

Half Yearly Report (October 2005)**1. Vision and themes**

- 1.1 Following consultation with all tenants through 'Tenants Extra' the Housing Service has established the following;

Vision statement:

Through High Quality Services, delivered in partnership with customers, the provision of well maintained affordable homes that meet the requirements and aspirations of the people of South Derbyshire.

Our key themes:

- *Constant performance improvement*
- *Listening to and putting customers first*
- *Valuing staff commitment*

2. Service Description

- 2.1 The Housing Division is the main landlord in the district to the 3,244 Council tenants and their homes. This entails delivering services such as responsive repairs, planned improvements, rent accounting, rent arrears, neighbour disputes, addressing anti-social behaviour, sheltered housing warden visiting, CareLine emergency call system, right to buy applications, mutual exchanges, transfers and tenant participation. The Division is driven by the need to deliver effective customer service and to that extent is committed to service improvement.
- 2.2 We also have statutory responsibilities to manage and regularly review the waiting list, currently numbering 1,920 applications, provide housing advice and investigate and assess homeless applicants of which there were 257 homeless presentations in 2004/5 with 305 estimated for 2005/6. A further 150 cases are estimated for the year where formal advice and assistance will be given in line with BVPI 213.
- 2.3 The Housing Division also has a number of other tasks allocated to it including the management of the long-term residency gypsy travellers site at Church Broughton, and the maintenance of other public buildings.
- 2.4 On a strategic and corporate level the Housing Division has a number of partners both within and outwith the Council in seeking to improve the estates and communities of the district including Environmental Health, Community and Leisure Development, Planning, County Council, Police, Social Services, Health authorities and other RSLs. Given our landlord function, our relationship with our customers is different than in the rest of the Council. For example through issues such as the allocation of property, the assessment of homelessness applications, the resolution of neighbour complaints, etc we are involved in the detail of people's lives. This different level of relationship is both the reason why customer care is vital in our role but also the reason that we will not always be able to deliver on people's expectations.
- 2.5 We carry out some 8,000+ responsive repairs each year and spend over £4m on improvements which involves substantial work to a large number of properties. Many tenants still pay rent in person rather than direct through the bank. Sheltered Housing

wardens see tenants, a third of the total, several times each week. We see our customers more often and their opinion of us is usually based over a number of interactions with us. According to our last survey figures our customer satisfaction rating is high at 86.6%. Our priority though is to build on that, achieve higher satisfaction and to become a top performing housing authority.

3. The Half Year in Context

- 3.1 The first half of the year has seen us improve services in key areas, introduce major new policies, rewrite our asset management strategy, commit a lot of resource into the audit commission inspection process and prepare a new Housing Revenue Account Business Plan.
- 3.2 Our projections of the improvements in void property performance are that we will save £1m in rent income. This has been a key part of making the Housing Revenue Account viable over the ten year planning period.
- 3.3 In performance terms our weakest area of work has historically been responsive repairs. At the start of the year we launched our improvement plan for that part of the business after a consultation event that included all tradesmen, repair inspectors, repair admin staff and managers within the service. In the second half of the year, as can be seen from the performance report elsewhere on this Committee agenda real improvements in performance are starting to be delivered in that area.
- 3.4 The most significant piece of work we have carried out in the first half of the year was preparation for, then inspection of and then subsequent meetings which culminated in, the final audit commission report into our Repairs and Maintenance Service. As reported elsewhere on this Committee agenda, the assessment of a one star (a fair service) and promising prospects for improvement was a substantial achievement given that this is an area where although substantial improvements were being made there was still a lot more to be done. A recurring theme in the inspection assessment was that the Repairs and Maintenance service had improved significantly given that the 'starting point' was assessed as such a low base. It is only two and half years since the Council's own consultants stated in a report that additional investment in direct staffing and consultants of £600,000 may be needed to improve the service. It is just over two years since critical procedural failings were identified in the repairs and maintenance service. It is just short of two years (Jan 04) that the Comprehensive Performance Assessment stated that there was a high risk of service failure. In that intervening period of two years the level of service has improved substantially and we have firm plans to make it a two star and better service.

Achievements

| Action | Outcomes |
|---|---|
| Performance Arrears, voids, repairs | Upper quartile performance held on arrears and performance improved on voids. Emergency and urgent repair performance now excellent, responsive repair performance improving substantially. |
| Repairs and Improvements | Appointments for repairs introduced and to be extended to all routine work in the second half of the year. |
| Solid fuel testing and servicing regime | A programme of testing and servicing all solid fuel appliances was undertaken in the first half of the year in line with new safety legislation. |
| Electrical testing | A programme of testing all domestic electrical supplies has been established and testing has commenced. |
| Gas servicing | It was noted in the audit commission inspection process that our performance in this area is very good. Other Councils are seeking out our |

best practice.

Achievements continued

| Action | Outcomes |
|---|---|
| Procurement Partnering/ Negotiating/ Contracting | With the exception of electrical testing and associated works and gas servicing and associated works all our major projects are now delivered through partnered contracts in line with established good practice in the housing sector. The electrical testing work will be put out to contract later this year and in the second half of this year preparation will commence for tendering of the responsive repair business in 2006/7. Supplementary procurement guidance for Housing was approved by Committee in the first quarter of this year. We are founder members of a regional procurement group for housing that is currently undertaking feasibility work on a more formal structure. |
| Energy efficiency | An energy efficiency strategy for the Council's housing stock was agreed in the first quarter of the year and £886,000 of external grant funding has been obtained. |
| Asbestos | In the first half of the year we completed our sample surveys of asbestos in the housing stock building on from the management policies and procedures already introduced. In the second half of the year we will issue advisory letters to residents about low risk materials. High risk areas have already been actioned. |
| Decent Homes | Key milestones in achieving the Decent Homes standard by 2010 were met and we are on target to hit the next interim target in 2006 and the standard by 2008/9. |
| Staff development | Following a report to Committee in the first quarter of the year two trades apprentices have now been appointed giving a commitment to the community and helping to ensure the sustainability of the workforce. |
| Tenant Participation | Substantial progress has been made on the production of new tenants' handbook and this will be finalised and published before the end of the calendar year. The new Tenant Compact (agreement regarding participation) is currently out for consultation and will come before Committee later in the year. |
| Advice leaflets | A number of new leaflets have been produced in a designed format for Sheltered Housing, Repairs and Major Improvements. Others are being produced in the second half of the year on Homelessness, Housing advice and Allocations. |
| Business Planning | In August we held an innovative and unique participation event inviting residents to have a direct input into spending and improvement priorities. This will be developed further |
| Estate Management | Utilising part of the Anti-Social Behaviour Act 2003 that came into force in June 2005 we have completed training and are about to use new powers to undertake our first tenancy demotion. |
| Homelessness and Housing Advice | We have identified the need and resources to establish a 'sanctuary' service in partnership with the Crime and Disorder partnership. |
| Sheltered Housing | A Project Board has been established and is progressing implementation of the physical standards agreed in our Vision and Standards process. |
| CareLine | The 24-hour control room service and procedures achieved national accreditation at levels 1 and 2 with the Association of Social Alarm providers. We are only the 14 th social housing provider to achieve this standard in the country. |
| Supporting People | Within the first quarter of the year we received confirmation that the element of our Sheltered Housing Service funded through the Supporting People regime successfully passed inspection by the funding body. |

Achievements continued

| Action | Outcomes |
|------------------------|--|
| Customer satisfaction | Satisfaction levels remain very high. In servicing and major work carried out by contractors satisfaction ratings do not fall below 95% on any measure. 98% of tenants report satisfaction with the quality of work of the in-house repair service. The main performance weakness in the in-house service is being addressed as above. |
| Performance monitoring | Housing have now been reporting performance through Committee for 18 months. We revamped our processes earlier these year and our positive pro-active was referred to by the Audit Commission. |

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

| Action | Explanation |
|--|--|
| Achieve Fit for Purpose in the assessment of the HRA Business Plan | The ODPM (Office of the Deputy Prime Minister) has stated that our HRA Business Plan is unlikely to achieve the 'fit for purpose' standard as we cannot financially project the business over the 30 year period required. |

2005/2006 Performance Indicators

| Best Value Indicator | | Actual 2004/5 | Target 2005/6 | Estimate 2005/6 |
|----------------------|---|---------------|--|-----------------|
| BV63 | Energy efficiency - the average SAP rating of local authority owned dwellings | 64 | 65 | 65 |
| BV66a | Local authority rent collection and arrears: proportion of rent collected | 99.92% | 98.80% | 98.80% |
| BV66b | Local authority rent collection and arrears: more than 7 weeks rent arrears | New indicator | New indicator | New indicator |
| BV66c | Local authority rent collection and arrears: % of tenants who have had NSP's served. | New indicator | New indicator | New indicator |
| BV66d | Local authority rent collection and arrears: % of tenants evicted. | New indicator | New indicator | New indicator |
| BV74a | Satisfaction of tenants of Council housing with the overall service provided by their landlord | 87 | These P.I's are collected every three years. | |
| BV74b | Satisfaction of black and minority ethnic tenants of Council housing with the overall service provided by their landlord | 50 | | |
| BV74c | Satisfaction of non black and minority ethnic tenants of Council housing with the overall service provided by their landlord | 87 | | |
| BV75a | Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord – all tenants | 77 | | |
| BV75b | Satisfaction of black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord | 100 | | |
| BV75c | Satisfaction of non black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord. | 77 | | |
| BV164 | Equal access to Social housing | No | | |
| BV183a | The average length of stay of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need in: Bed and Breakfast accommodation (weeks) | 3 | 4 | 3 |

| Best Value Indicator | | Actual 2004/5 | Target 2005/6 | Estimate 2005/6 |
|----------------------|---|------------------|------------------|--------------------|
| BV183b | The average length of stay of hostels accommodation of households that are unintentionally homeless and in priority need in: Hostel (weeks) | 0 | 0 | 0 |
| BV184a | Non decent local authority dwellings (%) | 13.82% | 8% | 8% |
| BV184b | Non decent local authority dwellings (change) | 13.54% | 41.58% | 42% |
| BV202 | Number of Rough sleepers | 5 | 5 | 5 |
| BV203 | Change in number of families in temporary accommodation | 34.62% | 25 | 20 |
| BV211a | Proportion of expenditure on planned to repairs | New indicator | 60-40 | 67-33 |
| BV211b | Proportion of expenditure on emergency and urgent | New indicator | | |
| BV212 | Average time to re-let Local authority housing | New indicator | 31 | 31 |
| BV213 | Housing advice service: preventing homelessness | New indicator | New indicator | New indicator |
| BV214 | Housing advice service: preventing homelessness | New indicator | New indicator | New indicator |

Local Performance Indicators

| Local Indicator | Actual 2004/5 | Target 2005/6 | Estimate 2005/6 |
|--|------------------|------------------|--------------------|
| % of homelessness applications determined with 45 days | 38% | 100% | 85% |
| Number of general need properties void at end of each month | 13 | Less than 13 | Less than 13 |
| Number of sheltered properties void at end of each month | 17 | Less than 17 | Less than 17 |
| Average days void last day of the month – general purpose | 35 | Less than 35 | Less than 35 |
| Average days void last day of the month – sheltered | 210 | Less than 210 | Less than 210 |
| % of sheltered tenants visited 5 times every 10 days | 100% | 100% | 100% |
| % of alarms in sheltered that are tested every two weeks in the last month | 100% | 100% | 100% |
| % of lifeline requests answered in 3 days | 100% | 100% | 100% |
| Rent arrears of current tenants exc FTA's | £105,876 | £100,583 | £105,500 |
| % collection of former tenant arrears | No data | 15% | 5% |
| % of rent collected in the travellers site | No data | 99% | 75% |
| % of repairs for appointment made and kept | No data | 95% | 25% |
| % of emergency repairs completed on time | 88% | 95% | 99% |
| % of urgent repairs completed on time | 73% | 90% | 95% |
| % of routine repairs completed on time | 42% | 85% | 70% |
| Tenant satisfaction with repairs service | No data | 90% | 90% |
| Progress to schedule on planned maintenance | No data | 100% | 100% |
| Tenant satisfaction with improvements | No data | 90% | 90% |
| % of gas appliances with a corgi registered certificate | 98.44% | 100% | 100% |
| Longest outstanding property without a gas safety certificate | 336 days | 90 days | 30 days |

Emerging Issues

An issue that will become an increasing focus of attention as we move to year end will be the tendering process for responsive repairs. We will need to deliver in full the improvement plan for responsive repairs to ensure that the DLO is on a sound footing to compete for the work, contract documentation will need to be drawn together and at some point around the turn of the financial

year we will need to re-establish (only whilst the tender process is ongoing) a temporary client/contractor split.

The increasing focus on homelessness provision and in particular on preventative work by the Office of the Deputy Prime Minister (OPPM) means that we need to put more staffing resources into this activity. A comparative study of five near neighbouring authorities revealed that we are significantly under resourced in this area. This general fund activity will be the subject of a service development bid in that regard. There are several post gradings in the Housing Service that appear to be below the market place and which contributes to our ability to attract and retain the appropriate calibre of staff. The clearest example is the Tenant Liaison Officer post but there are others and it is for this reason that a partial restructuring for the Housing Service will be proposed at the next meeting of this committee.

RL 27.10.4

LEISURE AND COMMUNITY DEVELOPMENT SERVICE PLAN 2005/2008

HALF YEARLY REPORT (SEPTEMBER 2005)

SERVICE DESCRIPTION

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

| | |
|-----------------------|--------------------------------------|
| Grounds Maintenance | Parks, Cemeteries and Open Space |
| Leisure Facilities | Community Safety |
| Sports Development | Community & Voluntary Sector Support |
| Cultural Regeneration | Environmental Education |
| Health Development | Land Drainage |

THE HALF YEAR IN CONTEXT

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

The Grounds Maintenance Service has been restructured and significant work is being undertaken in the Parks, particularly Maurice Lea Memorial Park refurbishment.

The Safer South Derbyshire Partnership has launched a new strategy and to date house burglary and auto crime continue to fall compared with the previous year. Significant work has been undertaken in the area of antisocial behaviour, with the use of enforcement and prevention being common place.

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

Rosliston Forestry Centre has seen the provision of 3 new multi berth timber cabin, new trails, play equipment and physical activity opportunities.

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

In terms of challenges, the Division always has to balance the requests for assistance and new projects that it receives against the staffing and resources which it has at its disposal. The Department now has eight officers who are funded on short term contracts. This means that much of the Department's work is directed at securing future funding for these key posts when it could be directed at more important service provision. In particular this means that capacity has not been available to support cultural and community activity such as arts development, production of a funding guide, promotion of the Divisions services on the Council website or further aspects of crime and disorder work such as the implementation of Section 17.

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

ACHIEVEMENTS

i.e. completed tasks

| ACTION | OUTCOMES |
|---|--|
| <p>Crime and Disorder (Section 17)</p> <ul style="list-style-type: none"> • Present Action Plan to CMT <p>Public Open Space and Leisure Facilities</p> <ul style="list-style-type: none"> • Contract started to deliver £720k worth capital improvement works at Maurice Lea Memorial Park. • Multi Use Games Area provided at Maurice Lea Memorial Park and Eureka Park • Funding confirmed for the installation of a full size, floodlit Artificial Turf Pitch at The Pingle School • Three additional multi berth cabins built, wood fuel heating installed, trails and play equipment provided as part of the Get Active In The Forest Project At Rosliston Forestry Centre. • New play equipment installed at Linton, Hartshorne & Eureka Park • Village Plan for Hilton completed • Flood alleviation works costing £430k completed at Hatton. • PPG17 Study completed <p>Safer South Derbyshire Partnership</p> <ul style="list-style-type: none"> • Action Plan projects delivered including, Liberation Day, School | <p>Action Plan agreed and to be rolled out</p> <p>Project on track for completion</p> <p>Increased youth facility provision in order to reduce anti-social behaviour.</p> <p>Significant contribution to the development of sport, particularly for juniors, in the area</p> <p>Increased use of the Centre and development of tourism in the area.</p> <p>Upgrade the quality of formal play provision in the District</p> <p>Provide a proper objective basis for the delivery of new community facilities in Hilton</p> <p>Reduce risk of flooding in Hatton</p> <p>Policy in place that will, amongst other things, provide an objective basis for securing Section 106 funds</p> <p>Reduced incidence of crime and anti social behaviour.</p> |

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|---|--|
| <p>Safety Days, Park Security Project, Substance Misuse Leaflet, purchase of Mobile CCTV vehicles.</p> <ul style="list-style-type: none"> Youth Engagement Through Sport project increased diversionary activities for young people. Contribute to the establishment of a Prolific and Priority Offender Scheme <p>Sports Development</p> <ul style="list-style-type: none"> Community Sports Coach Scheme delivered across the District with significant increase in school holiday activity provision. Completed a Junior Needs Survey (to build on the existing Youth Needs Survey) <p>Towards An Excellent Service (TAES)</p> <ul style="list-style-type: none"> Self Assessment undertaken using the pilot TAES model Improvement Plan produced. | <p>Reduced incidence of youth nuisance</p> <p>Reduction in persistent and prolific crime.</p> <p>Increased physical activity and improved health.</p> <p>Improved planning for childrens services.</p> <p>Improved service quality and delivery</p> <p>Improved service quality and delivery</p> |
|---|--|

TASKS AT RISK OF NON DELIVERY DURING THE YEAR

| ACTION | EXPLANATION |
|--|---|
| <p>To support the establishment of an increased uniform presence in the District.</p> <p>Seek specialist partner to work with the Council on the management and further development of Swadlincote woodlands</p> | <p>As a result of reductions in funding to the Safer South Derbyshire Partnership, it is not possible for the Partnership to make a financial contribution to this scheme. As a result, the original proposal of 4 PCSOs needs to be reconsidered. It is unlikely that individuals will be in post during this financial year.</p> <p>Other priorities have taken precedence over this project. Rescheduled</p> |

2005/2006 PERFORMANCE INDICATORS

| INDICATOR | 2004/05 (actual) | 2005/06 (target) | 2005/06 (estimated outturn) |
|---|---------------------------|---------------------------|-----------------------------------|
| BV 126 Burglaries per 1,000 households | 7.1 | 7.1 | 6.9 |
| BV 127a Violent Crime per 1,000 population | 12.9 | 12.0 | 14.4 |
| BV 127b Robbery per 1,000 population | 0.38 | 0.38 | 0.21 |
| BV 128 Auto Crime per 1,000 population | 8.15 | 8.05 | 8.03 |
| BV 225 Actions Against Domestic Violence* | N/A | 27% | 27% |
| BV 226a Total amount spent on advice provided by external organisations | £43160 | £43160 (plus inflation) | £43160 |
| BV 226b %age money spent on advice provision given to organisations holding CLS Quality Mark at 'General Help' level | 100% | 100% | 100% |
| Local Indicator | Actual 2004/05 | Target 2005/06 | Estimate 2005/6 |
| Criminal Damage per 1,000 population | 12.8 | 12.8 | 13.4 |
| Reduce No. residents feeling unsafe when alone in their home at night | 11% | 10% | Citizens Panel |
| Reduce No. residents feeling unsafe when travelling alone on public transport | 33% | 30% | Citizens Panel |
| Total No. of Police calls to service | 4293 | 4220 | 4960 |
| Reduce No. drugs offences in District | 61 | 58 | |
| No. of groups/participants receiving Environmental Education | 115/6168 | 75/3500 | 75/3500 |
| No. Environmental Education events / activities | 15/14 | 12/12 | 12/12 |
| The %age of respondents satisfied with the Environmental Education activity they had received | 100% | 100% | 100% |

EMERGING ISSUES

Public awareness of the role of Community Safety Partnerships and Councils in dealing with anti social behaviour has resulted in a significant demand for action on community issues and requires further investment by partners to ensure an effective and co-ordinated response to these problems.

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

ENVIRONMENTAL SERVICES SERVICE PLAN 2005/2008

HALF YEARLY REPORT (SEPTEMBER 2005)

SERVICE DESCRIPTION

The Service includes Waste, Cleansing, Environmental Health and Housing Strategy.

The Waste and Cleansing Unit's main responsibilities are the collection of domestic and commercial waste, waste minimisation and recycling, the cleansing of roads and public areas. The Unit also has responsibility for removing fly tipping on public land and the highly successful 'Clean Team'.

Environmental Health and Housing side of the service includes the enforcement of Food Hygiene and Health and Safety at Work, Environmental Protection, Private Sector Housing and Housing Strategy functions.

THE YEAR IN CONTEXT

The main challenges faced by the Department were:-

- The Processing of 600 new personal licences and 300 premises licences following the transfer of the function from the Magistrates Court.
- To rewrite Private Sector Housing Renewal Strategy in the light of the House Condition and Energy Survey in late 2004 and producing an Affordable Warmth Strategy.
- Making improvements in the speed of the provision of Disabled Facilities Grants.
- The introduction of equity release schemes to help homeowners help themselves.
- Implementation of new High Hedges provisions of the Anti Social Behaviour Act 2003.
- Making improvements in the standards of Street Cleaning.
- Increase promotional activity to arrest the growth in Household waste produced.
- Make arrangements to allow increased enforcement against littering fly-tipping etc.

ACHIEVEMENTS

| ACTION | OUTCOMES |
|--|--|
| EH1 Full implementation of the Liquor Licensing Legislation | Completed to schedule. |
| EH2 Create further e.government efficiencies | On Target |
| EH3 Higher profile for Health & Safety at Work in response to Health & Safety Commission | Some work completed more planned, see emerging issues for comment. |
| EH5 i) Review Private Sector Housing Renewal Strategy | Consultation draft ready |
| EH6 Promote Landlord Accreditation and Rent deposit scheme. | Scheme launched |
| EH7 Tackle fuel poverty and reduce CO ₂ emissions | On Target |
| EH8 Seek faster provision of Disabled Facility Grants | Faster processes in place. More work needed. |
| EH9 Implement Risk based, Housing Fitness Standard, required by the Housing Act 2004. | Training complete, start date deferred by government |

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|--|---|
| EH10 Improve the Council's environmental performance through EMAS | Ahead of Project Schedule |
| EH11 Implement the "Fit for Purpose" Housing Strategy. | Work Progressing |
| EH12 Contaminated Land <ul style="list-style-type: none"> Complete initial site prioritisation work Undertake site investigation work Determine any contaminated land sites | Progress in addressing land prior to new development but due to lack of staff no progress on proactive investigation of suspect sites. |
| EH13 Integrated Pollution Prevention & Control | Controls in place |
| EH16 High Hedges <ul style="list-style-type: none"> Implement new regulations relating to high hedges and loss of light | Complaints now being dealt with. Pollution Team is under pressure due to vacancy and this new work. |
| EH17 Solvent Emissions Directive | New legal controls in place |
| EH18 Raise the profile of anti dog fouling | More work needed |
| WU1 Implement Waste Minimisation Plan. | Promotions vigorously pursued on waste minimisation, re-usable nappies, reducing junk mail, home composting etc more effective publicity still required |
| WU2 Implement Fly Tipping Action Plan | On schedule |
| WU3 Develop & implement a Street Cleansing Action Plan. | Progressing on schedule |
| WU4 Meet statutory recycling targets. | Targets met a year in advance |
| WU5 Improve Public communication | Plan produced and adhered to but further improvements in securing publicity needed. |
| WU6 Review costs of the service. | Part finished on schedule |
| ES1 Crime and disorder - Section 17: | Scheduled for 2 nd half of year |
| ES2 Equal Opportunities and Diversity | Assisting Corporate Efforts |

TASKS AT RISK OF NONE DELIVERY DURING THE YEAR

| ACTION | EXPLANATION |
|--|---|
| EH4 Revise Private Hire Licensing Conditions <ul style="list-style-type: none"> modernisation of operators, vehicles and drivers licenses, to include new requirements | This project has been deferred due to the extent of the licensing work. It is viewed as the lowest priority item on the teams workload. |
| EH14 Gypsy / Traveller Policy <ul style="list-style-type: none"> Complete review of traveller toleration policy and Progress joint working arrangements with Police, Environment Agency, Derbyshire County Council etc | Currently involved in County wide negotiations over a policy but progress is very slow in coming. |

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|---|--|
| <p>EH15 Noise Policy</p> <ul style="list-style-type: none"> • Complete review and update as necessary the noise complaints policy in line with Chartered Institute of Environmental Health and DEFRA guidance. • Implement improvements resulting from the review. | <p>The Pollution team have been operating with 2 out of four posts vacant (currently one vacancy) This review has been considered the lowest priority and has been deferred for the time being.</p> |
| <p>ES3 Quality Standard For Environmental Services</p> <ul style="list-style-type: none"> • Implement improvements needed to meet the Chartermark Standard. • Obtain Accreditation | <p>Originally planned for systems to be in place by the end of the financial year. Following research the full scope of the project has emerged and it is likely to take an additional six months.</p> |

EMERGING ISSUES

Contractor for Kerbside Recycling services is proposing a 40% rise in prices charged in order to bring charges in line with current market. This has significant budget implications.

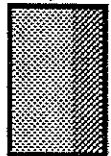
Disabled Facilities Grants are now being processed more quickly but progress would be better still if the Private Sector Housing Team were fully staffed. Due to the absence of a Architectural Technician efforts to speed things up have been largely focussed on Council Property and it has not yet been advisable to cease using County Council Architects for the Private Sector cases. Appointment is now imminent and further improvements will then be possible.

The Health and Safety Executive's drive towards joint working on Health & Safety at Work is starting to become a little heavy handed and is at risk of turning from a partnership approach into one in which they attempt to take charge of Local Authority work.

| Indicator | Description | 2004/05 Out Turn | 03/04 Comparison data | Target 2005/06 | 1st Quarter | 2nd Quarter | 3rd Quarter | Collection Cycle | Comment |
|----------------|---|------------------|-------------------------|--------------------|-------------|-------------|-------------|------------------|---|
| BVPI 84 a | No of kgs of household waste collected per head | 475 | | 493 | 133kg | 127 kg | | 6 months | Reflects national trends, seasonal variations exaggerate the likely exceedance over the target |
| BVPI 82a | % of household waste arisings which have been sent by the authority for recycling | 11.34% | UQ = 16% BQ = 9.93% | 11.5% | 11.50% | 12% | | 6 months | Recycling targets met |
| BVPI 82a (I) | Total tonnage of house hold waste arisings which have been sent by the authority for recycling | 4510 | | 4570 | 1293 | 1293 | | 6 months | Recycling targets met |
| BVPI 82b (I) | % of household waste sent by the LA for composting or treatment by anaerobic digestions | 12.95 | UQ = 6.01% BQ = .32% | 13% | 17% | 17% | | 6 months | Top quartile compared with previous years but unlikely to remain so when 04-05 figures produced |
| BVPI 82 b (II) | Total tonnage of household waste sent by the LA for composting or treatment by anaerobic digestions | 5149 | | 5167 | 1975 | 1709 | | Quarterly | |
| BVPI 84 b | % change from the previous financial year in the no of kgs of household waste collected per head of population | New Indicator | | 2.5 | annual | annual | | 6 months | |
| BVPI 86 | Cost of waste collection per household | 42.04 | MQ £37.00 | £48.64 | annual | annual | | 6 months | Higher than average costs typical of higher than average recycling rates |
| BVPI 91b | % of residents in the authorities area served by a kerbside collection of recyclables | 98% | UQ = 100% MQ = 95% | 98% | 98% | 98% | | 6 months | |
| BVPI 91a | % of residents in the authorities area served by a kerbside collection of at least two recyclables | New Indicator | | 68% | 68% | 68% | | Quarterly | |
| BVPI 199a | The proportion of relevant land and highways (%) that is assessed as having combined deposits of litter and detritus that fall below an acceptable standard | 27% | UQ = 14% BQ = 29% | 25% | 24% | no data | | Quarterly | 1st qtr on target for incremental improvement. £1 a year needed for quartile shift and effective & sustained enforcement to give a two quartile shift |
| BVPI 199b | The proportion of relevant land and highways (%) from which unacceptable levels of graffiti are visible | New Indicator | | No Target Required | 4% | no data | | Quarterly | |
| BVPI 199c | The proportion of relevant land and highways (%) from which unacceptable levels of fly posting are visible | New Indicator | | No Target Required | 0% | no data | | Quarterly | |
| BVPI 199d | The year on year reduction in the total number of incidents and increases in the total number of enforcement actions taken to deal with fly tipping | New Indicator | | No Target Required | No data | no data | | Quarterly | |

| Indicator | Description | 2004/05 Out Turn | 03/04 Comparison data | Target 2005/06 | 1st Quarter | 2nd Quarter | 3rd Quarter | Comment |
|-------------------------------------|---|---------------------|-----------------------------|-------------------|-------------|----------------|----------------|---|
| Missed bins | Missed collections per 100,000 collections of household waste | 14 | | 11 | 16 | 12 | | The target standards set reflect the very high levels of service quality aimed for by this service. The levels of performance delivered whilst some are below the targets still represent exceptionally high standards. |
| Missed bins corrected | Percentage of missed bins put right by the end of relevant period | 95% | | 97% | 96% | 99% | | |
| Other complaints corrected | Percentage of other public complaints put right by the end of relevant period | 90% | | 97% | 95% | 100% | | |
| Contract compliance Refuse | Percentage compliance with old Refuse and Recycling Contract | 97% | | 94% | 99% | 98% | | |
| Contract compliance Street Cleaning | Percentage compliance with old Street Cleaning contract | 93% | | 94% | 92% | 96% | | |
| Litter bins | Percentage litter bins emptied on the due date | 86% | | 93% | 89% | 95% | | |
| Flytipping | Average Number of days taken to remove flytipped refuse | 0.5 | | 1 | 0.50 | 0.3 | | |
| Complaints Refuse | Complaints about refuse and recycling received by the public per month | 34 | | 32 | 40 | 30 | | |
| Complaints Street Cleaning | Complaints about street cleaning received by the public per month | 0 | | 0 | 0 | 0 | | |

KEY:



On or above target
 Within 5% of target or improving
 Under target

| Indicator | Description | 2004/05 Out. Turn | 03/04 Comparison data | Target 2005/06 | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Collection Cycle | Forecast | Comment |
|-----------|--|-------------------|-----------------------|------------------------------|--------------------|-------------|-------------|-------------|------------------|----------|---|
| EP5 | Percentage high risk food premises inspected when due | 100.00% | | 100 | 77% | 78% | | | | | Staff vacancies sustained over a considerable period have finally affected inspections completed. |
| EP6 | Percentage high risk Health and safety premises inspected when due | 100.00% | | 100% | 100% | 40% | | | | | as above failure to inspect 13 premises |
| BVPI 166a | Score against check list of enforcement best practice for EH | 100% | | 100% UQ = 90% BQ = 70% | 100% | | | | | | |
| BVPI 216a | No of 'sites of potential concern' within the LA with respect to land contamination | New Indicator | | No Target | 1790 | | | | | | Very dubious definition, figures highly likely to vary with clarification and use. |
| BVPI 216b | No of sites for which sufficient detailed info is available to decide whether remediation of the land is necessary, as a % of all 'sites of potential concern' | New Indicator | | No Target | 8 | | | | | | Very dubious definition, figures highly likely to vary with clarification and use. |
| BVPI 217 | % of pollution control improvements to existing installations completed on time | New Indicator | | No Target | 100% | 100 | | | | | Local |
| BVPI 218a | % of abandoned vehicles removed within 24 hours of the point at which the LA is legally entitled to remove the vehicle | New Indicator | | No Target | 53% | 50% | | | | | Currently neglected due to licensing challenge, new staff member now appointed improvements commenced with recent cases on time |
| BVPI 218b | % of new reports of abandoned vehicles investigated within 24 hours of notification | New Indicator | | No Target | 73 (not auditable) | 69% | | | | | as above |
| EP1 | Percentage of Service Requests responded to within 5 working days | 99.50% | | 95% | 97% | 99.5 | | | | | |
| EP2 | Percentage of Pest Control Treatments responded to within 3 working days | 99.50% | | 96% | 99.50% | 99 | | | | | |
| EP3 | Achieve 100% satisfactory responses to all customer service questionnaires (satisfactory / good / excellent) | 90.00% | | 70% | 100% | 100 | | | | | |
| EP4 | Percentage of inspections undertaken for IPPC installations in accordance with risk based inspection targets | 100.00% | | 95% | 100% | 100 | | | | | |

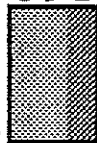
KEY:



On or above target
 Within 5% of target or improving
 Under target

| Indicator | Description | 2004/05 Out-Turn | 03/04 Comparison data | Target 2005/06 | 1st Quarter | 2nd Quarter | 3rd Quarter | Collection Cycle | Comment |
|-----------|--|------------------|-----------------------|----------------|-------------|-------------|-------------|------------------|---|
| PSH5 | Average waiting time for DFG's completed during period - Private sector (enquiry to completion) | 90 weeks | | 52 weeks | 86 weeks | 99 weeks | | Quarterly | Figures worsening as new procedures draw backlog cases to completion and they register in the figures |
| PSH6 | Average waiting time for DFG's completed during period - Public sector (enquiry to completion) | 63 weeks | | 52 weeks | 83 weeks | 76 weeks | | Quarterly | Improvement in handling is apparent but will not fully register in figures until 1st Quarter of next year |
| PSH9 | Average time waiting for SDDC private sector (referral to completion) | 60 weeks | | 42 | 75 weeks | 49 weeks | | Quarterly | Considerable progress towards the ODFM guideline of 42 weeks |
| PSH10 | Average time waiting for SDDC public sector (referral to completion) | 45 weeks | | 42 | 61 weeks | 60 weeks | | Quarterly | Improvement achieved despite no Architectural Technician in post |
| PSH12 | Average time waiting whilst on SDDC's books for approved cases (referral to approval) | 37 weeks | | 26 weeks | 27 weeks | 54 weeks | | Quarterly | A couple of long outstanding cases were processed and approved during the quarter skewing the figures which are generally improving |
| BVP164 | Number of Private Sector dwellings returned to occupation or demolished during financial year as a direct result of the LA | 4.0 | | 10.0 | 2 | 3 | | Quarterly | 10 more progressing in the pipe line |
| PSH11 | Total number of DFG referrals received in the period | 186 | | | 53 | 53 | | Quarterly | LPI'S PSH 1 to 4 are provided to better interpret the results in PSH 5 to 12. Targets are not appropriate |
| PSH2 | Total number of DFG referrals completed in the period | 76 | | | 12 | 26 | | Quarterly | |
| PSH3 | Total number of minor work referrals | no data | | | No data | 71 | | Quarterly | New indicator monitoring began June 2005. |
| PSH4 | Average waiting time for minor works completed during period | no data | | | No data | 5.5 weeks | | Quarterly | New indicator monitoring began June 2005. |
| PSH7 | Average waiting time Social services private sector (enquiry to referral) | 31 weeks | | | 30 weeks | 50 weeks | | Quarterly | Cases completed during this period were initiated 12- 18 months ago, when social services had staffing problems. |
| PSH8 | Average waiting time Social services public sector (enquiry to referral) | 18 weeks | | | 22 weeks | 16 weeks | | Quarterly | As Above. |
| PSH11 | Average time waiting from enquiry to referral for pending cases | no data | | | No data | 28 weeks | | Quarterly | NB Social Services have recently accepted a target to reduce this to 6 weeks. |
| PSH13 | % of customers rating service as good or excellent. | 94.00% | | | 100% | 88% | | Quarterly | A slight reduction in satisfaction rates shown, but still a strong majority very satisfied |

KEY:



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