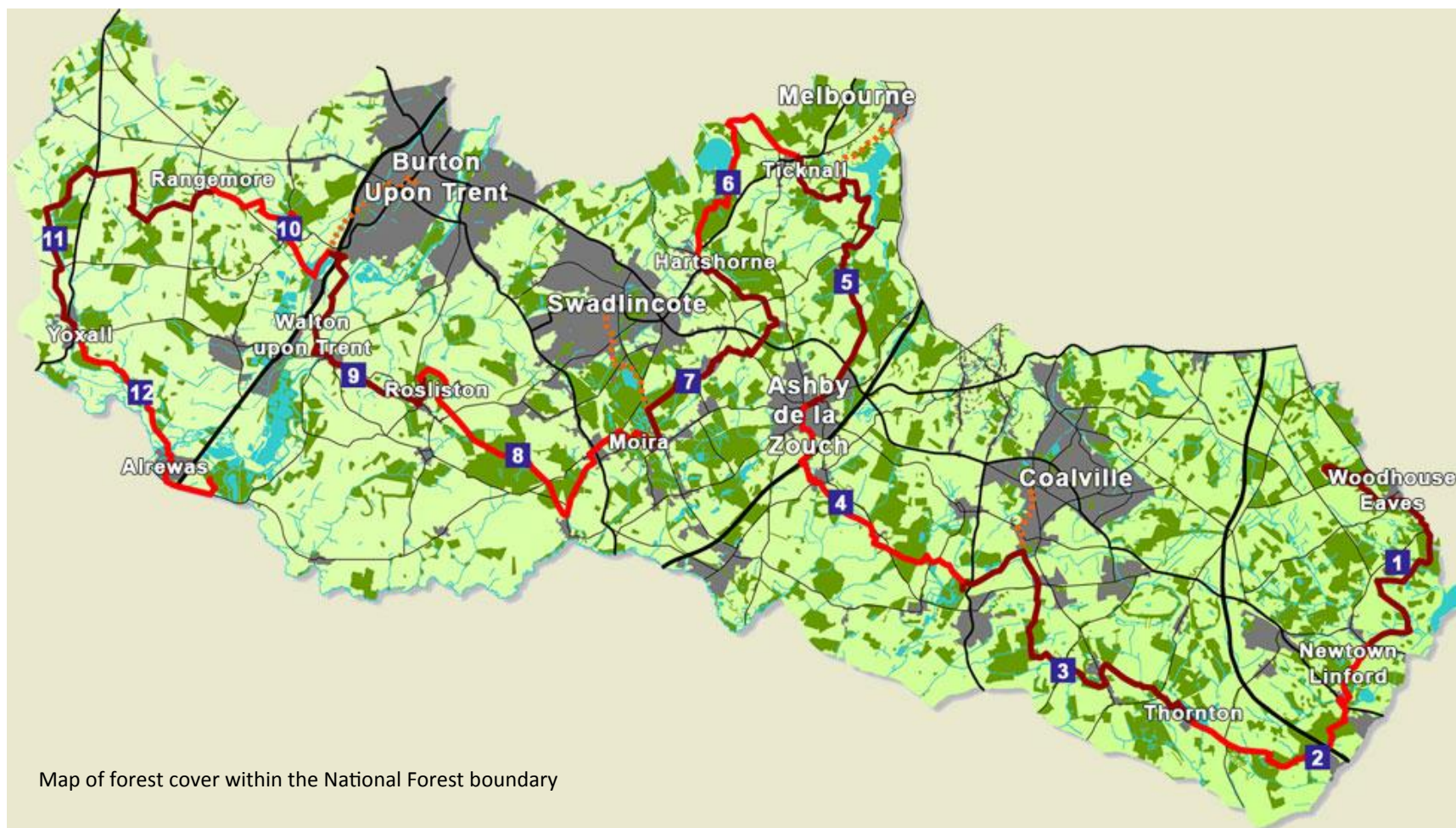
9: THINK AHEAD

Consider the phasing of landscaping in strategic open space within a large development. Early planting can establish and provide a pleasant setting for later stages of the scheme.

Areas proposed for strategic landscaping should be fenced off and not used for storage compounds where possible. Storage of materials can compact the ground and be detrimental to the establishment of trees and woodland.

Consideration should be given at design stage to the long term ownership and management of open space. Designers should consider maintenance and management costs when designing schemes to ensure these are not prohibitive and that they are understood by the site's owner.

Design of woodland should also incorporate access to allow management works to be undertaken once the woodland has established.



Further resources

Trees and Design Action Group (2014) Trees in hard landscapes : a guide for delivery

NATIONAL FOREST

2: MAKE TREES PLAY A LEADING ROLE
Pockets of woodland
Feature trees

3: DESIGN CONTINUOUS GREEN ROUTES
Green spaces that flow and connect with each other

2: MAKE TREES PLAY A LEADING ROLE
Street trees - tree lined avenue

9: THINK AHEAD
Consider maintenance and management - incorporating maintenance access points.

2: MAKE TREES PLAY A LEADING ROLE
Woodland belts

5: USE TIMBER AND PLANTING IN CONSTRUCTION
Timber street furniture - e.g. fencing, handrails, benches, play equipment.
Green roofs.

7: THINK SPECIFICALLY ABOUT WILDLIFE HABITATS
Create wildlife habitats and think about specific species
For example, wetlands, reedbeds, meadows.
Nest boxes for bats and birds within landscape and on buildings (such as the swift brick)

4: CREATE HIGH QUALITY GARDENS
Front gardens with high quality landscaping help green the streetscape and increase opportunities for social interaction.

5: USE TIMBER AND PLANTING IN CONSTRUCTION
Showcase timber in building design - e.g. porches and cladding.
Other timber features such as gates

8: ENCOURAGE ACTIVE LIFESTYLES THROUGH DESIGN
Quality green spaces and continuous green walking and cycling routes.

1: PROVIDE GREEN INFRASTRUCTURE ON SITE

6: DESIGN DEVELOPMENTS AROUND SUDS
Swales and permanently wet drainage ponds with native wetland planting. Designed early on in the design process.

Neighbouring uses and amenity

BNE1 h) Neighbouring Uses and Amenity

New development should not have an undue adverse affect on the privacy and amenity of existing nearby residents or occupiers. Similarly, the occupiers of new development should not be unduly affected by neighbouring land uses.

Background

The Council is committed to the intensive re-use of both previously developed land and to the development of green field sites, where it is deemed necessary to achieve the aims of the Development Plan. In view of this the Council no longer intends to rely on restrictive guidance on the space about and between dwellings within new housing schemes. However, whilst minimum standards will not be applied,

the Council will expect such an approach to be justified by a high standard of design incorporating an imaginative use of space and the provision of attractive areas of open space to create a feeling of place for future residents.

Where new development abuts existing development the Council will seek to ensure that the privacy and amenity of existing occupiers are respected. The following guidelines will be used as a basis for ensuring this is maintained and will be applied where existing occupiers are affected by proposed development. The guidelines aim to retain a reasonable level of privacy for existing occupiers in terms of both direct overlooking and overbearing.

Key Actions

**1: CONSIDER
OVERLOOKING, AND
OVERSHADOWING AND
LIGHT POLLUTION**

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In order to protect the occupiers of existing dwellings from overlooking and to protect privacy, the primary windows of an existing dwelling should not fall within the minimum distance (as set out in the table below) within the sector of view (see diagram) of the primary windows of the proposed dwelling. Secondary windows to either property will not be considered by this methodology but on the particular merits of the case. Generally, however, such windows will not be protected.

In order to protect existing dwellings from overbearing and to protect outlook, the blank/non-habitable elevation of a proposed two-storey property should not breach the minimum distance within the sector of view from the relevant ground floor primary windows of the existing property. New single storey dwellings will be considered in terms of their effect on existing dwellings, on their own merits.

The guidelines will be applied flexibly to ensure that new sustainable development on adjoining sites is not

unnecessarily constrained.

Where lounge, dining room, kitchen or conservatory windows on a proposed dwelling (or rooms large enough to be considered as such) are located at first floor, greater distances may be required. Such cases are not the norm and will be treated on their own merits. Side windows, including those to a conservatory will be treated as a secondary window. The guidelines assume a relatively level topography and little or no screening. Where this is not the case, the minimum distances may be increased/decreased as appropriate. Where an application is submitted in outline, the Council should be satisfied that the standards set out above could be met. This may require the submission of an indicative plan at the outline application stage.

For dwellings of three or more storeys, greater distances, of the order of 20% more, will be required based on the particular merits of the proposal.

Where there are opposing elevations separated by public areas, such as a highway, and having had regard to the overall character of the surrounding area, the guidelines will usually be

relaxed.

Although most houses overlook neighbouring rear gardens to some extent, areas closest to main windows are where occupants most value privacy. The impact of new development on such private outdoor areas will therefore be assessed on the merits of each case. Balconies serving upper floors will usually create unacceptable overlooking and should be avoided unless they can be effectively screened, or are well away from neighbours.

Sometimes, rear gardens of existing dwellings will be of such a depth that the distances between dwellings will be met regardless of how close to the boundary an opposing new property would be sited. In these circumstances, the presence of first floor primary windows in the new dwelling could lead to a significant loss of privacy to the entire private space of the existing property. In such cases, the Council will seek to ensure that the proposed dwelling is located a reasonable distance from the garden boundary of the existing dwelling.

The use of out of hours night time lighting should be minimised. Where lighting is required for security and/or

community safety, downward directed, vandal resistant, energy efficient light units should be installed. Increased light pollution from car park and security lighting may cause disturbance to the local community. Lighting should not be placed next to wildlife habitats or where the light columns would appear above a prominent topographical ridge line.

2: THINK ABOUT QUALITY OF LIFE

The provision of secure private space is an effective way to improve the quality of the occupier's life. Private space can be adaptable and can serve as a multi-purpose area, for example as a secure playing space for children, for horticultural purposes, or simply as a convenient place for fresh air.

Developers are strongly encouraged to improve the occupier's quality of life by providing an outdoor space for their use, which is at least partially private.

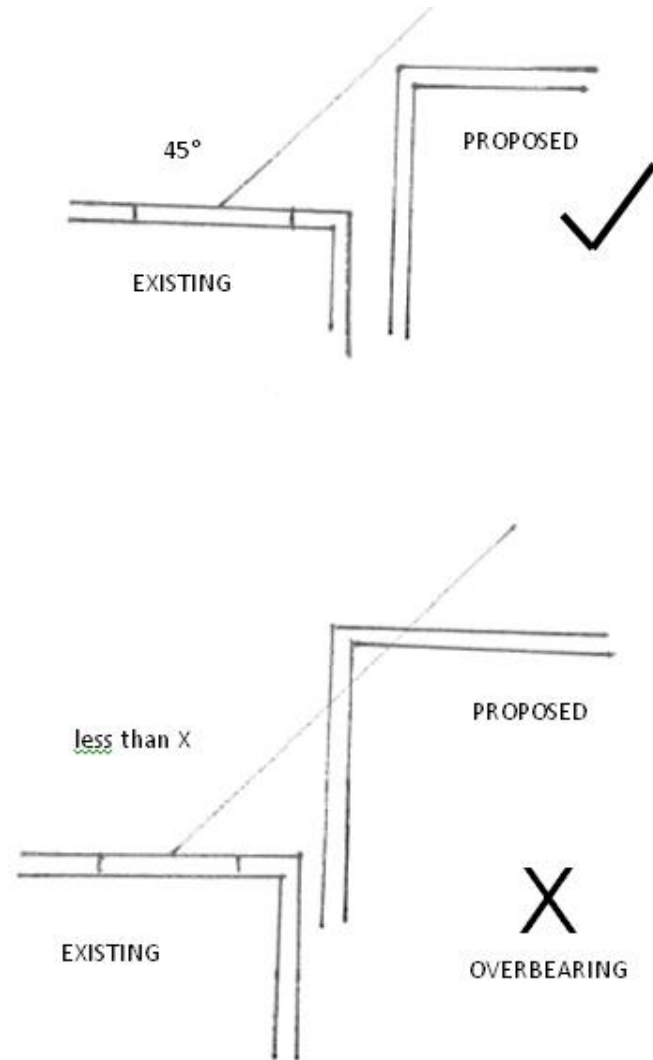
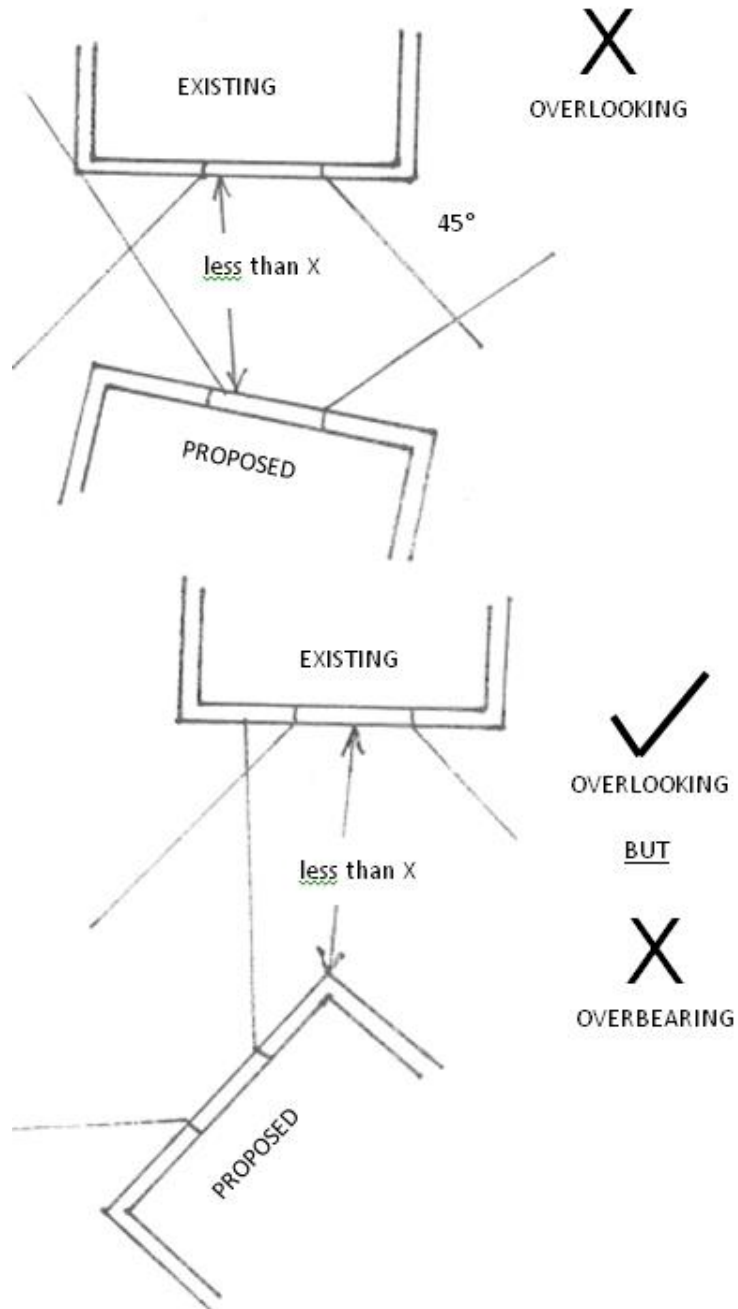
Distance Guidelines

NEIGHBOURING DWELLING

All distances in metres

P R O P O S E D D W E L L I N G O R E X T E N S I O N		Lounge/dining room	Kitchen	Bedroom/study (first floor)	Bedroom/study (ground floor)	Conservatory
	Lounge/dining room	21	21	15	18	21
	Kitchen	21	21	15	18	21
	Bedroom/study (first floor)	21	21	15	18	21
	Bedroom/study (ground floor)	18	18	12	15	18
	Conservatory	21	21	15	18	21
	Blank elevation	12	12	No minimum	9	9

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Cross boundary collaboration

BNE1 i) Cross Boundary Collaboration

New areas of growth that span administrative, land ownership, developer parcel or phase boundaries should be considered and designed as a whole through a collaborative working approach.

Background

Many large development sites span local authority and developer boundaries. This provides an opportunity to plan ahead and design parcels of development that work together to create complete new neighbourhoods. This is vitally important in creating successful residential areas and also in meeting the requirements of many of the other

Design Principles within this guidance.

There are many development sites where collaboration has not taken place and this has created unnecessary physical divides between neighbouring communities, jeopardised longer distance pedestrian and cycle routes across sites and led to fragmented and confused character areas. Towns and cities cannot grow successfully and sustainably in this way and people's quality of life is lowered as a result.

This is partly a call for developers to work together and share an interest in the wider issues beyond their red line. It is also a call for neighbouring Local Planning Authorities to work together and to be more proactive in masterplanning large sites.

This is essential as when it comes to the design of the individual developer parcels / planning applications, there is more certainty about the strategic issues. It also provides major opportunities being completely

overlooked.

Key Actions

1: CREATE QUALITY URBAN DESIGN GUIDANCE

Where new areas of development span Local Authority administrative or developer boundaries, joint collaborative working between Local Planning Authorities and also between different developers will be encouraged.

Local Planning Authorities and developers should create and agree upon a plan that unifies the full extent of the new neighbourhood or commercial area, making sure that it also knits in to surrounding areas. This plan could take the form of an Urban Design Framework, Masterplan or Development Brief, as appropriate.

Design codes could also be used to aid coherence, provide more detailed and precise guidance and help achieve a more consistent design quality.

In some instances, a joint, multi-site, cross-boundary design review will be appropriate in the assessment of development proposals.

2: PROTECT FUTURE LINKS

In order to adhere to the Design Principles within this policy, with particular reference to movement, legibility and community cohesion, land ownerships and development sites should not prejudice the development of neighbouring land, create landlocked sites or restrict connections.

Where opportunities exist, developers must provide links to adjacent streets, paths and the wider area. If third party land ownership issues prevent these links from being established, the potential to provide these links in the

future must be safeguarded by the careful placement of buildings, street alignment and extent of the adoptable highway.

If potential links are not included within development proposals, the applicant should demonstrate through the provision of evidence that this is due to circumstances beyond their control. Where future-proofed links are provided to adjacent land, the land up to the edge of the site boundary must be offered for adoption.

3: CREATE CONNECTED INFRASTRUCTURE

There are also further efficiencies that can be made through cross-boundary collaboration, such as shared open spaces and linked SuDS schemes.

Types of Urban Design Guidance¹⁶

Urban design frameworks – broad principles for an area of change

- Long term guidance for large areas that describes and illustrates how planning and design policies and principles should be implemented in an area where there is a need to control, guide and promote change;
- Provides a two-dimensional vision of future infrastructure requirements;
- Relates to areas likely to have several developers and phases, only part of which likely to be developed in the near future;
- Used to coordinate more detailed development briefs and masterplans.

Development briefs / Design briefs – more detailed guidance for a specific site

- Provides guidance on how a specific site of significant size or sensitivity should be developed in line with the relevant planning and design policies;
- Often contains indicative, but flexible, vision of future development form;
- Covers a site that most of which will be developed in the near future.

Masterplans – detailed guidance for a site, including a detailed three-dimensional vision, implementation, costs, phasing and timing

- A document that charts the masterplanning process and explains how a site or series of sites will be developed;
- It will describe how the proposal will be implemented and set out the costs, phasing and timing of development;
- Usually prepared by or on behalf of an organisation that owns the site or controls the development process;
- Sets out principles on matters of importance rather than prescribe in detail how development should be designed;
- Should however show in some detail how the principles are to be implemented.

Design Codes

- A document that includes detailed drawings or diagrams that sets out with some precision how the design and planning principles should be applied to development in a particular place;
- Can be included within an urban design framework, development brief or masterplan when a degree of prescription is appropriate.

Healthy lifestyles

BNE1 j) Healthy Lifestyles

New development should address social sustainability issues, by supporting healthy lifestyles, including through the promotion of active travel, the provision of public open space, sports and other leisure facilities.

Background

The lifestyles of people in the UK are becoming increasingly less healthy and more inactive. One in two women and a third of men are not active enough and physical inactivity is responsible for 1 in 6 deaths in the UK (Public Health England, 2014)¹⁸.

Physical inactivity has adverse effects on health, wellbeing and quality of life at all ages and across all sectors of

society, but particularly affects vulnerable groups such as in lower social groups. Internationally, the UK has higher levels of inactivity than other similar countries.

“The financial costs of this inactivity are estimated to be £7.4 billion per year” (Public Health England, 2014).

Behavioural patterns, such as lifestyle, and social circumstances, including housing, have a major impact on health. Health and life expectancy are largely determined by factors that can be changed (Figures 1 and 2).

Figure 2 illustrates that 79% of factors that determine health and life expectancy are related to how we live (behaviour and social circumstances).

Figure 1: What determines health and life expectancy²⁰

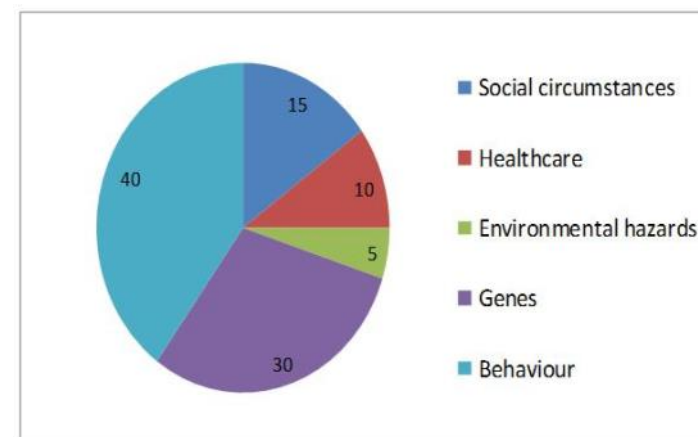
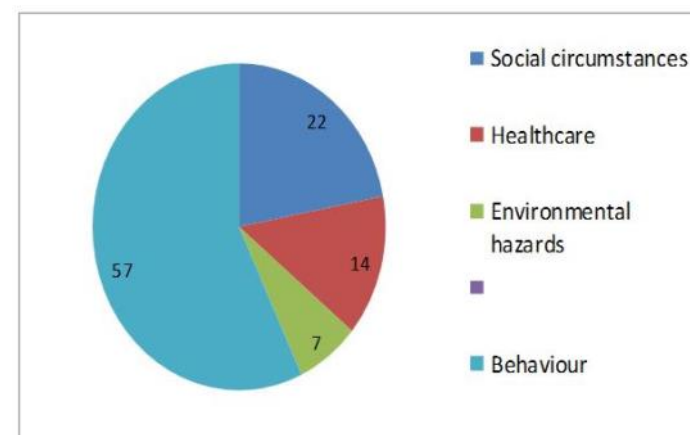


Figure 2: What determines health and life expectancy that we can actually change²¹



Environmental factors such as air pollution also have a major impact on health. Air pollution is the largest contributor to the burden of disease from the environment that can impact on the whole population. Current evidence indicates that air pollution is associated with cardiovascular disease, lung cancer, respiratory disease, asthma and stroke. Air pollution disproportionately affects the young, older people, those with underlying cardiopulmonary conditions and the most deprived within our communities.

Actions that improve local air quality can deliver public health benefits across entire local authority areas.

Please see Appendix F for background information on air pollution.

The way that new development is designed has a major opportunity to influence behaviour, social circumstances and environmental factors such as air quality.

Sport England have acknowledged that there is a close relationship between

the design and layout of where we live and people's health with a detailed report: Active Design: Planning for health and wellbeing through sport and physical activity¹⁷. This report includes 10 Active Design Principles that all relate closely to this Design SPD.

The environments within which people live can have a big influence on the lives that they live.

Healthy lifestyles can be encouraged by ensuring that new residential developments are designed for physical activity and to create opportunities for contact with both nature and other people.

Key Actions

The topic of healthy lifestyles is a theme that cuts across many chapters in this Design SPD. Where crossover exists, the relevant sections of this Design SPD have been signposted.

1: DESIGN FOR PHYSICAL ACTIVITY

Poorly designed buildings and

residential areas can discourage people from walking, cycling and visiting open spaces and key services and facilities. This may be because the routes are unattractive or perceived to be dangerous or simply because destinations are too far away.

Designing for physical activity involves actively encouraging people to walk, cycle and visit open spaces more by making it attractive to do so.

Streets should be pleasant and safe to walk or cycle along and should lead directly to nearby destinations containing open spaces and key services and facilities.

Walking and cycling routes should form connected networks within development sites whilst also connecting to routes and destinations beyond the site.

Streets and public open spaces should be accessible to all, designed to a high standard, being flexible and multifunctional.

The related chapters of this document include:

Community safety

- 1) Increase visibility
- 3) Create safe street networks

Street design, movement and legibility

- 1) Create high quality streets and spaces
- 2) Design for walkability
- 3) Promote cycling
- 4) Design for slow speeds
- 5) Create a navigable place
- 6) Create connected neighbourhoods
- 7) Deliver viable public transport routes

Ease of Use

- 1) Design places that can be used by all
- 3) Consider demographics
- 4) Be prepared for change

National Forest

- 4) Design continuous green routes
- 9) Encourage active lifestyles through design

Cross boundary collaboration

- 2) Protect future links
- 3) Create connected infrastructure

2: CREATE OPPORTUNITIES FOR CONTACT WITH NATURE

Attractive natural environments can be beneficial to both physical and mental health. They could include large parklands rich with attractive plants, trees and wildlife or simply involve a street with trees and well landscaped front gardens.

The related chapters of this document include:

Street design, movement and legibility

- 1) Create high quality streets and spaces

Local character and pride

1) Consider all aspects of local character:

Landscape character areas; Local landscape character; wildlife habitats; Sustainable Drainage Systems; Views and vistas; Streets and spaces.



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Cycle route in the National Forest

National Forest

- 1) Provide green infrastructure on site
- 2) Make trees play a leading role
- 3) Design continuous green routes
- 4) Create high quality gardens
- 5) Use timber and planting in construction
- 6) Design developments around SuDS
- 7) Think specifically about wildlife habitats
- 8) Think ahead

Resource use

- 1) Encourage people to compost household waste

3: POSITIVE SOCIAL CONTACT

This is about creating more opportunities for people to meet and for communities to develop and strengthen.

Increasing positive social contact is beneficial for mental health, which in turn, can raise the likelihood of increased physical activity.

The way in which environments are designed can open up opportunities for increased social contact. For example, concentrations of services and facilities

such as schools, shops, community centres and public open space increases the likelihood of people meeting people they know or striking up conversations with other members of the community.

Another example would be on-street parking and/or well landscaped front gardens, increasing the likelihood of people communicating with one another on the street where they live.

Quality public realm can also encourage better quality social contact, for example, a wider (3m or over) pavement width separated from passing vehicles by a grass strip and street trees creates a more comfortable environment within which to stop and talk. Conversely, a conversation held on a 2m pavement close to passing traffic and with fear of obstructing other pedestrians is likely to be less comfortable and shorter.

The related chapters of this document include:

Diversity and community cohesion

- 1) Encourage a sense of belonging and community togetherness
- 2) Create diverse places where people can meet
- 3) Integrate local centres in to the townscape
- 4) Design streets and public open spaces for the whole community

Ease of Use

- 1) Design places that can be used by all
- 3) Consider demographics

4: DESIGN FOR CLEANER AIR

The Council will encourage developers to design developments that attempt to minimise air pollution levels by following the advice below:

- Include Electric Vehicle recharging infrastructure within the development (wall mounted or free standing in-garage or off-street points);

- Provision of green infrastructure—in particular the use of appropriate tree species to improve local air quality including Alder, Field Maple, Hawthorne, Larch, Norway Maple, Pine and Silver Birch.
- Although chimneys are encouraged in the Local Character and Pride section, fixed solid fuel combustion appliances can be detrimental to air quality;
- Provision of ground source heat pumps (gshp) for heating internal spaces and water. Where gshp are not technically viable, use air source heat pumps;
- Providing new residents with a welcome pack with information and advice about reducing air polluting travel behaviour—including promoting for example walking, cycling, public transport and car-sharing opportunities;

RECOMMENDED WALKING DISTANCE GUIDELINES

In terms of children's play, the distances considered reasonable to travel from home to public open space

are set out below. These distances are based on the National Playing Fields Association (NPFA) recommendations:

- **Toddler Play Area LAP -**
Within 200m (1/8 mile)
- **Children's Play Area LEAP**
Within 400m (1/4 mile)
- **Small Local Park -**
Within 800m (1/2 mile)
- **Local Park NEAP -**
Within 1200m (3/4 mile)

With regards to recommended maximum walking distances to other destinations, clear guidance is limited. The typical walking distances and times below can be used to decipher what distance and length of time people would be prepared to walk to a given destination, before they would be put off and decide to either not make the trip or to travel by car.

A common sense approach should be

taken in assessing this, being mindful of the challenge that exists in encouraging people to walk instead of drive and the need to have key services and facilities as close as possible to the majority of people's homes. The needs of everyone in society also need to be taken into consideration – for example, an elderly person heavily reliant on public transport shouldn't have to walk for more than 400m in order to catch the bus. Similarly, someone deciding whether to get the bus or drive could be put off from getting the bus if the bus stop were a long way away (over 400m).

250 m	=	2-3 min walk
400 m	=	5 min walk
800 m	=	10 min walk
1,200 m	=	15 min walk
1,600 m	=	20 min walk

Source: South Derbyshire District Council's Open Space, Sport and Community Facility Strategy 2016).

Further resources

[Urban Air Quality, Woodland Trust, 2012](#)

[Air pollution: outdoor air quality and health \(Draft 2016\) \(final version expected June 2017\)](#)

Resource use

BNE1 K) Resource Use

New development should be designed to facilitate the efficient use of resources and support the reuse and recycling of waste throughout the lifecycle of all developments from design, construction, use and after use. New development should provide adequate space for the storage of waste and where necessary, the treatment and collection of waste.

applicants to seek solutions, which mean that proposals secure development that improves the economic, social and environmental conditions in the area.'

Policy S3 states that 'The Council will support developers in bringing forward more sustainable homes and commercial properties by supporting the Government's drive towards improved housing standards including in respect of access, space standards, security, water and external waste storage...'

Key Actions

1: ENCOURAGE PEOPLE TO COMPOST HOUSEHOLD WASTE

Composting at home is one of the easiest, most effective and environmentally friendly ways of recycling organic waste. Organic waste in a landfill site degrades to form

leachate and methane gas. Leachate is a toxic liquid, which can pollute water and soil. Methane is explosive and is also a greenhouse gas (27 times more powerful than carbon dioxide). Around 30% of waste collected in South Derbyshire (around 290kg per household annually) is diverted from landfill by composting. Compost can be used in the garden as a conditioner and mulch as an alternative to peat based compost extracted from natural wildlife sites. However whilst all households in South Derbyshire have access to the Council's mixed garden and food waste collection service, the environmental benefits of composting can be improved where households compost at home. The use of compost bins can reduce the amount of garden waste generated by around one third or 100kg per household per year and so could significantly reduce the amount of waste collected and treated through the Council's kerbside scheme.

The District Council recommends that developers play an active role in encouraging residents to compost organic household waste. The Council will work collaboratively with developers

Background

At its very heart, the NPPF supports the presumption in favour of sustainable development. The District Council's Local Plan in turn also adopts this approach. Policy S2 states that the Council will 'work proactively with

who seek to improve the sustainability of new dwellings, particularly through the use of no or low cost measures. Clearly the provision of compost bins within new dwellings with gardens is such a measure. For the price of a compost bin, often around £20 per property, a reduction in the total volume of household waste of around a tenth and around one third of mixed garden and food waste can be achieved for each household that takes up composting.

Any composting facilities provided should be suitable for normal domestic, non-woody garden, food and other compostable household waste. All facilities should be accompanied by information explaining how they work.

2: REDUCE DEMAND FOR WATER

Policy SD2 (Sustainable Water Supply, Drainage and Sewerage Infrastructure) requires that water consumption in new homes is no more than 110 litres per person per day (including outside usage). This is because the Part 1 Local Plan invokes the Optional requirement set out in Part G of the

Building Regulations (2015). Further detail on local water requirements and the justification for applying the Option Standard across the whole of South Derbyshire are set out in the Part 1 Local Plan.

In addition house builders can get up to a 100% discount on clean water infrastructure charges levied by Severn Trent where it can be demonstrated that new homes are built to the 110 litres per person per day. Further information on this discount scheme can be viewed on Severn Trent's website at:

<https://www.stwater.co.uk/building-and-developing/regulations-and-forms/application-forms-and-guidance/infrastructure-charges/>

3: EMBRACE SOLUTIONS FOR SUSTAINABLE ENERGY AND POWER GENERATION

The Council recommend that development proposals are designed to be forward thinking in their approach to energy and power generation.

Developers are strongly encouraged to include solutions such as photovoltaic panels and solar panels or design

buildings in a way where future households can accommodate renewable energy measures in the future.

Provision of ground source heat pumps (gshp) for heating internal spaces and water will also be encouraged. Where gshp are not technically viable, air source heat pumps could be used.

Links to other documents:

[Home Composting Diversion: Household Level Analysis: Wrap](#)

[Approved Document G | Part G - Sanitation, hot water safety and water efficiency | Planning Portal](#)

Design guidance for non-domestic development

COMMUNITY SAFETY

Increase visibility

The siting and design of new buildings should maximise surveillance along streets, spaces, car parks and pedestrian routes. Buildings should be sited to allow windows and entrances to overlook streets and other pedestrian routes within or adjacent to the site.

All open spaces which include car parks, cycle stores and seating areas should be well observed from within the buildings and evenly lit at night when in use.

Building design or landscaping should not restrict surveillance of pedestrians or provide places to hide alongside

pedestrian routes. Buildings or walls should not provide unnecessary set backs or recessed areas. Planting alongside pedestrian routes should be very low growing.

As a general recommendation, where good visibility is needed, shrubs should be selected to have a mature growth height of approximately 1 metre or under and trees should ideally have no foliage, epicormic growth or lower branches below 2 metres.

A mix of uses should be considered in any development area to promote activity and surveillance over an extended period of the day and week. A mixture of industrial, commercial and ancillary uses can all increase pedestrian and vehicular activity, and with it surveillance.

Separate service yards should be provided with secure boundaries and

gated accesses. These areas, including outbuildings for plant, refuse areas and service yards are often vulnerable to break in. They should be designed so as not to obscure doors or accesses to the main building or to allow access onto roofs. Provision of good external lighting and surveillance from the main building will enhance security. All main entrances into the buildings should be well overlooked and well-lit when in use after dark.

Buildings should be located on the edge of sites to enclose and overlook public streets, car parking and open spaces, creating a strong urban form and active frontages in the public realm. The only exception to this would be (i) where it has been agreed that the development of an exceptionally high quality building located within very well landscaped parkland is appropriate, (ii) where it has been agreed that a green edge or buffer is to be created alongside wildlife sites or open

countryside.

Define the public and private

The public realm (roads, streets, and spaces) is shared by all, even in industrial estates. The way in which buildings, plots, and their activities relate to the street can impact upon all users of the public realm. In addition to this, the 'business' of an industrial or commercial activity should be able to occur within the private realm without it adversely affecting other people or the general environment.

Wherever possible, therefore, the layout and design of new industrial and commercial plots will be expected to front buildings onto the public realm and to enclose 'private' external spaces, such as yards and car parks, behind them.

Buildings have traditionally provided the most effective way of screening public from private spaces. When applied consistently, frontage buildings can help to produce a layout based on 'perimeter blocks'.

Create safe street networks

Industrial and business development

adjacent to **public rights of way** should, wherever possible, avoid detriment to the environmental quality or safety of the path, for example through the creation of potential ambush points, as this may deter use by pedestrians.

For security reasons there should normally be only one vehicular access to the premises and this should ideally have a barrier.

STREET DESIGN, MOVEMENT AND LEGIBILITY

Encourage travel on foot, by bike or by public transport

Industrial sites – although not traditionally thought of as having high place-making needs, travel by public transport, on foot or by bike to industrial sites needs to be encouraged and the environment needs to make travel by these modes safe and easy to do.

A reduction in car use can be achieved by:-

- Provision of convenient, short, direct pathways to the main entrances

- Ensuring the development is directly served by adequate public transport services.
- Provision of secure covered cycle stores near entrances and adjacent to overlooking windows.
- Provision of changing and showering facilities for cyclists.
- Provision of on and off site cycleways to enable connection to the city cycle network.
- Improved customer care in terms of delivery of goods and services to assist non car users.
- Using commuter planning measures which reward car sharing, car pool for employees, cycling, walking and the use of public transportation.

Charging points for electric vehicles should also be considered.

All roads throughout a site should have wide and continuous footpaths and pavements with safe accessible crossing points at road junctions. These footpaths or pavements should provide access between buildings and public open spaces and be linked into other pedestrian routes within and beyond

the site.

Adequate lighting must be provided along all publicly accessible streets and pathways within the development and on routes between these and main entrances and within car parks.

Legible and connected streets

As a general principle, road layouts for industrial estates should avoid the use of culs-de-sacs wherever possible.

A clear relationship between any new development and its surroundings must be established. Generally, any new layout should be fully integrated into the surroundings by linking and aligning roads, public transportation and landscape features, and reinforcing key elements of the townscape along streets.

Car parking

For the amount of car parking spaces required refer to the latest version of 6C's Design Guide.

EASE OF USE

Ensure that car parks and routes to and from them are easy to understand and accessible to all.

Commercial units should be able to adapt to changing needs and uses. Careful thought should be given to the location of large format retail units, particularly within established town and village settings.

Commercial developments must be designed to take full account of potential opportunities for change, once the original occupier has vacated the site.

Developers are encouraged to install sprinkler systems in to new properties. Alternatively, measures should be taken to assist with future installation.

The design of buildings should allow for the possibility of some adaption and flexibility, since the needs of future users can never be fully anticipated. Ensuring that the internal layout, position of entrances, stairs and methods of construction allows for some flexibility in its use will enhance its life expectancy and long term value.

Bin storage areas should be located out of public view and located practically to encourage use.

LOCAL CHARACTER AND PRIDE AND VISUAL ATTRACTIVENESS

Landscape setting

Good opportunities exist for creating commercial developments with landscaping schemes that knit a development in to the surrounding landscape setting.

Development sites that are set within a landscape context should take account of the character of the surrounding landscape. Appendix F illustrates the different landscape character areas within Derbyshire.

The Council strongly encourages new development to be designed to respect and knit in to these landscape character areas – helping to protect and enhance these valued, locally distinctive landscapes and wildlife habitats.

More detailed information and guidance can be found in the Landscape Character of Derbyshire document (fourth edition, March 2014) - <http://www.derbyshire.gov.uk/environment/conservation/landscapecharacter/>

The character vision for the National Forest should also be taken into account – see the National Forest section of this Design SPD.

Small, narrow and isolated planting areas are of limited value, and will be ineffective in creating a landscape framework. Existing tree belts and hedgerows can be important features around which to structure the layout of new development. Their retention can be essential in locations where industrial development can be seen from distant public viewpoints and the existing landscape setting needs to be protected or enhanced.

Boundary landscaping should use native species appropriate to the location and should generally avoid unmanaged conifer hedging, particularly in rural areas.

The landscape design should enhance and extend existing features. Planting should not necessarily be evenly distributed around the new buildings, but should be concentrated to maximise the impact in the areas best placed to benefit from it. For example, it could be used to enhance: water courses, rock outcrops, ponds, hedges, woodland, grassland, shrubland, site boundaries, public open space, recreational paths and/or avenue planting.

It is expected that the design approach for the majority of industrial development in the rural areas will be one that seeks to contain buildings and sites within the existing topography and landscape, appropriately enhanced where necessary.

Large development sites, both greenfield and brownfield, should make a significant contribution to the creation of a diverse urban landscape by maximising areas of woodland, shrub, wetland and wildflower rich grasslands.

The wildlife value of the site as developed should be maximised. This can be achieved by:

- preserving and enhancing existing wildlife habitats;
- including and protecting wildlife habitats which may exist along the margins of the proposed

development site;

- assessing existing buildings for signs of wildlife habitation;
- Designing buildings with integral nesting or roost sites;
- protecting root and water systems of retained trees, hedges, shrubs and important grassland from compaction and the impact of temporary or permanent construction works;
- protecting existing wildlife networks including green corridors;
- careful management of undeveloped land to avoid damage during development;
- planting native species in newly landscaped areas.

Architecture

New buildings should be of high quality contemporary design, appropriate for the use and context. The design of any building, even the simplest industrial shed, should always make some positive visual contribution to its environment.

Local materials can be used on larger or non-domestic buildings – such as red

brick, render, timber or clay tiles.

Contemporary and innovative architecture that subtly references local character is encouraged.

The visual impact of colours and finishes of wall and roof cladding materials should be considered in relation to the background and context of the building. Their impact on the townscape or landscape should also be assessed in long views and views from higher ground. Generally more subdued and non-reflective finishes will reduce the overall impact of a

building. Colour contrast and highly reflective materials may be used to highlight key features such as entrances, windows and structure. However, where a landmark building is considered appropriate, the use of contrasting materials and colours may be justified.

High quality design solutions do not necessarily involve greater costs. Through the perimeter block form of development, architectural attention can be concentrated on building fronts,

where it has most impact upon the public realm. In addition, perimeter blocks provide a development structure within which a wide range of architectural styles can be accommodated. The underlying objective for the architectural design of industrial and commercial buildings should be the same as for all new development, which is to make the public places in which they stand as attractive and welcoming as possible. The architectural treatment of industrial and commercial buildings should play its part in improving the image of new development in the District.



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The Pipeworks, Swadlincote: retained and renovated buildings and high quality contemporary architecture

NATIONAL FOREST

Provide green infrastructure on site

The guidelines below are a requirement for all new development within the National Forest.

Development type	Thresholds	Proportion of site to be Forest green infrastructure
Residential	between 0.5ha and 10ha	20%
Industrial, commercial and leisure	Between 1ha and 10ha	20%
All development	Over 10ha	30%

The green infrastructure referred to in the table above can include creating new, or managing existing areas, for example: woodland, landscaped areas with trees, other wildlife habitats, recreation areas and routes, heritage and landscape features – as appropriate to each site.

Make trees play a leading role

The Council strongly encourages developers to retain existing trees, hedgerows, woodland and other habitats and make these in to features within the development, enhancing them if necessary and ensuring that they are well managed. Retained

features should be suitably protected during the construction period.

The Council strongly encourages developers to design trees and new woodland into development early in the design process, ensuring adequate space around them can be achieved. Examples include:

- Street trees: avenues (see C below), single trees in build-outs and trees within car parks;
- Woodland belts;
- New spinneys – pockets of wooded greenspace, for example, small blocks of woodland within public open spaces;



Nestle factory, Haddon Green Wall at site entrance

- Feature trees (either new or existing) – large species given space to mature (Oak, Ash, Lime) require large open spaces;

Trees in hard landscapes should be given a chance to grow healthily and tree pits should be appropriately designed (see diagram and Trees in Hard Landscapes guidance in references).

Design continuous green routes

The Council will strongly encourage developers to ensure that green spaces flow and connect with each other so that complete green routes and networks can be created (greenways with landscaped footpaths and cycle routes). This helps achieve habitat connectivity and improves leisure opportunities and encourages walking and cycling around developments, in addition to making it easier to find your way around and make a mental map of the area.

Access should be provided through new areas of Green Infrastructure (GI) and this should connect to existing public rights of way and other links. Key routes between green spaces or

public rights of way should be visibly different (greened) and lead through the development. This can help to encourage exploration of the green spaces and also create more successful connections to adjoining National Forest sites.

Use timber and planting in construction

The Council will encourage developers to incorporate timber street furniture (fences, gates, benches, bins, bollards) and timber play equipment into developments.

Developers are encouraged to showcase timber in building design, for example timber cladding (or timber effect cladding that may be more durable). Timber should be FSC certified.

Developers are encouraged to be innovative and incorporate green walls and green and brown roofs into developments.

Design developments around SuDS

Sustainable Drainage Systems (SuDS) are of great habitat value and can help to create a green National Forest character, as well as forming greenways through developments,

when suitably designed. For example, overground water courses and swales designed into a scheme and permanently wet drainage ponds with native wetland planting. These also form points of interest on footpath routes through green infrastructure.

The Council will expect developers to design SuDS into all schemes (as appropriate to the site and ground conditions). This should be done early on in the design process so that SuDS can be successfully integrated into both the 'hard' and 'soft' parts of the layout.

Think specifically about wildlife habitats

Creation of new habitats (wetlands, reedbeds, meadows, heathlands, hedgerows, woodlands) should relate to the ecological character of the site's setting (refer to the National Forest Biodiversity Action Plan). This should include works in appropriate locations to protect and enhance target species such as: adder, all bat species, lesser spotted woodpecker, barn owl, ruddy darter dragonfly, bluebell, black poplar, otter and water vole. Simple examples include permanently wet ponds for dragonflies and nest boxes for barn owls.

The Council will strongly encourage developers to create wildlife habitats

and to think about specific species and the environments within which they will flourish.

Nest boxes for bats and birds such as swifts can easily be incorporated into new developments, both within the landscape and also incorporated into buildings (e.g. forming part of the brickwork, such as the swift brick).

NEIGHBOURING USES AND AMENITY

The impact of new buildings on neighbouring properties in terms of their effect on sunlight and on daylight should be minimised.

The use of out of hours night time lighting should be minimised. Where lighting is required for security and/or community safety, downward directed, vandal resistant, energy efficient light units should be installed. Increased light pollution from car park and security lighting may cause disturbance to the local community. Lighting should not be placed next to wildlife habitats or where the light columns would appear above a prominent topographical ridge line.

CROSS BOUNDARY COLLABORATION

Where new areas of development span Local Authority administrative or developer boundaries, joint collaborative working between Local Planning Authorities and also between different developers will be encouraged.

Local Planning Authorities and developers should create and agree upon a plan that unifies the full extent of the new neighbourhood or commercial area, making sure that it also knits in to surrounding areas. This plan could take the form of an Urban Design Framework, Masterplan or Development Brief, as appropriate.

In some instances, a joint, multi-site, cross-boundary design review will be appropriate in the assessment of development proposals.

HEALTHY LIFESTYLES

Sport England's 10 Active Design Principles (Active Design, 2015)¹⁷ relate closely to this section and are listed below:

1. Activity for all
2. Walkable communities
3. Connected walking & cycling routes

4. Co-location of community facilities
5. Network of multifunctional open space
6. High quality streets & spaces
7. Appropriate infrastructure
8. Active buildings
9. Management, maintenance, monitoring & evaluation
10. Activity promotion & local champions

Design for physical activity

Poorly designed buildings and built environments can discourage people from walking and cycling to work. This may be because the routes are unattractive or perceived to be dangerous or because cycle parking and changing facilities are inadequate or not provided at all.

Walking and cycling routes should be provided for all non-domestic developments and these should be safe, well lit, direct and follow best practice design guidance^{4, 5, 6, 7}

Routes should form connected networks within development sites whilst also connecting to routes and destinations beyond the site.

New developments should, where appropriate, include staff travel plans that are put in to practice. Cycle parking, lockers and changing facilities should be provided. Cycle parking areas should be overlooked (natural surveillance), covered and lit.

Create opportunities for contact with nature

All development in the district should include high quality landscaping appropriate to the location and type of development. For non-domestic developments this could include designing trees, SuDS, wildlife habitats and other landscape features such as green spaces with seating in to the scheme.

Positive social contact

Developers are encouraged to design schemes that help to encourage social contact. This could include for example the provision of attractive communal seating areas to take breaks / eat lunch, notice boards, outdoor seating areas, mixed use schemes, quality public realm.

Design for cleaner air

The Council will encourage developers to design developments that attempt to minimise air pollution levels by following the advice below:

- Include Electric Vehicle recharging infrastructure within car parks and for commercial vehicles (where appropriate);
- Provision of green infrastructure—in particular the use of appropriate tree species to improve local air quality including Alder, Field Maple, Hawthorne, Larch, Norway Maple, Pine and Silver Birch.
- Prepare Staff travel plans

RESOURCE USE

On industrial plots there are often large expanses of hard paving, and it will be expected that the detailed design and layout of such areas will increasingly embrace engineering concepts such as Sustainable Drainage Systems (SuDS).

Industrial buildings also often have large expanses of roof that are ideal for rainwater capture and grey water recycling, particularly where the industrial processes involve heavy water consumption. Large roof

expanses also offer opportunities for exploiting solar energy. Green roofing may also be appropriate for the flat roofs of industrial buildings.

Provision for the recycling of rainwater or 'grey' water should be integrated into all schemes.

Measures to maximise energy efficiency and reduce CO₂ emissions of new buildings will be encouraged.

The Council recommend that development proposals are designed to be forward thinking in their approach to energy and power generation.

Developers are strongly encouraged to include solutions such as photovoltaic panels and solar panels or design buildings in a way where future households can accommodate renewable energy measures in the future.

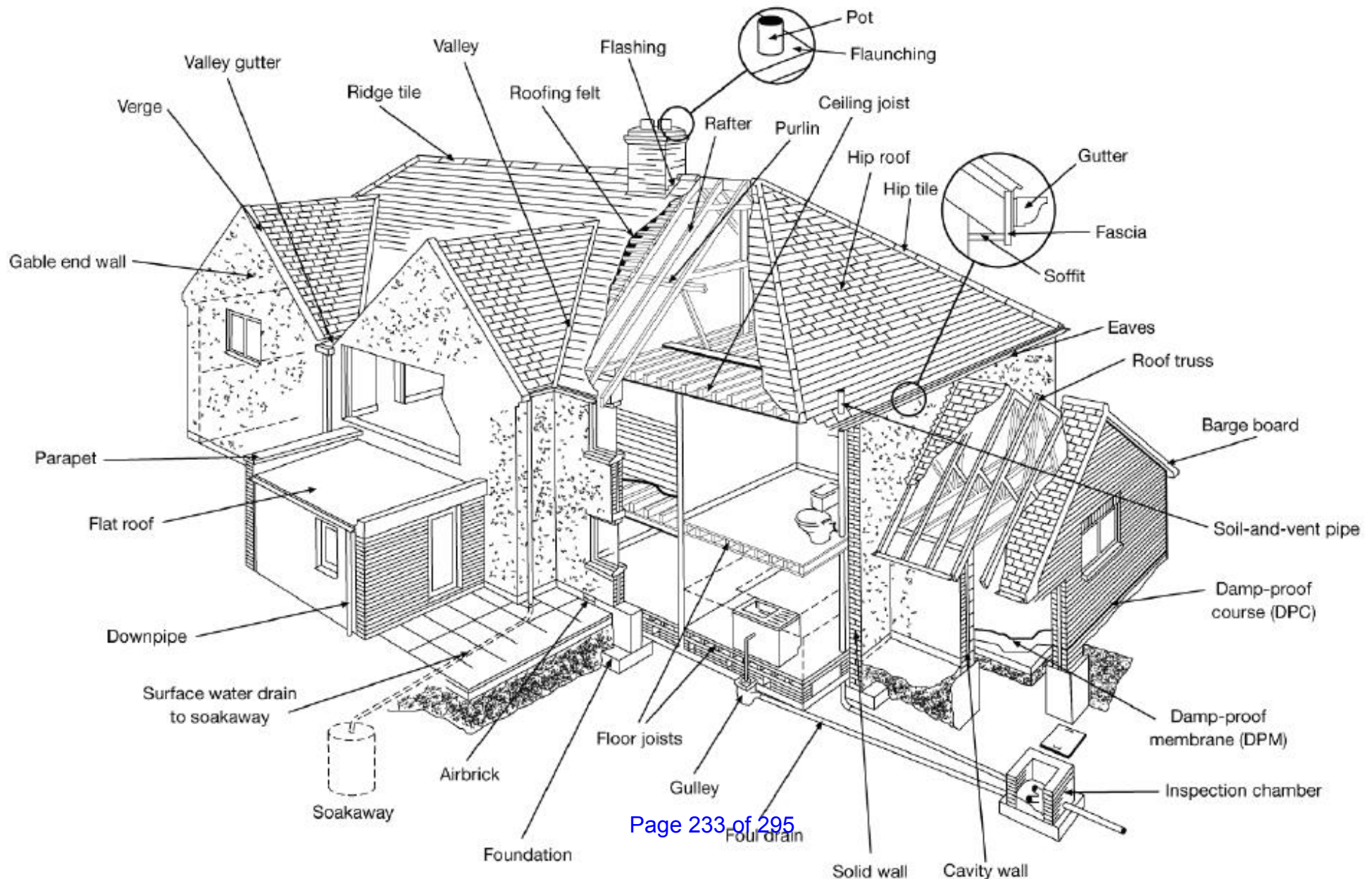
Provision of ground source heat pumps (gshp) for heating internal spaces and water will also be encouraged. Where gshp are not technically viable, air source heat pumps could be used.

Further resources

[Urban Air Quality, Woodland Trust, 2012](#)

[Air pollution: outdoor air quality and health \(Draft 2016\) \(final version expected June 2017\)](#)

Architectural terminology



References

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- 21) Adapted from McGinnis JM et al (2002) above within Health and Urban Design presentation by Lucy Saunders, TfL on www.urbannous.org.uk

Appendices

Appendix A

Extending your home

The Council aims to ensure that extensions are in keeping with the main dwelling and the general character of the area and avoid unreasonable impact on the living conditions of the occupiers of nearby dwellings.

In some cases planning permission will not be needed to extend your home. You can find out more about this on the [Planning Portal](#) or you apply for a formal [Certificate of Lawfulness](#).

It is a good idea to use a person qualified and experienced in designing residential extensions as there are [National Requirements](#) for every planning application. In addition there may be [Local Information Requirements](#) depending on the nature and location of the proposal. These are [South Derbyshire's Local Requirements](#)

Once you have obtained permission you may need to address other legal issues, for example [Building Regulations](#), [Party Walls Act](#) and private covenants and obligations.

Appearance

With such a wide variety of types of house and layout in the environment there can be no hard and fast rule about how an extension should be designed. This can only be decided by careful examination of a particular building and its surroundings. Special considerations apply to listed buildings and conservation areas and "Historic South Derbyshire" (a further publication available from the Planning Office) will be used to consider the design of proposals affecting these. Outside settlements the Council will try and make sure that the impact on the countryside is minimal - this can mean that an extension is not as large as you may wish it to be.

For all applications, the following four points will be looked at:

1. Scale

What an extension looks like can have an important impact on the character of an area. As a general principle it is a good idea to ensure that an extension looks like a smaller part of the main dwelling, in a way that the main part of the building is not overpowered by it. This becomes particularly important when the main dwelling displays the traditional local distinctiveness of South Derbyshire. However, it is possible to gain a lot of extra space by designing the extension so that it looks smaller than it actually is.

For example instead of a large extension to the side of a house, a smaller side extension and a rear extension could be used to achieve a similar amount of space.



An example of a sympathetic extension

2. Character and Form

When extending it is usually necessary to reflect the existing character, form and proportion of buildings.

This means paying careful attention to gable widths, roof form, angles of roof pitches, the pattern and detailing of window and door openings, eaves and verges and any other particular detailed characteristic of the house.

The fine detailing of an extension can be crucial in fitting in with the main building. Where streets have an obvious character (e.g. Victorian and interwar streets) it will be particularly important to ensure careful attention to detail.

In more modern housing estates, where dwellings are not all the same, there can be more flexibility, but the general principles set out above will still be looked at. In some cases, for example in a street of houses set at regular intervals, care will need to be taken when extending to the side to avoid a 'terraced effect'.

In order to protect the character of non-terraced streets and to ensure that extensions are subordinate in scale and do not result in a terracing effect, two storey and first floor side extensions should be set back at first floor level from the front wall of the original house by a minimum of 1 metre, and have a lower ridge line than the existing property.

Two storey and first floor side extensions can have a significant impact on the street scene. The reduction in width or sometimes the total loss of space between properties can often create a 'terracing effect' where two properties join to create the impression of a continuous building frontage.

Example image only

Diagram to be re-drawn



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3. Position

The front of a dwelling is generally the most sensitive to alteration. Extensions here may not always be acceptable, particularly where there is an obvious 'building line'. Where an extension is acceptable, the Council will look very carefully at the features that make up the main building, especially roof pitches, window patterns and other architectural details.

Side extensions can also have a significant effect on what a building will look like. Where side extensions are acceptable, particularly if higher than single storey, care should be taken to make sure that they complement and sit comfortably alongside the main dwelling. The complete structure (main dwelling and extension) should be assessed as a new building in its own right and should be no less attractive than the main dwelling was originally, and ideally be an improvement in appearance. Attractiveness and appearance are assessed on factors such as: style, detailing, scale, height, massing, proportion, order, symmetry, materials, relationship to adjacent properties, relationship with the wider streetscape and the rhythm of

frontages.

In some cases, for example at the end of a terrace, the best design solution may be to add an extension at the same height and width as the terrace. Rear extensions should present fewer problems, but two-storey extensions in particular, should not upset the basic shape and design of the house.

Roof extensions will normally be very noticeable and in some cases may not be acceptable. Small roof dormers with pitched roofs set well below the ridge generally look better because they are less likely to harm the character of a building. Roof extensions to the rear are likely to be more acceptable but must still be in keeping with the building. Flat roofs on two storey extensions will not normally be allowed.

4. Materials

The use of the right materials is very important and the Council will usually require that materials match the existing building or will want to see samples for approval. Sometimes, for example where an existing building has been rendered, it may be better to use

materials that do not match, although it is usually a good idea to find materials that have similar colour, size and texture. Setting an extension in reveal to existing walls can help to reduce the visual impact of a slight mis-match in materials.

Effect on Neighbours

The effect of an extension on neighbours often causes most concern. Because one person's idea of what is acceptable is not necessarily the same as another's, the Council has written guidelines to be fair to both sides, although it is always necessary to consider proposals on their own merits.

Normally, extensions that meet the guidelines will be acceptable. The main issues that concern neighbours are overlooking (or loss of privacy) and overshadowing (or overbearing).

In order to protect the occupiers of neighbouring dwellings from overlooking and to protect privacy,

the 'primary' windows of the neighbouring dwellings should not fall within the minimum distance (as set out in the table overleaf) within the sector of

view of the 'primary' windows of the proposed extension.

These guidelines will be applied on the particular merits of the situation but not to side and 'secondary' windows to either property as this would be likely to result in those applying being unfairly disadvantaged.

Where the view between windows can be prevented (e.g. by a screen wall or fence of reasonable height) then the minimum distances may be reduced. Shrubs and trees are not normally reliable as a screen because they may not always be there.

In order to protect windows in neighbouring dwellings from overshadowing, proposed two-storey extensions should not breach the minimum distance (set out in the Distance Guidelines table) along a 45° line drawn from the centre of the nearest ground floor 'primary' window of the neighbouring property. Single storey extensions will be decided on their own merits.

Distance Guidelines

NEIGHBOURING DWELLING

All distances in metres

P R O P O S E D D W E L L I N G O R E X T E N S I O N		Lounge/dining room	Kitchen	Bedroom/study (first floor)	Bedroom/study (ground floor)	Conservatory
	Lounge/dining room	21	21	15	18	21
	Kitchen	21	21	15	18	21
	Bedroom/study (first floor)	21	21	15	18	21
	Bedroom/study (ground floor)	18	18	12	15	18
	Conservatory	21	21	15	18	21
	Blank elevation	12	12	No minimum	9	9

The guidelines assume that sites are relatively level, with little or no screening and normal ground floor and first floor layouts. The guidance also assumes straightforward identification of front, rear and side elevations.

Where situations arise that do not readily fit these guidelines, decisions will be made on the merits of the case. For example, full height first floor windows can exacerbate overlooking.

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Although most houses overlook neighbouring rear gardens to some extent, areas closest to main windows are where occupants most value privacy. The impact of new development on such private outdoor areas will therefore be assessed on the merits of each case. Balconies serving upper floors will usually create unacceptable overlooking and should be avoided unless they can be effectively screened, or are well away from neighbours.

Sometimes, rear gardens of existing dwellings will be of such a depth that the distances between dwellings will be met regardless of how close to the boundary an opposing new property would be sited. In these circumstances, the presence of first floor primary windows in the new dwelling could lead to a significant loss of privacy to the entire private space of the existing property. In such cases, the Council will seek to ensure that the proposed dwelling is located a reasonable distance from the garden boundary of the existing dwelling.

guidance within section 8 – Make parking comfortable within the Street Design, Movement and Legibility section to find out what constitutes a parking space in a garage.

Variations may be considered due to location (such as town centre sites).

Please see the latest version of the 6C's Design Guide⁶ for further guidance on parking provision.

Access and parking

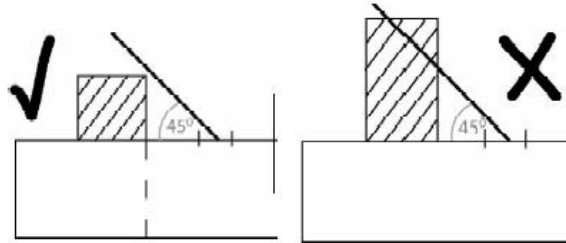
When looking at proposals for extensions, the Council will try and make sure that there is enough parking at the property. The advice below can be applied to all residential developments.

The Council strongly encourages two spaces per dwelling.

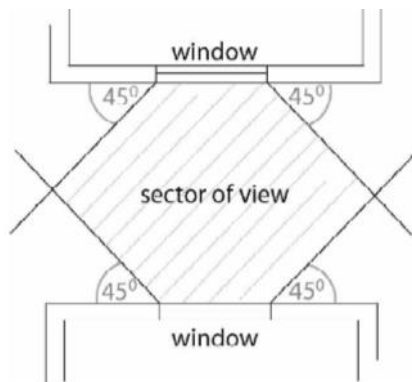
For homes of four bedrooms or more, it is recommended that three spaces are provided.

For flats, it is recommended that one unallocated visitor space is provided for every two dwellings (half a space per dwelling).

These spaces should ideally be in addition to any garage provision. See the Garage size rules and design



Where elevations are opposite each other, separated by public areas, such as a road, and having regard to the overall character of the surrounding area, the guidelines will usually be relaxed.



Appendix B

Checklist for site and contextual analysis

a) Record the general impressions of the site:

For example, existing sense of place. Use notes, sketches, plans, photographs to record information including legibility.

b) Record site's physical characteristics:

For example, site dimensions/area, features, boundaries, slopes, ground conditions, drainage, water resources, trees and vegetation, ecology, buildings and other features.

c) Examine relationship between site and surroundings:

For example, land uses, roads and footpaths, public transport nodes and routes, local facilities and services and other infrastructure.

d) Consider environmental factors affecting the site:

For example, orientation, sunlight/daylight, climate, microclimate, prevailing winds, shade/shelter, exposure, pollution, noise, fumes,

smells.

e) Assess visual and spatial characteristics:

For example, views, vistas, panoramas, attractive features or buildings, eyesores, quality of townscape and surrounding space, landmarks, edges, nodes, gateways and spatial sequences.

f) Observe human behaviour:

For example, desire lines, general atmosphere, gathering places and activity centres.

g) Consider the area's background and history:

For example, local and regional materials, traditions, styles, details, prevailing architectural and urban design context, urban grain and archaeological significance.

h) Assess existing mix of uses:

For example, variety, on site, around site, contribution to vitality.

i) Research statutory and legal constraints:

For example, ownerships, rights of way, planning status, planning conditions, covenants, statutory undertaker's services.

j) SWOT analysis

SWOT: Strengths, Weaknesses, Opportunities and Threats.

k) Note any danger signals:

For example, incompatible activities or adjacent uses, sense of security.

Source: Chapman and Larkham (1994) from Carmona, M. et al, 'Public Places, Urban Spaces' (2003), pp. 244.

Appendix C

Relationship between the District Council's Design Principles (Policy BNE1) and National policies, initiatives and guidance documents

SDDC Design Principles	NPPF (Department of Communities and Local Government, 2012)	Building for Life 12¹⁹	National Forest Design Charter¹⁴	By Design (DETR, 2000) Seven objectives of urban design	Urban Design Compendium (Llewelyn-Davies, English Partnerships, 2000)	Active Design (2015)¹⁷
Community safety	58, 69	7	People focused	Continuity and enclosure	Places for People	2, 6
Street Design, Movement and legibility	9, 17, 35, 38, 39, 41, 58, 61, 69, 75	1, 3, 8, 9, 2 (indirectly)	Legibility and connectivity Accessibility	Ease of movement Legibility Quality of the public realm	Make connections	2, 3, 6
Diversity and Community Cohesion	9, 17, 38, 47, 50, 69, 70	4	Inspiring places	Diversity	Mix uses and form	1, 4, 6, 7
Ease of use	35, 39, 57, 58, 69	10, 11, 12	People focused Landscape design Integrated design Sustainable	Adaptability	Design for change Manage the investment	1, 5, 6, 7, 9
Local character and pride	9, 10, 17, 56, 58, 59, 60, 61, 64, 109	5, 6	Creating a forest identity and setting Distinctive character Inspiring places Landscape and ecological design	Character	Enrich the existing Work with the landscape	

Visual attractiveness	9, 17, 58, 59, 63, 64, 118	5, 7, 11	Inspiring places Landscape and ecological design	Quality of the public realm	Places for people Enrich the existing	6
National Forest	9, 17, 58, 60, 109, 117, 118, 123, 125	5, 6, 11	all	Quality of the public realm Character	Work with the landscape Enrich the existing	3, 5, 7
Neighbouring uses and amenity	17, 123, 124, 125	6, 12				
Cross boundary collaboration	17, 31, 70, 117, 178, 179, 180, 181	1, 6	Legibility and connectivity	Ease of movement	Make connections	3
Healthy Lifestyles	7, 8, 9, 17, 38, 69, 70, 73, 74, 171, 178	1, 2, 3, 4, 6, 8, 9, 11, 12	Sustainable Building greener Building innovation Achieving national excellence	Legibility Quality of the public realm Diversity	Places for people Make connections Mix uses Work with landscape	All
Resource Use	7, 17, 94, 95, 97					

BfL 12 Criteria

- 1: Connections
- 2: Facilities and services
- 3: Public transport
- 4: Meeting local housing requirements
- 5: Character
- 6: Working with the site and its context

- 7: Creating well defined streets and spaces
- 8: Easy to find your way around
- 9: Streets for all
- 10: Car parking
- 11: Public and private spaces
- 12: External storage and amenity space

10 Active Design Principles

1. Activity for all
2. Walkable communities
3. Connected walking & cycling routes
4. Co-location of community facilities
5. Network of multifunctional open space
6. High quality streets & spaces

7. Appropriate infrastructure
8. Active buildings
9. Management, maintenance, monitoring & evaluation
10. Activity promotion & local champions

Appendix D — Lifetime Homes 16 Criteria

Lifetime Homes guidelines

To encourage the construction of homes that are accessible to everybody and where the layout can easily be adapted to meet the needs of future occupants.

Criterion 1 – Parking (width or widening capability) Principle: Provide, or enable by cost effective adaptation, parking that makes getting into and out of the vehicle as convenient as possible for the widest range of people (including those with reduced mobility and/or those with children).

Criterion 2 – Approach to dwelling from parking (distance, gradients and widths) Principle: Enable convenient movement between the vehicle and dwelling for the widest range of people, including those with reduced mobility and/or those carrying children or shopping.

Criterion 3 – Approach to all entrances Principle: Enable, as far as practicable, convenient movement along other approach routes to dwellings (in addition to the principal approach from a vehicle required by Criterion 2) for the widest range of people.

Criterion 4 – Entrances Principle: Enable ease of use of all entrances for the widest range of people.

Criterion 5 – Communal stairs and lifts Principle: Enable access to dwellings above the entrance level to as many people as possible.

Criterion 6 – Internal doorways and hallways Principle: Enable convenient movement in hallways and through doorways.

Criterion 7 – Circulation Space Principle: Enable convenient movement in rooms for as many people as possible.

Criterion 8 – Entrance level living space Principle: Provide accessible socialising space for visitors less able to use stairs.

Criterion 9 – Potential for entrance level bed-space Principle: Provide

space for a member of the household to sleep on the entrance level if they are temporarily unable to use stairs (e.g. after a hip operation).

Criterion 10 – Entrance level WC and shower drainage Principle: Provide an accessible WC and potential showering facilities for: i) any member of the household using the temporary entrance level bed space of Criterion 9, and: ii) visitors unable to use stairs.

Criterion 11 - WC and bathroom walls Principle: Ensure future provision of grab rails is possible, to assist with independent use of WC and bathroom facilities.

Criterion 12 – Stairs and potential through-floor lift in dwellings Principle: Enable access to storeys above the entrance level for the widest range of households.

Criterion 13 – Potential for fitting of hoists and bedroom / bathroom relationship Principle: Assist with independent living by enabling convenient movement between bedroom and bathroom facilities for a wide range of people.

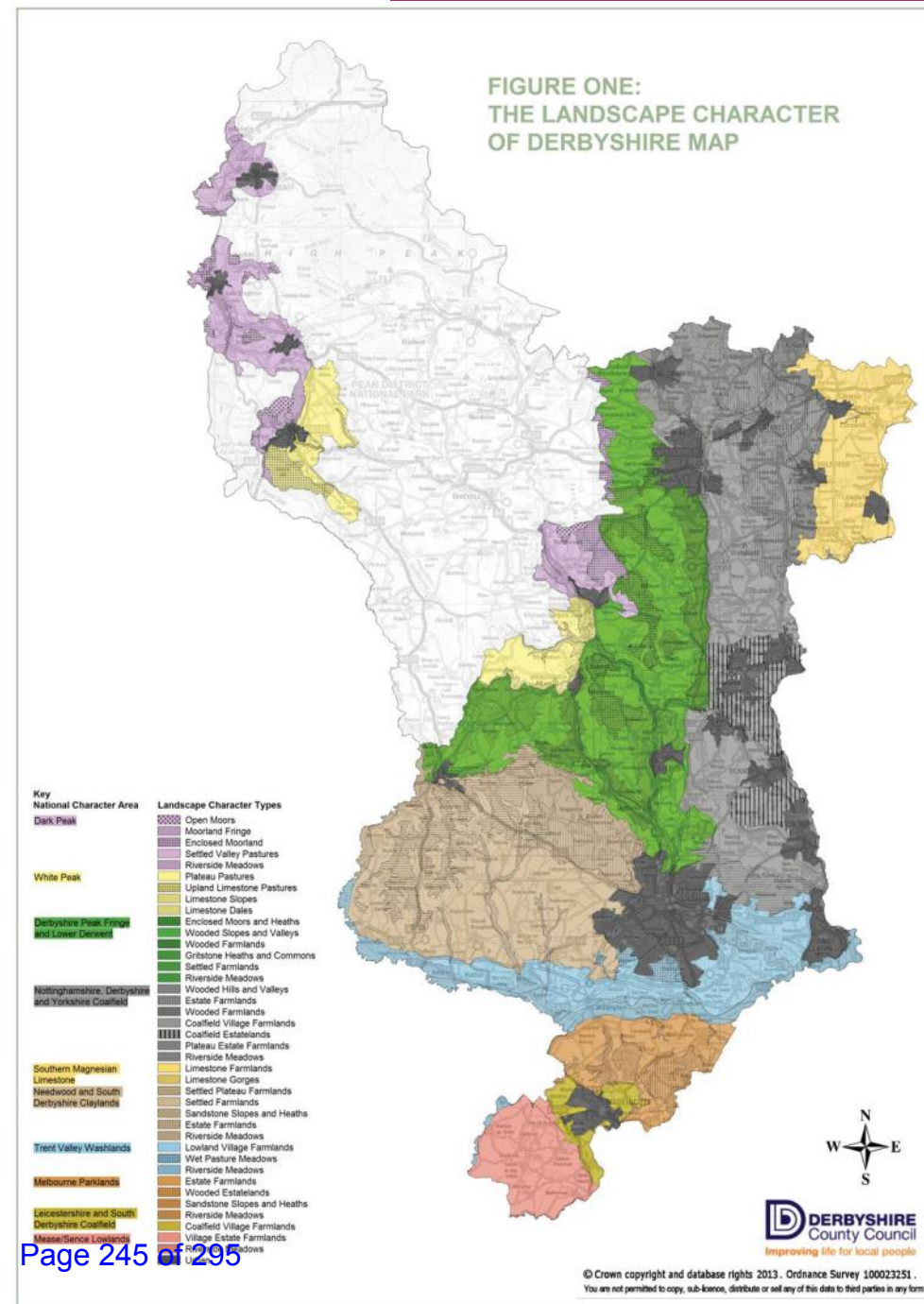
Criterion 14 – Bathrooms Principle: Provide an accessible bathroom that has ease of access to its facilities from the outset and potential for simple adaptation to provide for different needs in the future.

Criterion 15 – Glazing and window handle heights Principle: Enable people to have a reasonable line of sight from a seated position in the living room and to use at least one window for ventilation in each room.

Criterion 16 – Location of service controls Principle: Locate regularly used service controls, or those needed in an emergency, so that they are usable by a wide range of household members - including those with restricted movement and limited reach.

Appendix E

The Landscape character of Derbyshire



Appendix F

Justification of the need to address air pollution

Air pollution

Air pollution is the largest contributor to the burden of disease from the environment that can impact on the whole population. Current evidence indicates that air pollution is associated with cardiovascular disease, lung cancer, respiratory disease, asthma and stroke. Air pollution disproportionately affects the young, older people, those with underlying cardiopulmonary conditions and the most deprived within our communities.

Risks are mainly related to long-term exposure to particulate air pollution (PM_{2.5}) and nitrogen dioxide (NO₂). Nitrogen dioxide (NO₂) is produced with nitric oxide (NO) during the combustion of fossil fuels. Together they are often referred to as oxides of nitrogen (NO_x). The evidence associating NO₂ with health effects has strengthened substantially in recent years. There is increasing evidence that links long-term exposure to NO₂ to mortality, although it is possible that, to some extent, NO₂ acts as a marker of the effects of other traffic-related pollutants.

Particulate matter (PM) is an air pollutant which contains a mixture of microscopic solid and liquid particles suspended in air. It is made of various physical and chemical components such as nitrates, sulphates, ammonium and other inorganic ions; organic and elemental carbon; polycyclic aromatic hydrocarbons (PAHs); metals such as copper, zinc and nickel; dust, soil and smoke. Biological

components such as allergens and microbial compounds are also found in PM. The commonly used definition of PM refers to the mass concentration of particles with a specified diameter. PM with a diameter of 10µm or less referred to as PM₁₀ and particles with a diameter 2.5µm or less are referred to as PM_{2.5}. PM also includes ultrafine particles which have a diameter of less than 0.1µm.

Similarly, there will be a health burden from short-term exposure to some air pollutants (e.g. ozone) although this impact is likely to be less. Other pollutants of less concern, in terms of their typical concentration in the air that we breathe, include benzene (C₆H₆), sulphur dioxide (SO₂), carbon monoxide (CO), lead (Pb) and 1,3-butadiene.

The financial implications arising from the health burden associated with air pollution are considerable. DEFRA have estimated the annual health costs for UK citizens to be in the region of £15 billion (range: £8-17 billion). As a comparison the health costs arising from obesity have been estimated to be around £10 billion per year. There is, however, relatively low public awareness of air quality as an issue, making air pollution an invisible public health problem that affects much of the UK.

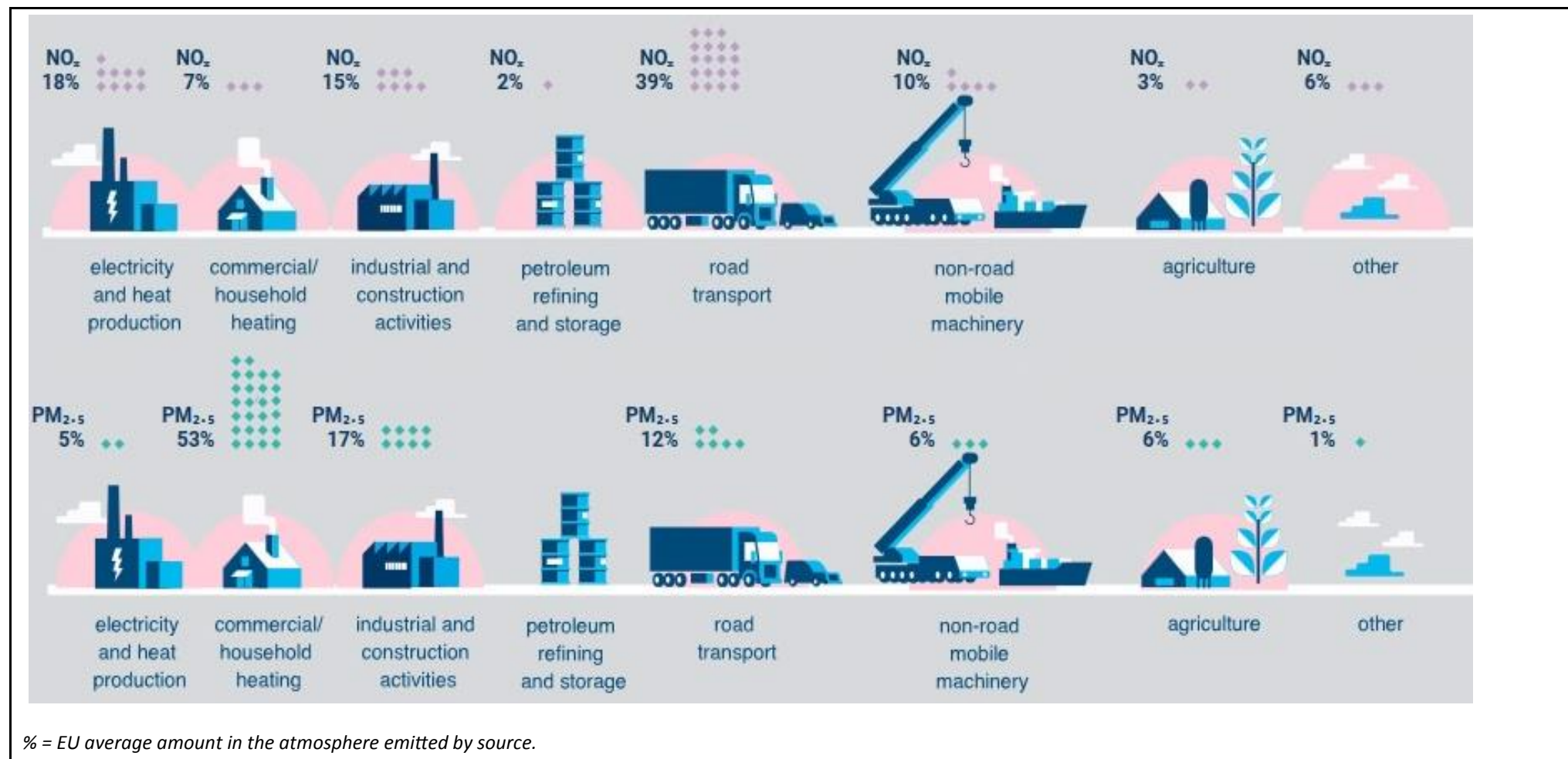
The primary sources of particulate and nitrogen dioxide are illustrated in Figure 1 below.

Actions that improve local air quality can deliver public health benefits across entire local authority

areas. There are no thresholds of effect identified for nitrogen dioxide and particulate matter and therefore health benefits can be expected from improving air quality even below concentrations stipulated by air quality standards. This means that action to improve air quality is not just about dealing with areas where there are exceedances of air quality standards.

There is growing evidence that tackling air pollution can be a key element of growth and regeneration policies. Town centres can benefit in many different ways from measures that reduce air pollution potentially including reduction of noise pollution and surface temperature, increased amenity value, and improved aesthetic appearance. Further to this these measures improve health outcomes and reduce health inequalities in a cost-effective way that promotes healthy and active lifestyles, therefore leading to social and economic benefits. Spatial planning has an important role to play in improving air quality and reducing people's exposure to air pollution. New urban developments can be designed to improve local air quality and the health of the local population by considering the placement of transport and industrial infrastructure, better street design to encourage community cohesion and better use of innovative

Figure 1: Primary Sources of oxides of nitrogen (NOx) and fine particulate matter (PM2.5)



building design.

Air Pollution and Public Health

In England, the mortality burden of exposure to particulate air pollution arising from human activities is estimated as an annual effect equivalent to 25,000 deaths, with an associated loss of life of 265,000 years¹. For the East Midlands it has been

estimated as an annual effect equivalent to 2,314 deaths, with an associated loss of life of 24,016 life-years attributable to particulate air pollution. In South Derbyshire the estimated impact is 42 deaths per annum and loss of 439 life years.

Public Health England publishes an annual indicator in the Public Health Outcome Framework relating to air quality. The indicator is a summary measure of

the impact on death rates of long term exposure to man-made particulate air pollution. The indicator underlines the scale of the health impact and the fact that it is modifiable.

PHE estimates of the mortality burden are based on modelled annual average concentrations of fine particulate matter (PM_{2.5}) in each local authority area originating from human activities, based on the attributable mortality in 2010¹. These estimates

Table 6: Public Health Outcome Framework indicators which can be positively affected by air quality interventions³⁴

1.10 (PHOF)	Rate of people killed and seriously injured on the roads, all ages, per 100,000 resident population
1.16 (PHOF)	Percentage of people using outdoor space for exercise/health reasons
2.06i (PHOF)	Percentage of children aged 4-5 classified as overweight or obese
2.06ii(PHOF)	Percentage of children aged 10-11 classified as overweight or obese
2.12 (PHOF)	Percentage of adults classified as overweight or obese
2.13i (PHOF)	Percentage of adults achieving at least 150 minutes of physical activity per week in accordance with UK CMO recommended guidelines on physical activity
3.01 (PHOF)	Fraction of all-cause adult mortality attributable to longterm exposure to current levels of anthropogenic particulate air pollution
3.06 (PHOF)	Percentage of NHS organisations with a board approved sustainable development management plan
4.04i (PHOF)	Age-standardised rate of mortality from all cardiovascular diseases (including heart disease and stroke) in persons less than 75 years of age per 100,000 population
4.07i (PHOF)	Age-standardised rate of mortality from respiratory disease in persons less than 75 years per 100,000 population
2.3i and 2.3ii (NHS OF)	Reducing time spent in hospital by people with long-term conditions i Unplanned hospitalisation for chronic ambulatory care sensitive conditions (adults) ii Unplanned hospitalisation for asthma, diabetes and epilepsy in under 19s

are useful when assessing local public health priorities, as well as to those working in the field of air quality and public health.

There are a range of evidence-based and achievable actions which improve air quality and health outcomes. Action can be taken at a number of levels and, in some cases, air quality initiatives significantly complement programmes to increase

physical activity, decrease obesity and improve cardiovascular and respiratory health.

Air Pollution and Deprivation

Areas of poor air quality are often linked to areas of deprivation. Low income tenants, owner occupiers

or those in social housing tend to occupy homes near to main transport routes and built up areas where house prices are lower. Improving air quality in these areas will lead to significant reductions in health inequality.

Air Pollution and Sustainable Economic Growth

It is recognised that new development will in the main inherently increase road transport emissions, both during the construction and operational phases. However, it is also recognised that sustainable development can be a positive force for change. The approach in this document seeks to minimise or offset road transport emissions by designing in emission mitigation while retaining or enhancing the value of development proposals.

[evidence-on-health-aspects-of-air-pollution-revihaap-project-final-technical-report](#)

¹ Committee on the Medical Effects of Air Pollutants (COMEAP) - Statement on the evidence for the effects of nitrogen dioxide on health. Available at <https://www.gov.uk/government/publications/nitrogen-dioxide-health-effects-of-exposure>

⁷ Department of Health. Public Health Outcomes Framework 2013 to 2016, last updated 2015. Available at <http://www.phoutcomes.info/public-health-outcomes-framework#page/3/gid/1000043/pat/6/par/E12000004/ati/102/are/E06000015/iid/30101/age/230/sex/4>

² World Health Organisation (WHO) - Health Effects of Particulate Matter. Available at http://www.euro.who.int/_data/assets/pdf_file/0006/189051/Health-effects-of-particulate-matter-final-Eng.pdf

⁸ The Kings Fund - Improving the public's health: A resource for local authorities. Available at https://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/improving-the-publics-health-kingsfund-dec13.pdf

³ Committee on the Medical Effects of Air Pollutants (COMEAP) - Long-term exposure to air pollution: effect on mortality (final report - June 2009). Available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/304667/COMEAP_long_term_exposure_to_air_pollution.pdf

⁴ Department for Environment, Food and Rural Affairs - Air Pollution: Action in a Changing Climate (2010). Available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69340/pb13378-air-pollution.pdf [Accessed 26/07/16].

⁵ European Environment Agency - Cleaner air for all http://ec.europa.eu/environment/air/cleaner_air/

⁶ World Health Organization (WHO) Regional Office for Europe. Review of evidence on health aspects of air pollution - REVIHAAP Project: Final technical report 2013 15/10/14. Available from: <http://www.euro.who.int/en/health-topics/environment-and-health/air-quality/publications/2013/review-of->

Appendix G

Historic South Derbyshire

HISTORIC SOUTH DERBYSHIRE



Conservation Areas, Listed Buildings
Houses, Barns, Warehouses,
Shops, Advertisements

Design Advice

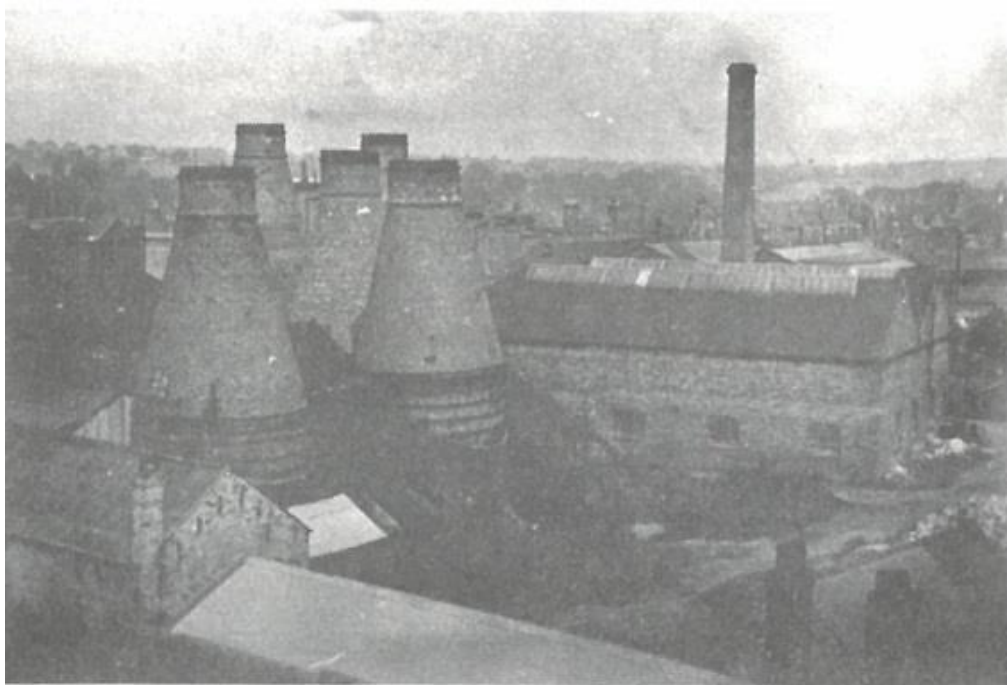
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Purpose of the Guidance

This supplementary planning document is based on South Derbyshire Local Plan Policies S1 (v), BNE1, BNE2 & BNE10. It provides guidance for applicants seeking consents for works affecting heritage assets, in particular conservation areas and listed historic buildings. Further information about the district's heritage assets can be found on the [Council's website](#). The government's [Planning Practice Guidance](#) explains how the law and planning policy affect the historic environment.



Bottle Kilns, now demolished, at Sharpes Pottery, Swadlincote
Photographed in about 1950

South Derbyshire's Heritage

The District has a large number of buildings and settlements of historic and architectural interest spanning many centuries, and has important examples of most periods and many types of architecture: from the Anglo-Saxon crypt at Repton Church, through to the nineteenth century bottle kilns of the pottery industry: from the inland canal port at Shardlow to the tranquil rural settlements of the Trent Valley. Any reference to South Derbyshire's heritage would be incomplete without a mention of such assets as the National Trust owned Calke Abbey, with its estate village of Ticknall, and the medieval settlement of Melbourne, which is a microcosm of architectural development from Norman times to the present day.

Through all this variety there is an underlying unity, which transcends time and style, and which comes through the use of natural local materials taken or manufactured from the land and through traditional forms of construction. Thus the District has its own distinctive and cohesive traditional character - the local vernacular.

LOCAL BUILDING MATERIALS

Historically transport was difficult and expensive. Labour however was cheap and building materials close to hand. Because materials were not transported but picked up or dug out of the ground close to the construction site vernacular buildings appear to grow out of the landscape and really seem to belong.

The geology of Derbyshire is extremely varied and a large number of variations occur here in a small area in the south. Not surprisingly this gives rise to a varied vernacular tradition of stone, brick and timber framed buildings. The most common materials however, with a proven track record of durability are BRICK and PLAIN CLAY TILES. The Alluvium and Keuper Marl deposits are the largest and it is these which have, historically, rendered suitable clays for brick and tile making. In some areas, like Melbourne and Stanton by Bridge, bands of good quality STONE occur (in this instance Millstone Grit) which have been used in quantity though not to the exclusion of brick. The Millstone Grit is usually used as random rubble though it is also found carefully coursed with a decorative hand tooled finish. Also outcropping around the District are Keuper, Bunter and Coal Measures Sandstones. None of these stones have been used extensively and apart from for churches and grand houses their use is confined to "dressings" such as cills and lintels on brick buildings and to boundary walls. At Ticknall limestone outcrops. This was burnt to create quicklime, the precursor of modern Portland Cement, for building purposes. A small number of TIMBER FRAMED buildings survive throughout the District with origins as early as the 14th and 15th centuries. Infill panels are variously of wattle and daub, lath and plaster, and plastered clay tiles or slabs of stone. Although they would once have been the most common form of vernacular building, the majority of those surviving today, would have been the quality buildings of their time. Vestiges of earlier timber framed buildings can be found in many which have since been rebuilt or refaced in brick. RENDER is not commonly used in the District though there are some examples. Heavily textured wet dash render, a common local tradition in some areas, is rare here and where it does exist it looks out of place. There are however some elegant stuccoed buildings from the Regency and other periods. Stucco is a smooth render made from a lime based mix. The top coat is finished with a wood float which gives a slight texture to the flat surface. Often the final coat is "lined out" to represent stone work. The rendered west elevation of Calke Abbey is a good example of this.



Calke Abbey. 16th and 17th century, remodelled in 1702. Rendered west elevation to the left.



Church of St. Andrew, Twyford.



No. 1 Mill Shardlow, an early 19th century canal warehouse.

BRICKS have been made in the District for centuries. The earliest known surviving bricks are those used to construct Prior Overtons Tower at Repton in about 1440. These would have been made on the spot from locally dug clay. Brickmaking was still quite primitive at this time and its use was quite a rarity. Bricks began to be made on a larger scale in the 17th century and really took off in the 18th and 19th centuries. Early bricks are thin; 50-60 mm. By the beginning of the nineteenth century they had become bigger with courses typically of 75 mm. Local bricks are basically red with subtle colour variations of dark grey, blue, purple, brown and yellow. It is this variation which gives them their distinctive character.

PLAIN CLAY TILES cover the roofs of buildings of all different ages throughout the District. The earliest are red and handmade. These are cambered through their length and width and are irregular in shape giving a typically bumpy texture to a roof. The more regular machine made tile, whilst it still has a camber, results in a roof with a less marked texture. Handmade tiles, both red and blue, still survive in considerable numbers though the machine made blue tiles of the 19th century,

which are very durable, are the most common. In the late 18th and 19th centuries natural SLATE which was then being transported into the District by canal and rail became more common. A few examples of THATCH, the antecedent of all other roof coverings, survive. Of course the examples we see today are not in themselves ancient (a thatched roof has a life of only about sixty years) but are the most recent replacement of the original roof covering.

LEAD has been used in building from early times both as a roof covering and for lining gutters and forming downpipes, which are to be found on grand rather than modest buildings. The earliest gutters were probably of timber though the writer knows of only one surviving example. Thatched roofs would have had no gutters but CAST IRON proved the most durable for tiled and slate roofs. Windows and doors are almost universally of painted TIMBER made from local hardwoods and dense softwoods which are of better quality than woods used in modern joinery. There are some examples of metal windows.

TRADITIONAL CONSTRUCTION

The unity in materials is related to the proximity of the raw materials. Unity in construction is related to the physical capabilities of people, and the innate qualities of the material being used. For instance lengths of readily available timber for roof structures restricts gable widths to a maximum of about twenty feet. For a plain clay tiled roof to be waterproof it has to be reasonably steep with a minimum pitch of about 40°. For thatch to keep the water out an even steeper pitch is necessary. Bricks and tiles are manufactured to sizes which are easy to handle. Stone too is worked to manageable sizes. To make a brick wall strong the bricks are laid to a bond and many variations exist. Flemish bond and random bonds are most common on South Derbyshire's vernacular buildings. Small paned windows were so because glass could only be produced in small pieces. In Georgian times glazing bars (the horizontal and vertical pieces of timber which held the panes of glass in place) were very slender, between 15 mm and 18 mm, in order to make the most of the light despite the small panes. Generally the later the building the larger the panes of glass. Plate glass was first available in about 1860 and from then on larger shop windows with fewer subdivisions begin to appear.

Characteristically vernacular houses are two and three storey, of simple rectangular shape with pitched roofs. Larger buildings tend to be made up of additional ranges of similar shape.

The eaves and verges of vernacular buildings are distinctively different to their modern counterparts. White painted soffit and fascia boards and unadorned flush barge boards stand out and look incongruous in an historic setting. Projecting bands of decorative brickwork or moulded stonework with cast iron gutters sometimes ogee shaped, fixed with metal brackets are traditional. Many 19th century buildings display an attractive contrast in their decorative overhanging barge boards. These are typical on small dormer windows of the same period often with carved finials. White painted, small paned, timber windows are a dominant characteristic of South Derbyshire. They contrast with, enliven and stand out against walls of dark red brick. The majority are vertically sliding sashes, horizontally sliding sashes or side hung casements. Agricultural buildings have distinctive window types sometimes unglazed or only partially glazed. Segmental brick arches over doors and windows are common as are stone lintels of various types. Stone and brick cills are common.



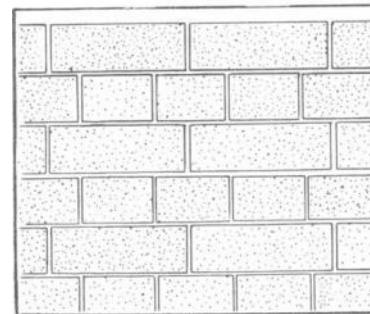
Potter Street, Melbourne. 16th century timber frame.



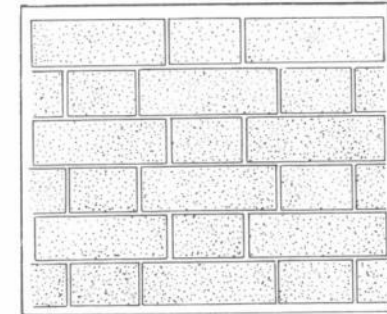
Coursed Millstone Grit with decorative tooled surface.



Melbourne Tythe Barn. A mixture of brick, stone, machine made and hand made plain clay tiles.

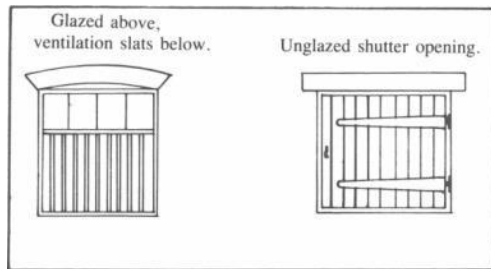


English brick bond.



Flemish brick bond.

Many modest buildings have timber lintels and no cills. Glazing bars are usually moulded and slender and individual panes of glass are invariably longer than they are wide giving traditional windows an elegant vertical proportion. Traditional doors are usually boarded or panelled. An authentic panelled door has a much deeper bottom rail and mid (or lock) rail than its modern counterpart.



Traditional agricultural openings

AGRICULTURAL BUILDINGS

Much of the foregoing description applies to agricultural buildings but there are significant differences between these and other traditional buildings which deserve a few additional words of explanation. Many are single storey, others which are similar to other two storey buildings in height are open to the roof. As there is no upper floor or ceiling their roof structures are clearly open to view. Whilst some are subdivided internally others may be completely open. The type, pattern and number of openings are quite different to those in domestic buildings. There may be doors at first floor level, originally intended for loading straw and grain for winter storage. There may be large opposing doors extending through the full height of the building, originally designed to provide a natural draught for threshing grain. Other openings may vary in size and be randomly placed. The total number of openings is usually small, the ratio of solid wall to opening being quite high. Some elevations will be completely solid, uninterrupted by openings of any kind. The joinery is quite different to domestic buildings. Doors are usually simple boarded. Stable doors have the familiar central split. Windows are often unglazed with a solid boarded shutter, some partially glazed with ventilation slats, and some which are completely glazed open like hoppers, that is hinged at the bottom to drop inwards. Oils of any kind are uncommon and lintels are usually timber or simple segmental brick arches. Ventilation was important in agricultural buildings whether for animals or grain. "Breathers", small slits or other small openings often arranged in a decorative pattern, are quite common.



Former threshing barn, now a restaurant at Calke Abbey. Notice the 'breathers' on either side of the large doorway.



Agricultural buildings in Ticknall. Walls and roofs uninterrupted by openings.

SHOP FRONTS

The traditional shop fronts which survive in South Derbyshire are 18th, 19th and early 20th century, largely of painted timber, some incorporating decorative detail in cast iron, glazed brick and ornamental tiles. These shop fronts are based on a set of principles, derived from classical architecture which result in an attractive and rational link with the building as a whole. They look solid and able to support the walls above and are generally subdivided into bays which echo the rhythm of the building above and adjacent. Their various elements include

cornice, fascia, pilasters and stall riser. Collectively they frame the shop window and individually each has a function. The cornice projects at the top and provides protection from the weather. The fascia beneath it provides a tailor made space for painting 'on a sign. There may also be a painted timber sign hanging from a wrought or cast iron bracket. The stall riser gives protection at the base. The pilasters may provide (or hide) structural support or can be purely decorative. The result may be plain, elegant or intricately ornamental. Invariably they are well proportioned and designed to suit the building they serve. As a rule earlier shop fronts have an upright fascia with plain ends and later shop fronts have fascias inclined forwards with consoles at the ends. In either case the fascias are rarely deeper than 375 mm. (15"). They are usually of painted timber although the cornice, fascia and pilasters can be formed in brick or stone. Stall risers are variously painted timber, glazed brick, decorative tiles or, especially where the shop front is a later insertion, red brick. In Swadlincote town centre there are a number of first floor shop windows from the early 20th century. The majority of conservation areas contain at least one local shop. Etwall, Repton, Melbourne and Swadlincote contain groups of shops. The two latter settlements have discernible town centres with Swadlincote being the largest commercial centre in the District.



Early 20th century shop front with curved glass and cast iron mullions in Swadlincote.



Late 19th century shop front with glazed tiling at Melbourne.

The foregoing is by no means a comprehensive description of South Derbyshire's vernacular buildings, but includes their most common and distinctive characteristics, which can be seen throughout the District and especially in conservation areas and listed buildings.



The alignment, scale and massing of these new houses in Melbourne and Stanton by Bridge harmonises well with their historic setting.



Conservation Areas

In conservation areas there are additional planning controls that affect works to buildings and other structures. Permission is required for demolition (called ‘Relevant Demolition’) or part demolition of most buildings and structures, with limited exceptions. In addition, it is necessary to give notice of works to trees in conservation areas. It is very important to note that unauthorised works to trees or Relevant Demolition constitute an offence that could result in prosecution.

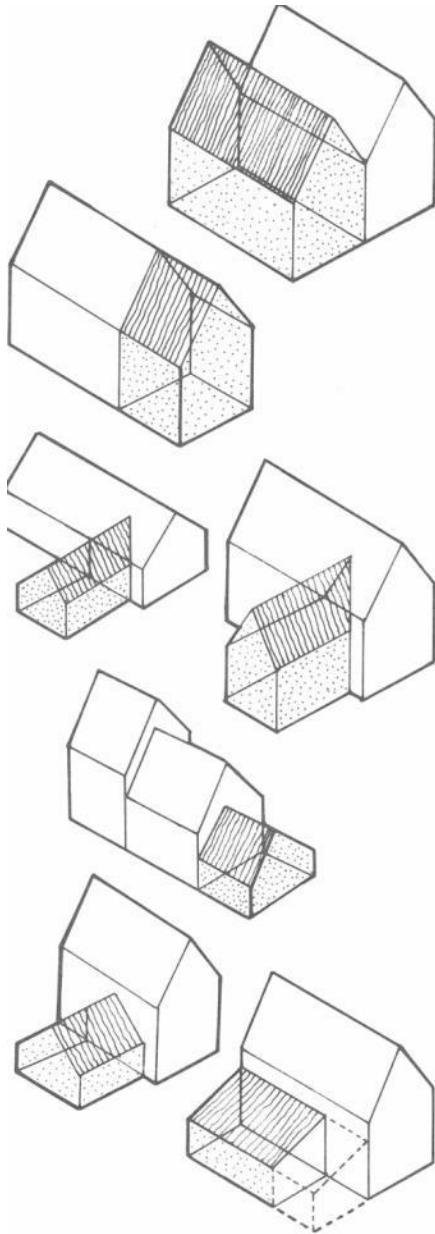
In Shardlow, Melbourne, Ticknall Article 4 Directions are in place. These directions mean that planning permission is needed for most alterations and extensions, including replacement windows and doors. To find out if your property is affected by an Article 4 Direction see the Council's website. In Twyford an Article 4 Direction makes it necessary to apply for planning permission for all agricultural buildings.

More information about Permitted Development rights and Article 4 Directions in conservation areas can be found in the Planning Practice Guidance website.

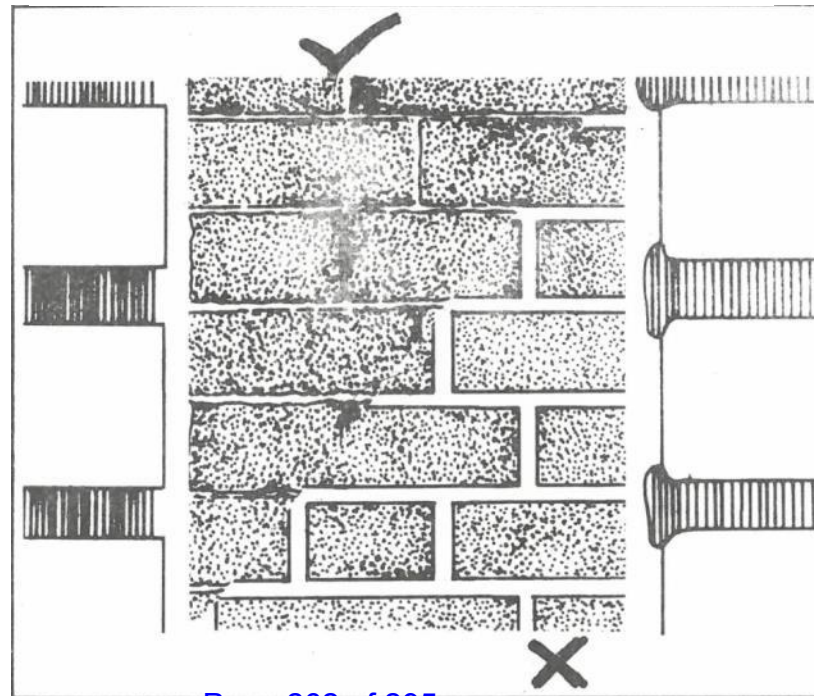
MAKING A PLANNING APPLICATION

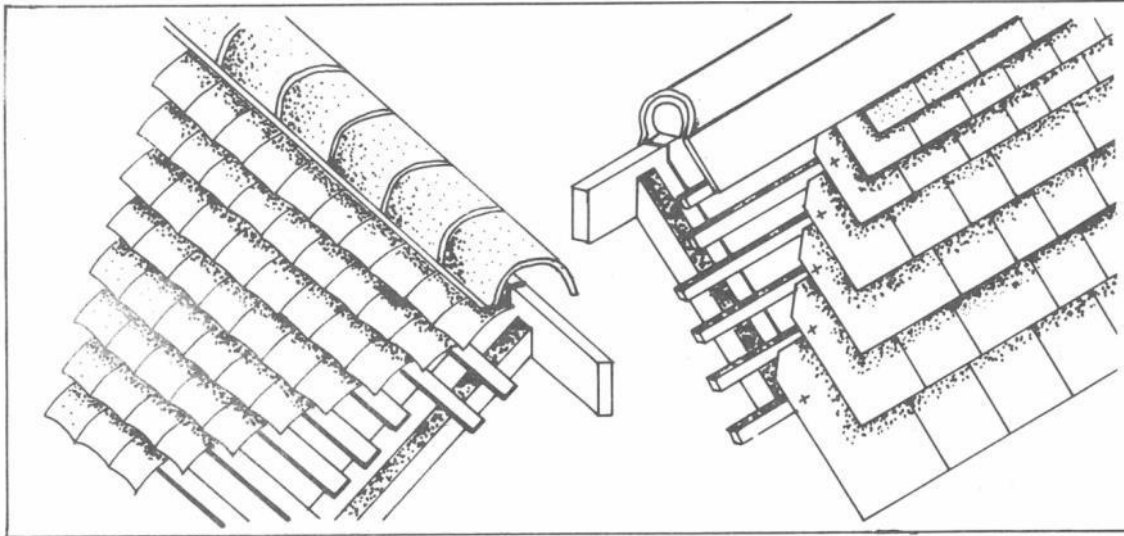
Planning applications are usually submitted by appropriately qualified and experienced agents but the Planning Practice Guidance provides detailed information on how to make an application. Any application will need to provide sufficient information to enable the Council to address the statutory considerations of the Planning (Listed Buildings and Conservation Areas) Act 1990 (see in particular sections 16, 66 and 72) as well as satisfying the relevant policies within the National Planning Policy Framework and the Local Plan. The Planning Practice Guidance explains the information needed before the Council can validate an application.

Typical traditional additions which respect the scale and form of the original building.



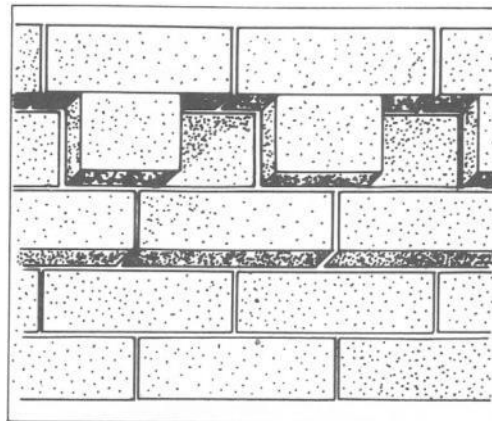
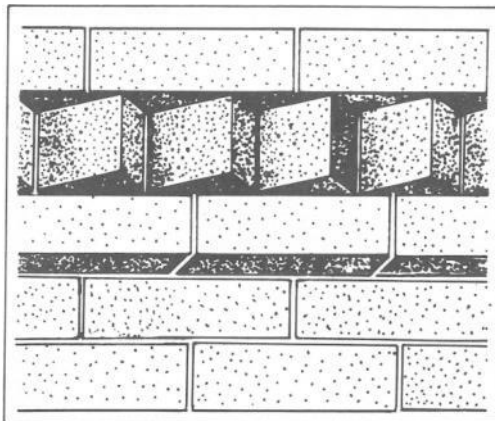
Bad pointing will disfigure and damage old bricks and stone.





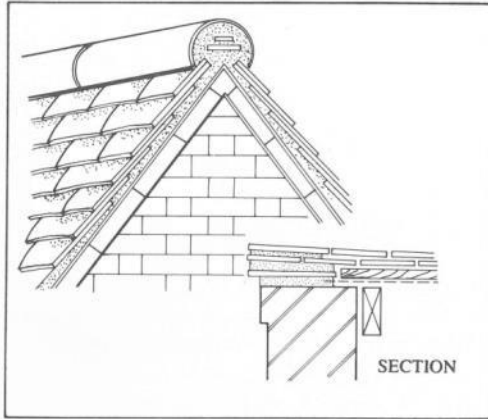
Plain clay tiles need a roof pitch of 40°

Natural slate laid to diminishing courses. An economical way to use hand riven (split) slate.

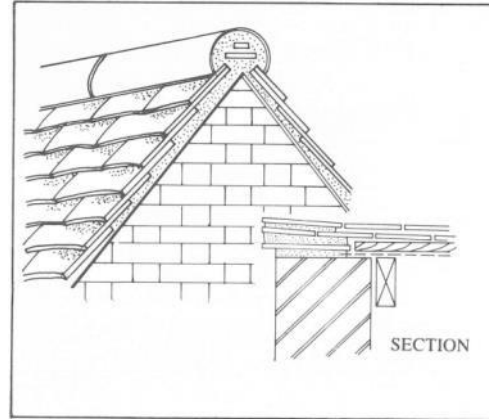


Projecting decorative brickwork

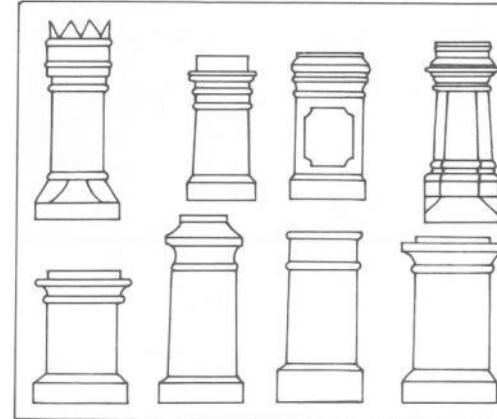
Typical South Derbyshire eaves details.



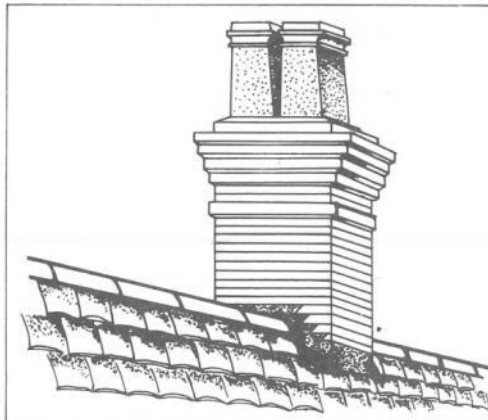
A typical South Derbyshire verge with projecting brick band



A typical plain verge



There are hundreds of different patterns of clay chimney pots. Many are still made today.



Oversailing courses look attractive and throw rainwater off the chimney stack.

DESIGN GUIDANCE

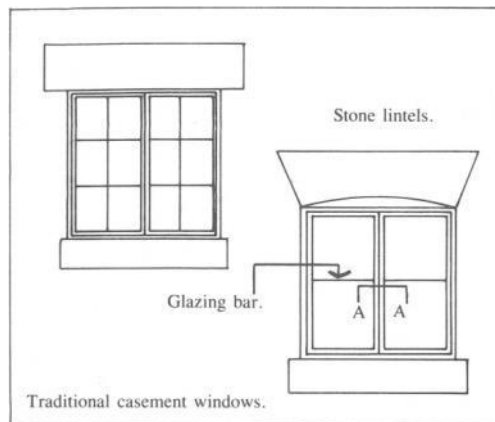
It is not the intention of the Council to stifle good design by the application of a rigid set of rules. The following guidelines are most suited to domestic and other small scale developments though they may be applied more generally. Exceptions may be acceptable but this will depend upon the quality of the overall design.

1. **SITING AND ALIGNMENT.** Historic settlements derive their character not only from buildings but from the spaces and enclosures which those buildings create through their relationship to one and another. For a new development to look like it belongs it must maintain or strengthen the established pattern, and should not disrupt or block important views or encroach on important areas of open space. Standard suburban housing layouts will seldom suit a conservation area setting. Layouts where houses form groups, give a sense of enclosure and variety in height and density will be more appropriate. Following an established pattern could mean setting a building at right angles to a road, or maintaining a tightly built up frontage. It may be best to locate a building on low ground or where it will be screened by existing trees.
2. **SCALE AND MASSING.** Careful consideration should be given to the shape and size of a new building. The following rules of thumb are suggested. Aim for a minimum roof pitch of about 40° and a maximum gable width of about 7 metres. Make sure the height and overall size of the building(s) is similar to those in the vicinity. The apparent size of a large building can be reduced by breaking it down into a number of elements; a main 2 storey range, a lower 2 storey or single storey range at right angles and perhaps another single storey lean to. "L" shaped and "T" shaped buildings are preferable to those with a square or near square plan. Similarly a new building with variations in height may be more easily assimilated into an historic setting. Extensions will usually be more successful if they are visually subordinate to the buildings to which they are attached. This can be achieved by setting the extension back from the main building, lowering its ridge and eaves line and reducing its width. Sometimes a contrasting traditional building material and a slight change in architectural style, in both cases to something more modest, will be appropriate. The acceptability of an extension will be considered both in terms of its effect on the building to which it is to be attached and the effect on the character of the conservation area. Where the existing building is traditional but has been altered unsympathetically or where the existing building is not traditional the effect on the conservation area may be a more important consideration.
3. **MATERIALS.** The importance of local materials in creating a sense of belonging cannot be too strongly emphasised. Using sympathetic materials for new development is essential. Although building materials are no longer made "on the spot" modern manufacturers offer a wide range of suitable natural materials.
 - i) **BRICK.** Second hand brick may be best for repairs and some extensions but there are plenty of acceptable new bricks being produced to give a reasonable choice for new developments. A red brick which displays a variation in colour will normally be best.
 - ii) **STONE.** In some areas the use of stone may be appropriate. Boundary walls are commonly built of stone even where the majority of buildings are brick. Second hand or new stone may be used but it should be geologically similar to that used in the area and it must be employed in a traditional manner. In some instances random rubble will be appropriate and in others dressed, coursed stone. Stone is no longer quarried in the District but suitable stones can still be obtained from elsewhere in Derbyshire and further afield. A leaflet giving details of suppliers is available from the Directorate of Community and Planning Services.

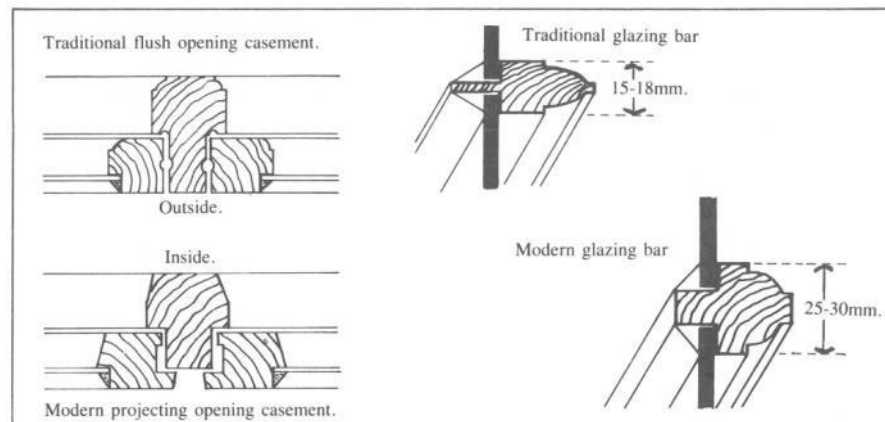
- iii) **POINTING.** It is essential that stone and brickwork are pointed and repointed appropriately. A LIME mortar should be used, no stronger than 1: 1:6 (cement:lime:sand). Finished joints should be slightly recessed leaving a clean edge to bricks and stone and the mortar brushed to give it a textured surface. Leaflets giving detailed guidance are available from the Directorate of Planning and Economic Development.
- iv) **RENDER.** Is not commonly used in the district and will rarely be appropriate for new buildings.
- v) **PLAIN CLAY TILES.** Second hand or new tiles may be used. Most often blue clay tiles will be appropriate although in some locations red clay tiles may be more suitable. Machine made and hand-made tiles are still manufactured. Concrete equivalents will not be permitted.
- vi) **SLATE,** This may be new or second hand, but must be natural slate. Artificial, manufactured 'slate' will not be permitted.

4. **DETAILED DESIGN.** Traditional buildings are peppered with small decorative details which are both functional and attractive. Historic towns are like huge reference libraries from which details can be copied and with skill and imagination can successfully be adapted and developed.

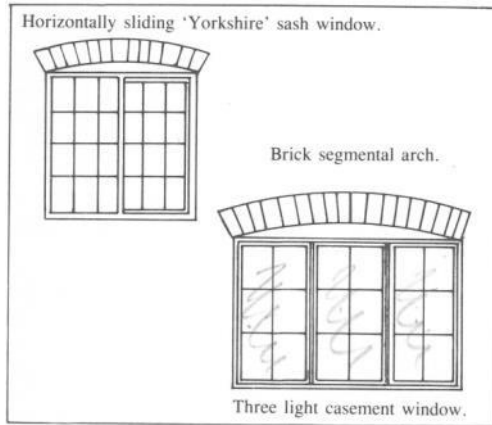
- i) **EAVES AND VERGES.** Modern white painted flush barge boards and fascia boards and the ubiquitous grey plastic gutter are singularly unattractive especially in an historic setting and should be avoided. Cast metal gutters should be used, fixed direct to the walls on metal brackets. Projecting courses of bricks at the eaves will give added interest. Verges should be plain or may have a projecting brick string course. Projecting rafters along the eaves line and overhanging verges may also be appropriate.



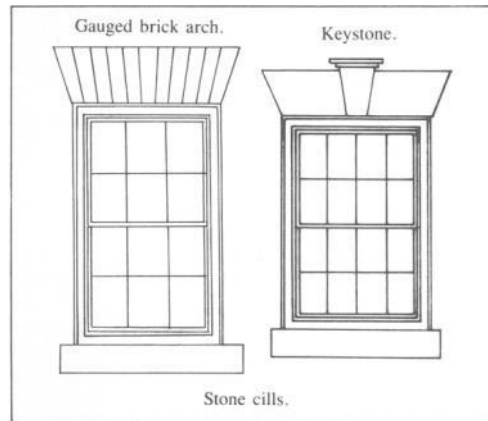
Traditional window patterns



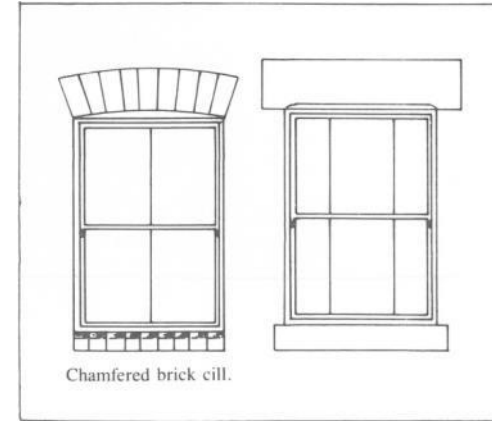
Section AA.



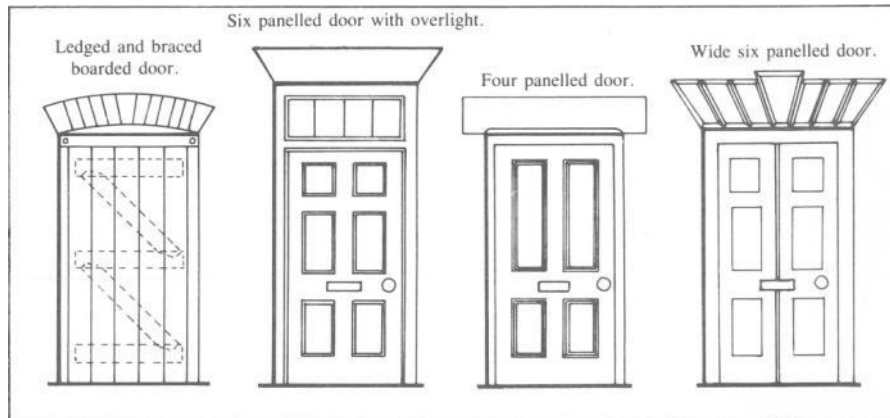
Traditional window patterns



Georgian sliding sash windows.



Victorian sliding sash windows.



Traditional door patterns

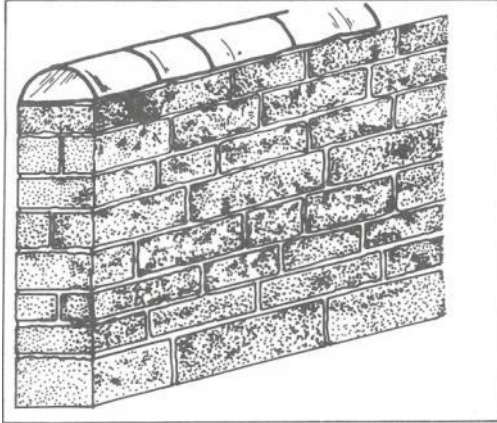
- ii) CHIMNEY STACKS. Should generally be on the ridgeline of the roof and should not project beyond external walls. Stacks should have traditional oversailing courses. Without them they look weak and will not throw off rainwater as efficiently. Clay pots will also improve their appearance.
- iii) EXTERNAL JOINERY. Should be PAINTED TIMBER. This is such a strong local characteristic that stained timber, aluminium and UPVC windows and doors will not normally be permitted. An appropriate traditional style should be used. Side hung casements, vertically sliding sashes and horizontally sliding sashes are all suitable. If small paned windows are to be used then the glass must be puttied not beaded and the overall width of glazing bars must be no greater than 18mm. Sealed double glazing units cannot be manufactured in this way. Therefore glazing bars must be omitted altogether where sealed double glazed units are to be used or where small panes are required they must be single glazed. Secondary glazing can of course be provided in such cases. Casement windows should be traditionally constructed so that opening casements are flush with the frame or set back from the frame. Windows should be set back with a traditional form of cill and lintel. Modern "storm proofed" windows with an integral timber cill will not be permitted.

Plain boarded and panelled doors are suitable. Panelled doors may be part glazed with CLEAR glass. There are numerous variations within these two basic types of door and the style chosen should suit the style and status of the building and its location.

Windows and doors which differ from established traditional styles may be acceptable where they form part of an integrated design of high quality. This will rarely be appropriate on small scale developments.

Where it is appropriate in principle detailed drawings, including sections which fully illustrate the proposal will be required.

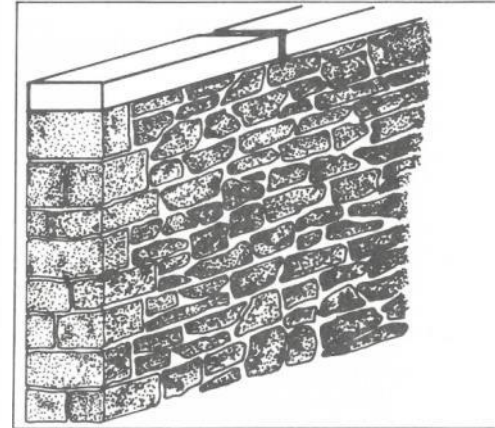
Given continuing advances in joinery manufacturing techniques all cases will be assessed on their particular merits, having regard to the Local Plan and national policy on heritage assets.



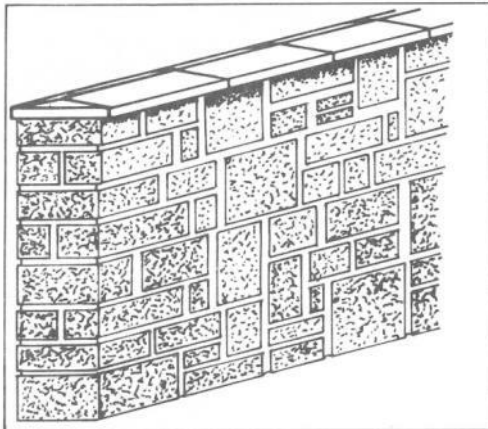
Traditional coursed stone boundary wall with half round stone coping.



Traditional cast iron railings and gate.

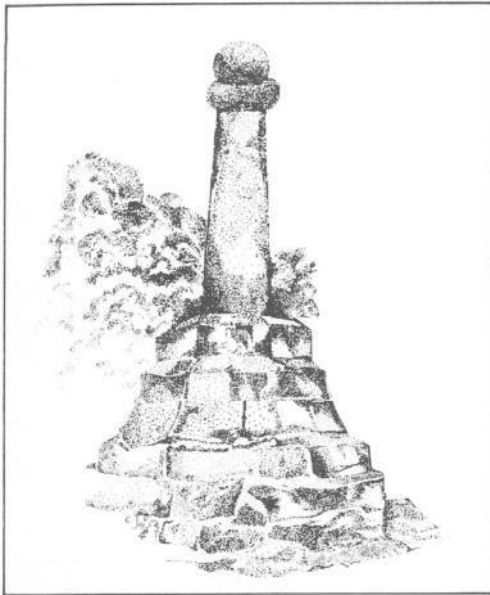


Traditional random rubble stone wall with deep flat stone coping.

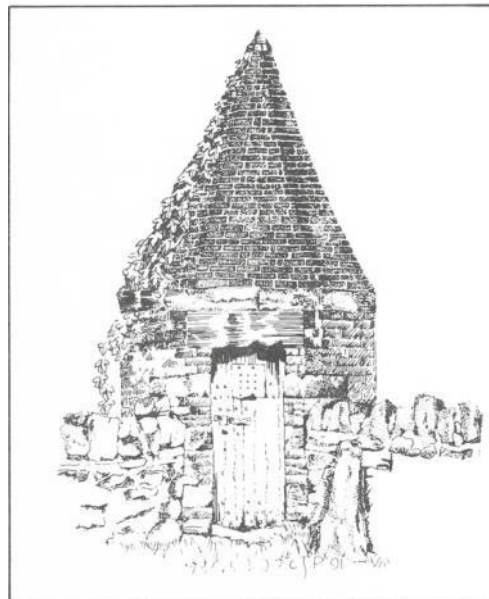


Ugly sneaked artificial stone and concrete copings cannot compare with an authentic traditional boundary wall.

- iv) **SERVICES.** These should be provided unobtrusively. For example services such as soil and vent pipes, electricity and gas meters and sink wastes can easily be provided internally, and this usually avoids unnecessary disfiguration of new and renovated buildings alike. Heating and ventilation flue outlets can be provided unobtrusively by using low profile and flush fittings.
- (v) **WALLS, GATES AND FENCES.** These should be of a kind traditionally used in the locality. Brick and stone walls are common. It is essential that these should have a traditional coping. Timber and iron gates are typical. It is important that these should be of a traditional style which is suited to its location.
- vi) **VEHICULAR ACCESS AND PARKING.** It can be difficult to accommodate the motor car without causing damage to historic settlements, but its impact can be minimised. In some instances it will simply not be possible to provide additional vehicular access or large areas of parking. The use of gardens or other spaces, which contribute to the character of the conservation area as car parks will generally be resisted. Where a new access is acceptable the location must be carefully chosen and the width of the access kept to a minimum. Boundary walls must be finished in a sensitive way where a gap is formed. Turning provision must be provided in as unobtrusive a manner as possible avoiding large expanses of visible tarmac.
- vii) **SATELLITE DISHES AND SOLAR PANELS.** Satellite dishes and solar panels, especially in proliferation, are unsightly in an historic setting. Where planning permission is required will only be granted where dishes and panels can be located where they do not have a detrimental effect on the character and appearance of the conservation area.



All kinds of structures are listed. The Market Cross at Repton is Listed Grade I. It has a 17th century shaft but dates back to medieval times.



This late 18th century lock up in Ticknall is listed Grade II*.



Ticknall arch (1794) which once carried a tramway is listed Grade H.

Listed Buildings

Listed Building Consent (LBC) is required for the demolition, partial demolition, alteration or extension of a listed building and any structure attached to it, or within its curtilage: You will for instance need LBC to make a new window opening, change a door, change a roof covering, add a porch, paint brick or stonework, remove paint or to alter even a low boundary wall. LBC must be obtained in addition to planning permission and building regulation approval which is required in the normal way.

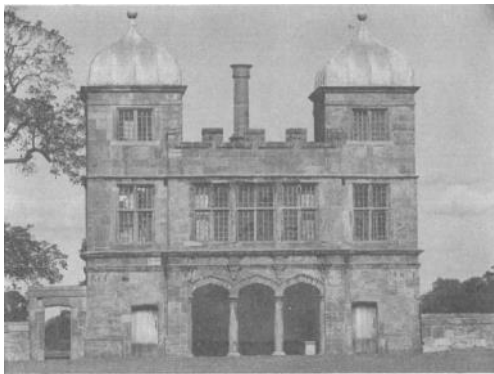
It is not just the front elevation of a listed building that matters. The same controls apply for alterations to the rear or inside. You will for instance need LBC to render a back wall, to remove a fireplace or alter a staircase. If you are planning any work it is best to check with the Council on the need for consent. Unauthorised work can lead to prosecution and the Council may take enforcement action requiring the work to be 'undone'.

MAKING A PLANNING OR LISTED BUILDING CONSENT (LBC) APPLICATION.

Planning and Listed Building Consent applications are usually submitted by appropriately qualified and experienced agents but the Planning Practice Guidance (PPG) provides detailed information on [how to make an application](#). Specific guidance on applications for [Listed Building Consent](#) is also available in the PPG. Any application will need to provide sufficient information to enable the Council to address the statutory considerations of the Planning (Listed Buildings and Conservation Areas) Act 1990 (see in particular sections 16, 66 and 72) as well as satisfying the relevant policies within the National Planning Policy Framework and the Local Plan. The Planning Practice Guidance explains the information needed before the Council can [validate](#) an application. For all Listed Building Consent applications a [Design and Access Statement](#) must be submitted.

DESIGN GUIDANCE

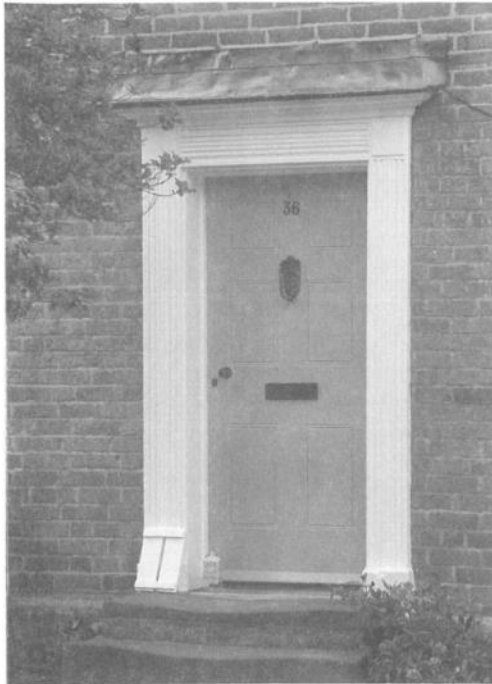
The best use for a listed building will be that for which it was originally designed and built. Conservative repair and regular maintenance will be all that is needed to enable the majority to continue to serve a useful purpose. However, a listed building must not be regarded as a museum piece and with care it can usually be upgraded and adapted to modern usage with little damage to its historic fabric and with little or no change in its setting. Where a listed building becomes redundant for its intended purpose its survival will depend upon a suitable new use being found. Conversion to a new use must be carried out in a sympathetic way if there is to be any point in saving the building. The acceptability of a scheme of conversion will be assessed in terms of the threat to the building as it exists; its viability before and after conversion; and both the degree and effect of any alteration, extension or demolition involved. Schemes of conversion which have a substantial harmful effect on the historic and architectural character of a listed building or its setting will normally be refused.



Swarkestone Stand (Listed Grade I), carefully restored by the Landmark Trust.



Rebuilding the front of this Grade II Listed Building has been avoided by using steel supports and straps which are largely concealed



Six panelled door and timber doorcase on a Grade II Listed Building. Note the panels are flush with a simple scratch moulding. The bottom rail and the middle or lock rail are very deep.

Much of the guidance for buildings in conservation areas will apply with the following additions:

1. **PARTIAL DEMOLITION.** There is of course a presumption against the demolition or partial demolition of listed buildings. Partial demolition may sometimes be acceptable where for instance an incongruous modern addition is to be removed or original detailing is to be accurately restored. Non destructive methods of repair such as tying and strapping are to be preferred to demolition and rebuilding. Consent will only be given for such demolition where the need for the work is supported by a report from a qualified structural engineer and where the Council shares the view that this is the best method of repair.
2. **EXTENSIONS.** In some instances it will not be possible to extend a listed building at all without harming its character and such applications will be refused.

Where an extension is acceptable in principal it is most important that it should be visually subordinate and designed in a sympathetic manner, (see page no.6).

3. ALTERATIONS. Will only be permitted where:

- i) the historic form, character and structural integrity of the building is retained. .
- ii) architectural or historic elements which contribute to the special character of the building, whether part of the exterior or the interior fabric are retained intact.
- iii) new work compliments the character of the existing building in terms of design, materials, scale and detailing.

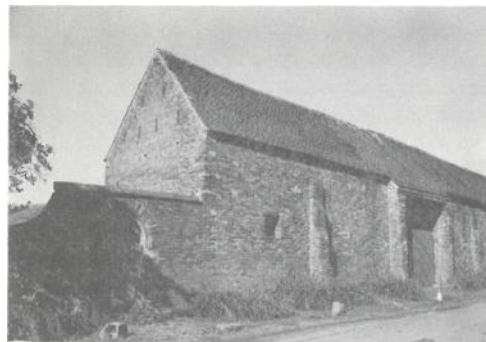
Each listed building will need to be treated on its merits. In some instances it will be necessary to achieve an exact match with existing work which may mean obtaining specialist materials. It is important that sources of supply are identified and where appropriate samples approved by the Council before any work starts on site. Advice can be obtained on sources of supply and traditional methods of repair from the Directorate of Planning and Economic Development.

4 . SATELLITE DISHES AND SOLAR PANELS. Satellite dishes and solar panels are alien and unsightly additions to historic buildings. Fitting such a receiver to a listed building will not normally be permitted. In exceptional cases it may be possible to conceal a dish from view, and where this can be done without harm to the historic fabric of the building, consent may be given. Mounting a dish or panel unobtrusively within the grounds of a listed building may be the best available option.

5 . CLEANING AND PAINTING. To paint previously unpainted brickwork and stonework will require L B C and this will only be approved where there is a proven need and the result will not have a detrimental effect on the character of the listed building. Generally such painting will be resisted. The removal of paint from brick and stonework may be desirable for aesthetic reasons but will only be approved where the method to be used does not damage the underlying material. The cleaning of a listed building may require listed building consent if this will affect its character as a building of architectural and historic interest. This will not be permitted where the cleaning damages the underlying material and consent may be refused on aesthetic grounds for instance where only one part of a terrace is to be cleaned. Because of the damage it causes sandblasting will not be permitted whether as a means of cleaning or removing paint. Similarly sandblasting will not be permitted as a means of removing paint from internal joinery and carpentry of architectural and historic interest.



Unlisted stables at Repton.



Listed Threshing Barn at Great Wilne'.



Unlisted agricultural building in Ticknall.

Conversion of Historic Agricultural Buildings

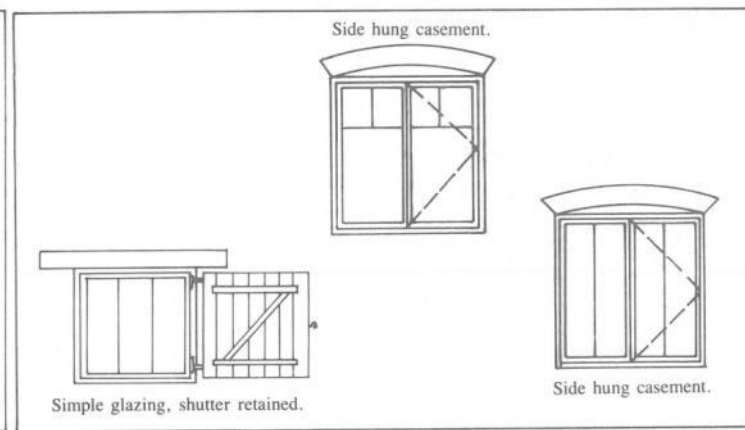
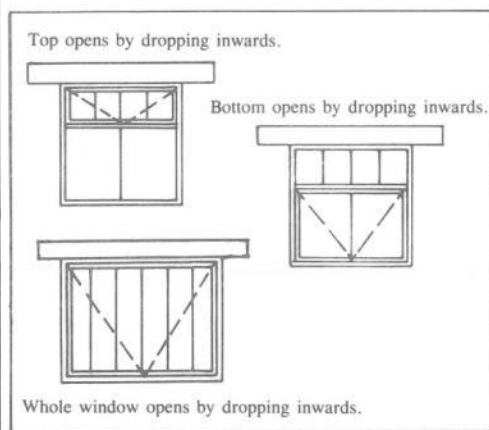
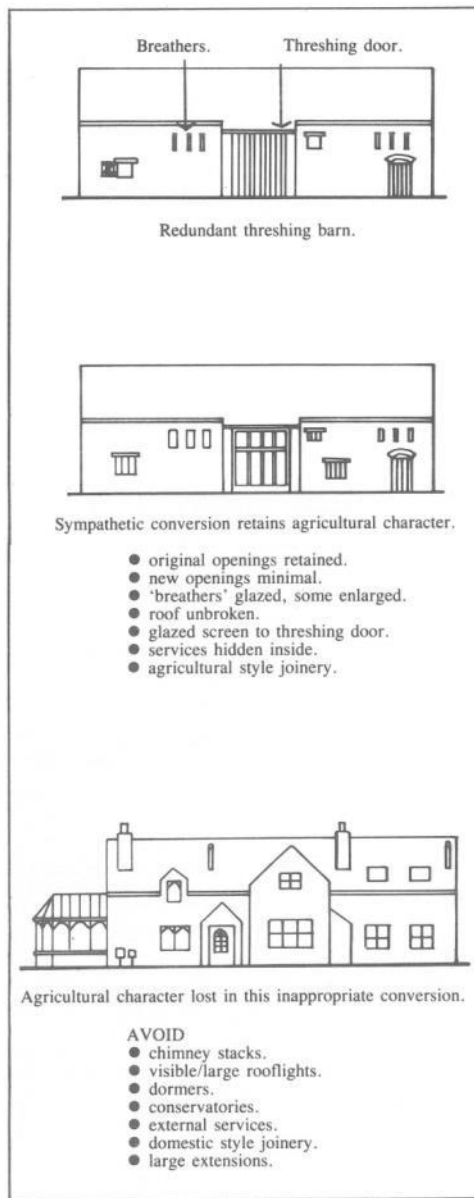
This subject has been picked out for special mention because of the scale and nature of the specific problems which it presents. Of all the possible alternative uses such buildings may be given, residential is the most damaging. Experience has shown that a residential conversion can destroy the architectural and historic interest of an agricultural building as effectively as demolition.

The very nature of some agricultural buildings will make them completely unsuited to residential use and this may be because of the type of buildings or the sensitivity of their agricultural settings, or both. Where such buildings are redundant and conversion is their only hope of survival less damaging alternatives such as workshops, offices and possibly restaurants may be more appropriate. In some cases the building may not be of sufficient quality to justify a conversion of any kind, and its ultimate loss through decay must be accepted. There will be other cases where residential use can be accommodated but only if the conversion is restricted to a small number of units. In all cases whether the buildings are listed or unlisted and whether the new use is to be residential or some other alternative, the conversion scheme will be addressed in terms of the degree of threat to the building and the desirability of its preservation. A successful scheme will accommodate the existing features of interest even if this results in unconventional living (or other) accommodation.

Where a scheme of residential conversion is granted the permitted development rights which normally apply to dwellings will be withdrawn as a condition of the approval. This means for instance that windows, doors and roof coverings cannot subsequently be changed and small extensions like porches cannot be erected without planning permission. Proposals for such subsequent changes will be considered by the same criteria as the original conversion.

MAKING A PLANNING OR LISTED BUILDING CONSENT (LBC) APPLICATION. All

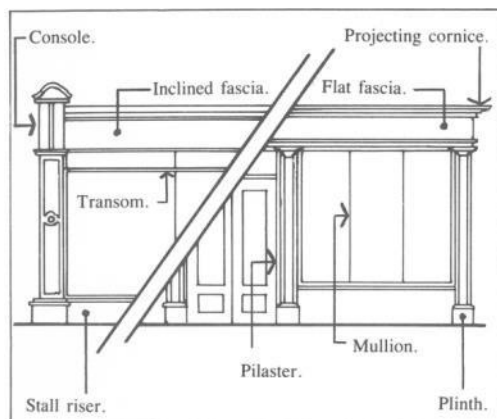
applications for conversion must include accurate survey drawings including sections with truss positions clearly marked. Proposal drawings must clearly show all alterations and be annotated to show areas of repair. In most instances a full structural survey which proves that a building can be converted without substantial rebuilding may be requested before a decision is made by the Council. Plans should clearly show the position and type of existing boundaries and give details of proposed boundaries, pavings and landscaping.



Inward opening 'Hoppers'.

Page 277 of 295

Window patterns suitable for conversions



Traditional shop fronts.

DESIGN GUIDANCE

Much of the general design guidance already given in this booklet will apply.

A conversion will only be permitted where the scheme complies with the following criteria:

- 1, The conversion should not necessitate the erection of unacceptable new buildings to accommodate existing uses or contents.
- 2, The proposed use should be accommodated within the confines of the existing buildings without the need for substantial extensions or other incongruous additions such as garage blocks. An extension may be acceptable where it allows for a more sympathetic conversion of the existing building but will not be permitted where its purpose is to facilitate a high density conversion.
3. The buildings should be capable of conversion without any or with only localised minor areas of rebuilding. Where complete rebuilding is required the application will be treated as one for new development:
4. Alterations to the existing fabric should be kept to a minimum. Existing openings should be used and any new openings kept to a minimum. In the case of a residential use new openings should be restricted to the minimum required to make the building habitable. Whilst a rooflight can be a useful alternative to a new

window, a proliferation of such openings should be avoided. They should be restricted to concealed roof slopes or other unobtrusive positions and fitted flush with the roof covering. They should be restricted to the smallest size required to give adequate ventilation. 1/20th of the floor area of the room concerned will be the usual guide in assessing the need for new openings.

5. Intrusive suburban alterations such as domestic style external joinery, porches, dormer windows, brick or stone chimney stacks and external services (meter boxes, soil and vent pipes etc.) must be avoided. Windows and doors in agricultural buildings are distinctive and different to domestic styles. This must be reflected in the joinery details of the conversion.

6. Intrusive suburban alterations to the setting of the buildings such as fencing in crew yards, non traditional boundaries, non indigenous planting and excessive paving must be avoided. In countryside settings it will be important to include proposals for planting with indigenous species to help screen the development.

Conversion of Historic Industrial Buildings

Like agricultural buildings, industrial buildings do not lend themselves to residential use. The open internal spaces of these buildings, visible roof structures and immediate external setting are important elements of their character and alternative uses which can retain these features are to be preferred to residential. Of particular concern are the industrial buildings of Shardlow. Collectively they are of national importance. Some have already been converted to residential use. This inevitably results in considerable internal alterations and changes to the immediate setting of the building. If this trend continues Shardlow's special character will be seriously damaged. The Council will therefore resist further residential conversions. Only in exceptional circumstances where no other alternative is viable and the survival of the building is seriously threatened will the Council consider such applications favourably.



A modest sign is all that is needed on this eyecatching doorway.

Shop Fronts and Advertisements

Shop fronts and advertisements, by their very nature, are designed to attract attention and will therefore dominate a street and have a substantial impact on the character of historic towns and village centres. Where a shop is listed or in a conservation area planning permission or listed building consent (LBC) will only be given for development where:

- a. shop fronts worthy of preservation are retained or accurately restored;
- b. new shop fronts respect the scale, materials, colour and design of existing traditional buildings and shop fronts in the vicinity;

c. advertisements respect the character of the shop fronts and buildings to which they relate, and do not have a detrimental effect on the character of the area as a whole.

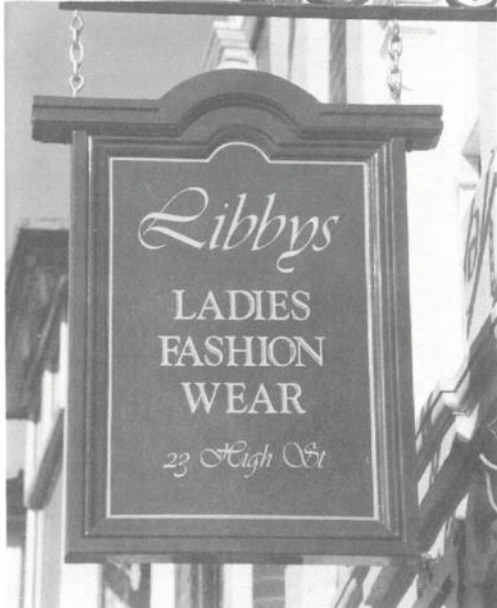
MAKING A PLANNING, CONSERVATION AREA CONSENT (CAC), LISTED BUILDING CONSENT (LBC) OR ADVERTISEMENT REGULATIONS APPLICATION. Any material alteration to the appearance of a shop (regardless of whether it is in a conservation area or listed) requires planning permission. Alterations to a shop front are clearly material. So too are such changes as replacing a traditional sash window with a modern plastic window or replacing a slate roof covering with concrete. LBC is needed for any alteration to the character of a listed building. This could include the repainting of a shop front, installing a security alarm system or extractor fan, altering the interior or installing shutters or blinds. In conservation areas CAC is needed for demolition. This would include the removal of a shop front or any features that give a building character.

The Advertisement Regulations, under which consent is needed for signs, are complex and although some signs do not need consent it is best to check first with the Council before installing one. Any advertisement on a listed building requires LBC and all illuminated signs in conservation areas whether the light source is external or internal require consent. Even where a sign does not require express consent the Council can serve a discontinuance notice requiring its removal if the sign is considered to be detrimental to the character of a conservation area or the setting of a listed building. In such cases no compensation is payable. It is wise therefore to check with the Council before installing any new sign.

DESIGN GUIDANCE

The guidance for conservation areas and listed buildings will apply with the following additions:

1. **EXISTING SHOP FRONTS OF QUALITY.** These should be kept and where repair is necessary the elements affected replaced with replicas of the existing.



A recently installed non illuminated hanging sign.



Original light fitting to a Swadlincote shop.

2. **EXISTING SHOP FRONTS OF QUALITY WHICH HAVE BEEN SPOILED BY THE LOSS OR INAPPROPRIATE MODIFICATION OF ARCHITECTURAL DETAILS.** These should be reinstated to their original form or, where this is unknown or impractical, to a form which retains elements which survive and which is in keeping with the shop front and the building as a whole.
3. **NEW SHOP FRONTS.** Where a shop front is to be provided in a traditional building then it should be painted timber and the traditional principles of shop front design, incorporating cornice, fascia, pilasters and stall riser should generally be followed. In some cases an accurate copy of a traditional design will be appropriate. In any case the shop front should respect the rhythm of the building as a whole in terms of the door position and subdivision of the shop windows. The scale and proportion of the shop front should be in keeping with the building as a whole and suited to its location. Wide expanses of uninterrupted glass and excessively deep fascias should be avoided.

Where a shop front is incorporated in a new building, the creative interpretation of traditional principles can result in striking new designs which are modern, well-proportioned and well suited to historic locations. An alternative non-traditional approach can be successful for larger shopping developments where the shop front forms part of an integrated design of high quality. In such cases provision for signs must be built into the sign.

4. ADVERTISEMENTS. Advertisements must be designed and located so as to respect the unique character of individual areas and buildings. The number, size, shape, location, colour and detailed design will all have a bearing on this. Consequently, a proliferation of signs or signs which are overpowering will be resisted. Signs with a shiny or reflective finish will not normally be permitted. In sensitive locations it may be necessary for national organisations with a corporate identity signing system to tone down colour schemes and to produce their signs in traditional form and materials. Permission will not normally be given for internally illuminated box signs whether applied to a fascia, along a wall or projecting.

The illumination of signs is difficult to accommodate at all in a sympathetic way in historic towns and villages. Non-illuminated signs are best. Illumination of signs to public houses, restaurants and similar late opening premises will generally be acceptable, providing that the source of illumination is external and the fitting and the wiring for its installation are unobtrusive. A proliferation of lights will be resisted. In exceptional circumstances small, internally illuminated, individual letters may be acceptable.

Signs painted onto the fascia will be best for traditional shop fronts. It may also be acceptable to provide a hanging painted timber sign or to apply lettering or a logo to the glass of the shop window itself. Where there is no existing fascia any sign should relate to a shop front, being on it, in it, or directly above it. In some instances individual letters fixed direct to the building will be acceptable. In, all cases the size type and colour of lettering should suit the architectural character of the shop front and the building as a whole.



A typical grouping of traditional buildings in Melbourne. The building in the centre of the picture has unfortunately lost its original window

REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 13
DATE OF MEETING:	1st JUNE 2017	CATEGORY: RECOMMENDED
REPORT FROM:	FRANK McARDLE CHIEF EXECUTIVE	EXEMPT PARAGRAPH NO: Not Exempt
MEMBERS' CONTACT POINT:	MATT HOLFORD ENVIRONMENTAL HEALTH MANAGER	DOC:
SUBJECT:	ENFORCEMENT AND COMPLIANCE REPORT	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: EDS14, HCS10

1. Recommendations

- 1.1 That Members satisfy themselves on the basis of the report that the Council is using its regulatory powers in a way proportionate to the demands for all regulatory services it provides.

2. Purpose of Report

- 2.1 To provide Members with details of the Councils use of its tools and powers to take appropriate enforcement action.

3. Background

- 3.1 One of the key objectives identified by Members under the 'People' theme of the 2016-21 Corporate Plan was that the Council would "*Use existing tools and powers to take appropriate enforcement action*".
- 3.2 The Council is authorised to use in excess of 100 different statutes to regulate and ensure compliance in areas of work as diverse as planning, food hygiene, licensing, pollution control, anti-social behaviour, building control, public health, waste and dog control.
- 3.3 The way in which the Council utilises these powers is governed by law, statutory guidance and previous legal precedent. Some services (notably many of the functions of Licensing and Environmental Health) also have a duty to have regard to the five governing principles of the Legislative and Regulatory Reform Act 2006, namely that all regulatory interventions are transparent, accountable, proportionate and consistent and should be targeted only at cases in which action is needed.
- 3.4 This report provides a high level summary of the regulatory action over the past year and provides a comparison against historical levels of regulatory action.

Demands for services

- 3.5 The demand for our services this year is illustrated by Figure 1 in the report appendix.
- 3.6 On average, the demand for our reactive regulatory services were 16% higher than over the last 3 years.
- 3.7 The increase has predominantly been due to increases in complaints about public health problems, noise, abandoned vehicles and fly-tipping.
- 3.8 Complaints about public health related matters have been dominated by complaints about waste and vermin on private land and overgrown gardens.
- 3.9 Complaints about abandoned vehicles were twice what they have been in previous years. There is a close correlation between abandoned vehicles and the price of scrap metal and therefore we anticipate that demand for this service will remain high as long as scrap value stays low.
- 3.10 Noise complaints were more than 30% higher than in previous years and fly-tipping increased by 6% compared to last year. More details of underlying reasons for this and the Councils response is contained in the progress report on Corporate Plan Measures.

Demands for Inspections of Businesses

- 3.11 Food hygiene and pollution control laws require that businesses are risk assessed and then inspected with a frequency based on national legal guidance. Figure 2 in the appendix to this report illustrates the number of inspections carried out.
- 3.12 We carried out 24% more food safety inspections in 2016/17 than in the previous year. The increase reflects the continued growth in the number of registered food businesses operating in the district. More than 84% of food businesses have been awarded the top score for their food hygiene.

Legal Interventions

- 3.13 The Council has published enforcement policies which explain how we will go about using our various tools and powers to help our business community and residents to meet the various laws we are tasked with regulating. When we are unable to ensure compliance through persuasion we may need to resort to use of more formal means. We have powers in the form of various compliance notices which can be issued requiring some form of action to be taken (or to be stopped) by the recipient in order to more formally require compliance than through advice and guidance.
- 3.14 Figure 3 in the appendix to this report illustrates the numbers of formal notices issued and in broad terms the nature of the problem which led to the notice being served.

Punitive Outcomes from Offences

- 3.15 In a small number of cases, the Council is required to resort to the courts or other forms of judicial punishment in order to seek restitution for confirmed offences. This restitution can be in one of three forms; Firstly, for a limited number of offences and where the offender admits to the offence, we can issue a fixed penalty notice. Where the offender admits the offence and there is no fixed penalty notice option available, but prosecution is not deemed to be proportionate then the offender may be given the option to sign a formal caution. Usually the most severe form of intervention is a prosecution.

3.16 Table 1 below summarises the recent numbers of each of these punitive outcomes compared to historical levels.

Table 1 – Summary of Punitive Outcomes following Offences

	2013-14	2014-15	2015-16	2016-17
Total Fixed Penalty Notices	3	6	34	91
Dog offences	0	1	23	9
Fly tipping & waste offences	1	1	0	7
Litter	2	4	8	65
Community Protection Notice / PSPO breach	0	0	3	10
Formal Cautions	0	3	3	1
Prosecutions	0	0	3	1

3.17 Overall the Council is making significantly greater use of fixed penalty notices for low level offences than has previously been the case.

3.18 In 2015-16 Safer Neighbourhood Wardens focused on using FPNs to improve the control of dogs within the Districts parks and open spaces. Anecdotal feedback from park users is that the increase in enforcement activity in 2016 resulted in a significant improvement in dog stewardship in the parks.

3.19 This year significantly more FPNs have been issued for littering offences - mainly relating to material being left illegally at the recycling sites at Hatton and Willington (see Figure 1). The Council has also increased its use of the new anti-social behaviour laws which enables fixed penalty notices to be issued for breaches of Community Protection Notices and Public Spaces Protection Orders.

Figure 1 – Side Waste ‘Littering’ in Hatton



3.20 Fixed Penalty Notices are issued where the recipient admits to the offence and agrees to pay the fine to discharge their liabilities. If the recipient of an FPN

subsequently fails to pay the fine then the Council should be considering the need to prosecute for the offence. To date no prosecutions have been taken for failure to pay an FPN.

Cases of Particular Note

- The first penalty notices have been issued for breaches of the Swadlincote Town Centre Public Spaces Protection Order, which members approved in September 2016.
- We have issued our first £400 penalty to a man found to be offering waste disposal services via Facebook without having been given approval as a registered waste business from the Environment Agency.
- Our action to prevent fly-tipping appeared on the One Show on BBC1 on 8th March.
- We have been awarded two contracts to provide compliance support services to Erewash District Council and Severn Trent Water Ltd.
- Two food businesses have asked us to set up a Primary Authority agreement with them. This is a legally recognised partnership whereby the food hygiene advice we give multi-site businesses is legally binding on other councils to take into account when they inspect the business.
- A legal notice has been served on the landlord of a property in Church Gresley prohibiting the attic of the dwelling from being occupied due to fire risk and inadequate access.
- Emergency remedial action has been taken at properties in Swadlincote due to the imminent risk of collapse of a wall.

4. Financial Implications

- 4.1 None to minor adverse. Most forms of actions to achieve compliance have a cost implication. In cases of formal legal interventions we will always seek to recover costs, however most of the rest of the costs are currently established within the revenue budgets of each of the relevant departments.

5. Corporate Implications

- 5.1 The report has been produced to provide Members with details how officers are delivering the “People” themed objective of “Keeping Residents Safe and Happy” in the 2016-21 draft Corporate Plan and in particular the aim to “Use existing tools and powers to take appropriate crime enforcement action”.

6. Community Implications

- 6.1 Beneficial. Proportionate regulation is an important feature of ensuring community cohesion and economic growth.

7. Conclusion

- 7.1 That Members agree that officers are using tools and powers to take appropriate enforcement action.

Figure 1 - Requests for Enforcement Action

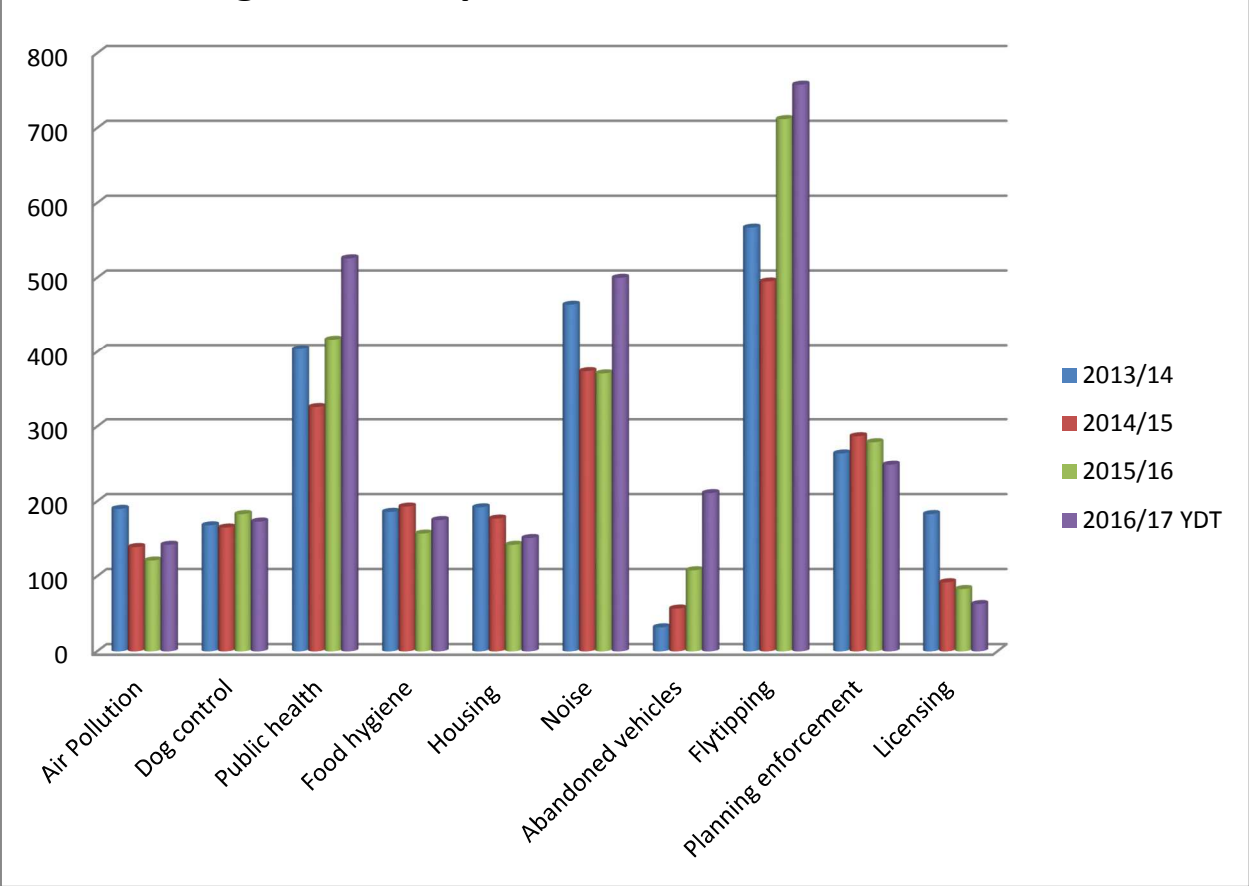


Figure 2 - Proactive Inspections of Businesses

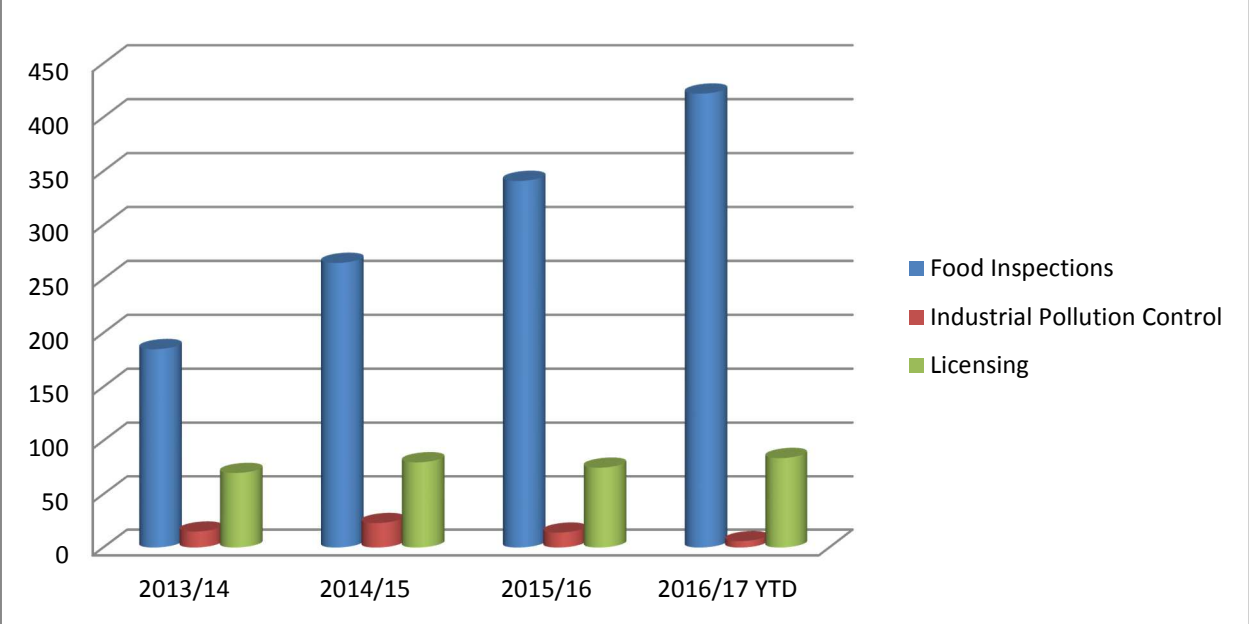
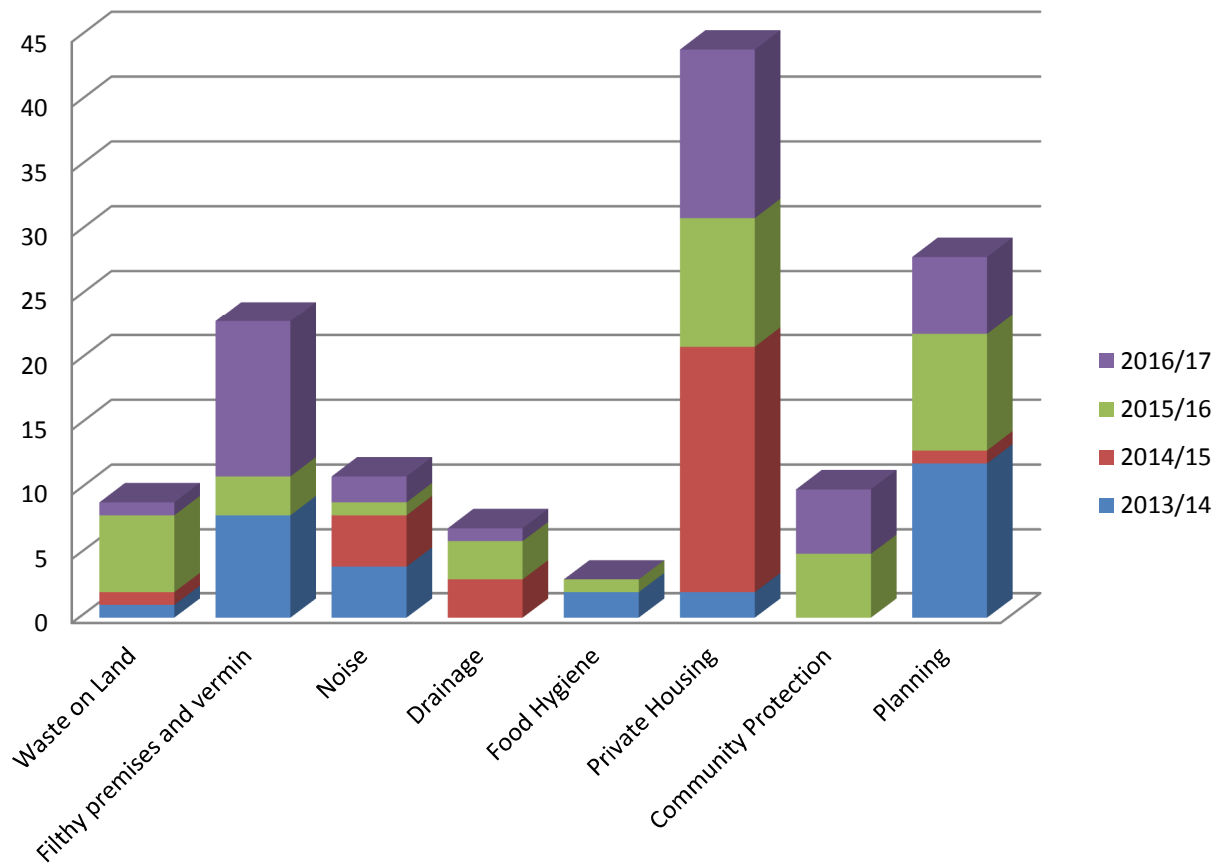


Figure 3 - Enforcement Notices Served



REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	1st JUNE 2017	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF COMMUNITY AND PLANNING SERVICES / DIRECTOR OF HOUSING AND ENVIRONMENTAL SERVICES	OPEN
MEMBERS' CONTACT POINT:	STUART BATCHELOR (Ext. 5820) / DAVID HUCKER (Ext. 5775)	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Environmental & Development Committee – 1st June 2017 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 3 Committees		
Local Plan Part 2 – Submission	5 th January 2017	Nicola Sworowski Planning Policy Manager (01283 595983)
Local Development Scheme	5 th January 2017	Nicola Sworowski Planning Policy Manager (01283 595983)
	26 th January 2017 Meeting cancelled	
Performance Reports	2 nd March 2017	Keith Bull Head of Communications (01283 228705)
Key Performance Indicators – Licensing Department	2 nd March 2017	Emma McHugh Senior Licensing Officer (01283 595716)
Quarterly Enforcement and Compliance Report	2 nd March 2017	Matt Holford Environmental Health Manager (01283 595856)

Infinity Garden Village	2 nd March 2017	Nicola Sworowski Planning Policy Manager (01283 595983)
Planning Committee – Guidance for Speakers	2 nd March 2017	Tony Sylvester Planning Services Manager (01283 595743)
Affordable Housing Supplementary Planning Document	26 th April 2017	Nicola Sworowski Planning Policy Manager (01283 595983)
Local Green Spaces Development Plan Document	26 th April 2017	Karen Beavin Planning Policy Officer (01283 595749)
Design Supplementary Planning Document	26 th April 2017	Richard Shaw Design Excellence Officer (01283 228764)
Hartshorne Conservation Area	26 th April 2017	Nicola Sworowski Planning Policy Manager (01283 595983)
Housing White Paper Consultation	26 th April 2017	Tony Sylvester Planning Services Manager (01283) 595743
Provisional Programme of Reports To Be Considered by Committee		

Corporate Plan 2016-21: Performance Report (1 Jan- 31 March 2017)	1 st June 2017	Keith Bull Head of Communications (01283 228705)
Service Plan	1 st June 2017	Keith Bull Head of Communications (01283 228705)
Key Performance Indicators – Licensing Department	1 st June 2017	Ardip Kaur Legal & Democratic Services Manager (01283 595715)
Swadlincote Town Centre Grant Scheme	1 st June 2017	Mike Roylance Economic Development Manager (01283 595725)
Corporate Anti-Social Behaviour Policy	1 st June 2017	Chris Smith Communities Manager (01283 595 924)
Design Supplementary Planning Document and Air Quality	1 st June 2017	Matt Holford Environmental Health Manager (01283 595856)
Enforcement and Compliance Report	1 st June 2017	Matt Holford Environmental Health Manager (01283 595856)
Draft Waste Local Plan	17 th August 2017	Richard Groves Planning Policy Officer (01283 595738)

Draft Minerals Local Plan	17 th August 2017	Richard Groves Planning Policy Officer (01283 595738)
The Waste (England and Wales) (Amendment) Regulations 2012	17 th August 2017	Adrian Lowery Direct Services Manager (01283 595764)
Climate Change Adaptation and Flood Resilience	17 th August 2017	Matt Holford Environmental Health Manager (01283 595856)