



**South
Derbyshire**
District Council

South Derbyshire District Council

**'Making South
Derbyshire a better place
to live, work and visit'**

Community and Planning Service Plan 2014-2015

March 2014 Version 1

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1.0 Introduction

This Service Plan brings together our priorities in relation to the Council's Corporate Plan 2009/14 and the Sustainable Community Strategy for South Derbyshire 2009/29

Our key priority outcomes in the Corporate Plan are:

- Developing economic and employment opportunities within the District
- Sustainable Planning
- Delivering a range of housing provision and services that address community requirements
- Safer communities
- Delivering community based recreational & cultural activities that promote a 'healthier lifestyle'

Our key priority outcomes in the Sustainable Community Strategy for South Derbyshire are:

- Adequate, appropriate and affordable housing for all, in well-served communities
- A robust and diverse economy, resistant to downturns and providing a strong base for sustainable growth
- Sustainable employment and support for people to access the skills required
- High quality development that minimises impact on the environment
- Improvements in the management of Open Space and local sites to benefit their value to people and wildlife.
- An increase in the percentage of people who feel South Derbyshire is an attractive place to live
- An increased number of people taking part in cultural activities
- The integration of all minorities into the wider community
- Reduced levels of crime and fear of crime
- To reduce the fear of crime and promote that South Derbyshire is a low crime area
- Increased levels of physical activity across communities

- Reduced levels of obesity
- Improved access to services for all and particularly older communities
- An enjoyable environment for children and young people in which they are able to achieve their potential

The Community and Planning Service will:

- Positively contribute towards Council policies and procedures in the delivery of services
- Deliver continuous improvements in the performance of the Council
- Ensure compliance with relevant legislation
- Have a 'customer focus' in what we do
- Ensure a widespread understanding of the Council's core values, key aims, priorities and relevant performance measures, and encourage participation in their development
- Ensure that data quality principles are applied in order to conduct its business effectively
- Support the Council's Investor's In People programme
- Encourage a positive health and safety culture

Director of Service: Stuart Batchelor

2.0 Scene Setting

2.1 Overview of the Service

Community and Planning Services play a key role in meeting the Council's strategic objectives for ensuring '**sustainable growth and opportunity**', improving '**lifestyle choices**' and enabling people to feel '**safe and secure**'.

As a result, this service area covers a number of services that directly impact on people and their communities, which are delivered by the following teams:

Cultural Services

- **Parks, Open Space & Cemeteries:** The Division has responsibility for the management of 3 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, 6 cemeteries, 11 football pitches, 8 allotment sites and large areas of common land. There is responsibility for the development of 47 equipped play areas.

The Unit also manages major public events including the Festival of Leisure, which attracts an estimated 10,000 people over a June weekend, and the switching on of the Christmas Lights in Swadlincote Town Centre.

- **Leisure Facilities:** Responsibility for the contracts that cover the management of the Green Bank Leisure Centre, Etwall Leisure Centre and Swadlincote Market plus responsibility for 2 directly managed village halls and Swadlincote Town Hall.
- **Land Drainage:** Responsibility for the Council's statutory and discretionary land drainage functions as Land Drainage Authority and ancillary services during flooding and for investigation after flooding events.
- **Rosliston Forestry Centre** is managed in partnership with the Forestry Commission and National Forest Company. It has attracted over £3 million in external funding over the past 12 years and now attracts around 180,000 daytime and overnight visitors.
- **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.
- **Cultural Regeneration:** The Division is responsible for the Council's role in arts development and is embarking on a district wide programme of dance provision. The unit also supports Touring Theatre, Derbyshire Arts Partnership, arts performances at The Glade and the work of the People Express community arts group.
- **Environmental Education:** Based at Rosliston Forestry Centre the Environmental Education partnership between the Council, Rolls-Royce (£20,000 pa sponsors) and The National Forest Company aims to develop the knowledge, understanding and respect of the environment by young people and adults, in order to improve their quality of life and work towards a sustainable environment. In addition to hosting a plethora of school and other group visits at Rosliston the team also manage a wide variety of events, co-ordinate the District-wide Environmental Forum and Cultural Forum, lead on the local Forest School initiative and continue to deliver contracts for the Woodland Trust.

Communities

- **Community Safety:** The Crime and Disorder Act 1998 placed a duty on the Police and local authorities to work in partnership to develop and implement a strategy to reduce crime, anti-social behaviour and fear of crime. The Safer South Derbyshire Partnership includes these statutory agencies as well as the NHS, Fire and Rescue Service, Council for Voluntary Services (CVS), Probation, Connexions, Youth Offending Service and others. The Partnership's Support Team is based in the Division and is responsible for the delivery of the 2014-15 Partnership Plan, all of the priorities will be delivered in

accordance with the overarching principles as set out in the Derbyshire Strategic Threat & Risk Assessment. These are: -

- Reducing crime
 - Providing reassurance
 - Delivering value for money
 - Attacking criminality
 - Protecting the vulnerable
- The service also manages the Safer Neighbourhoods initiative, which coordinates 6 Safer Neighbourhood areas across the District and provides funding for local crime reduction projects.
 - Revenue support to the Voluntary and Community Sector: Revenue support is granted to nine organisations totalling over £220,000. The grants are managed through Service Level Agreements, which detail service and monitoring requirements. The detail of the Service Level Agreement is renewable annually, however the agreement to provide funding lasts for three years.
 - Community Partnership Scheme provides support and advice to the voluntary and community sector in relation to funding (e.g. funding sources, bid writing and funding strategy) and project development.
 - Neighbourhood Planning and Parish Plan support is provided by this Unit along with the development of volunteering across the Service.

Sport and Health Partnerships

- Sports Development: This involves developing an infrastructure through partnership working, to enable local people to become involved in sport as a vehicle for health improvement, social inclusion and community development. This is principally undertaken through the Councils membership of Derbyshire Sport and South Derbyshire Sport and partnership with the School Sport Partnership based at Granville School. The later Partnership now being managed by the Councils Sport and Health Team. The team has been very successful in developing activities for young people; this includes a football league, mobile skateboard park, climbing wall and laser equipment and Community Dance. Adult activity is also a key aspect of the service offering body mot's, a range of activities such as Nordic walking, jogging groups and 50+ activities in partnership. The team also manage and promote a coach education programme and support clubs with National Governing Bodies to generate more opportunities for the population of South Derbyshire.
- Play Development and Provision: Over 6500 participations are achieved annually, mainly through the Summer Holidays Playscheme where Parish Councils hire in a variety of themed sessions, including Extreme activities such as the Wheels Mobile, or mobile climbing wall.
- 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 a range of activities including walking, cycling, outdoor pursuits, archery and

environmental works across the District. It has received national accreditation for its work including the 2008 National Lottery Best Sports Project Award. In terms of events these include the National Forest Walking Festival, which will attract hundreds of participants to walks across South Derbyshire, the National Forest 10k Run and Healthier South Derbyshire Days. The team will also be managing and administering the Healthier Communities strategic partnership funding, and managing seven different contracts with the NHS.

- School Sport Partnership. The Unit is commissioned by the Primary and Secondary Schools in the District to deliver the school sport agenda. This includes sports competition, curriculum and extra curriculum activity, leadership and volunteering and teacher training.
- The South Derbyshire Village Game project also sits within the Sport and Health team. 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.

Planning Services

- Preparing the statutory 'Local Plan', which sets the long-term growth strategy for South Derbyshire in the context of being one of the fastest growing areas in the country. This includes identifying how essential infrastructure will be provided and funded. Major planning reforms were introduced in March 2011 through the National Planning Policy Framework and the emergence of 'localism' meant that the policy team have consulted with local communities about shaping their neighbourhoods. The policy team also work closely with adjacent authorities in the wider Derby Housing Market Area on strategic issues such as housing, transport and the Green Belt.
- Commissioning and undertaking evidence needed to demonstrate the soundness of the Local Plan policies e.g. flood risk, sewerage, renewable energy, housing, retail and employment needs, transport modelling, land availability, sustainability appraisals and environmental assessments.
- Monitoring and reporting on development trends in the District
- Securing external capital and revenue 'growth funding' to unlock development in the District and develop an Infrastructure Development Plan to capture future developer contributions to support growth
- Providing policy advice on how to deal with large and/or contentious planning applications including advising on technical aspects of environmental impact assessments and habitat regulations assessments.
- Providing specialist advice and support in relation to 713 Listed Buildings and 22 Conservation Areas and on the quality of design of major proposals to secure design excellence.

- Operating modest repairs and improvement grant scheme for individual historic buildings in the District and, through the Partnership Scheme in Conservation Areas, Swadlincote Town Centre.
- Devising and project managing special projects such as town centre public realm improvements, which has levered in considerable finance from English Heritage, Derby & Derbyshire Economic Partnership (DDEP) and developers.
- Providing heritage services such as arranging open days for historic properties and supporting the Sharpes Pottery Museum.
- The Development Management team dealt with approximately 1100 planning applications in 2012/2013 and in 2013/14. 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 Members at Planning Committee. Free informal advice is provided to developers and householders. Development Management also deals with planning appeals, of which there are around 30 received each year along with Tree Preservation Orders and also consents 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. The Building Control team dealt with 823 applications and 3783 Inspections in 2013/2014. 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, whilst the downturn in the economy has affected fee income, revenues still remain buoyant.
- This unit also holds a register of work carried out under the Competent Persons Scheme, and a further register for work controlled by Approved Inspectors. The team has recently taken over responsibility for demolitions from Environmental Health Services in order to provide a seamless service to the customer. The unit is also responsible for the enforcement of Building Regulations. These functions are time consuming and regulatory and do not attract fees.
- The Building Control section deals with dangerous structures which in partnership with East Staffordshire Borough Council is now covered by a recently introduced out of hours service which delivers a continuous dangerous structures provision for both districts.
- The Building Control unit allocates street names and numbers, which in the past have been a non-fee generating function. From 1st April 2012 charges have been introduced for the service to cover costs incurred.

South Derbyshire Partnership

- The Service has the responsibility for coordinating the South Derbyshire Partnership including the development of the new Sustainable Community Strategy. Officers are key members of the Partnerships Theme Groups which are Health and Wellbeing, Sustainable Development and Safer Communities.

Other Partnerships

- The Service officers are key members of a number of partnerships that help deliver improvements to the community of South Derbyshire, for example the Positive Activities for Young People.

A copy of the Community and Planning organisation charts can be found at Appendix A

2.2 Workforce Information

Service Summary (Position as at 31 March 2014)

As at the 31 March 2014, there were 54.38 full time equivalents (FTEs) within Community & Planning Services

During 2013/14, 3.92 FTE days sickness was lost

Workforce priorities for 2014/15:

Workforce development and support is a key work area within the Community and Planning Service, a team culture with enthusiastic, customer orientated staff is key to maintaining a quality, value for money service.

An annual training and development plan is produced following Performance and Development Reviews and team building is continually supported. Some home working opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

Succession planning is particularly important in the Planning / Building Control areas where experience and knowledge of the District is important to the continuing performance of this service.

2.3 Financial Information

Details of the Community and Planning budgets for 2014/15 are outlined below:

Revenue Budget 2014/15

Service area			£
Community Development			28,604
Cultural Services			942,138
Development & Building Control			150,255
Planning Policy			392,097
Communities			358,733
Sport & Health			168,963
Total Revenue			2,040,791

Capital Budget 2014/15

Melbourne Assembly Rooms – £250,000 project working with the Community Group to refurbish and redevelop the building. SDDC funding £125,000

Melbourne Sporting Partnership (Cockshut Lane Recreation Ground) – working with clubs from 3 sports to develop a pavilion, playing fields and play facilities costing £2,500,000. SDDC funding £1,000,000

Eureka Park – Heritage Lottery Fund refurbishment of the Park

Green Bank Leisure Centre –refurbishment and enhancement of community areas within the Centre, project cost £550,000. SDDC funds £120,000

Etwall Leisure Centre – a £400,000 project to provide refurbished tennis courts, provide dance/exercise studios and extend the fitness gym. SDDC funding £120,000

Property & Land Assets

Summary of Assets NBV by Service Committee as at 31 March 2013

Environmental and Development Services Committee

Land & Buildings	45,000
Plant / Vehicles / Equipment	643,891
Total	£688,891

Housing and Community Services Committee

Community	1,336,774
Land & Buildings	10,149,652
Total	11,486,425
Grand Total	£12,175,316

3.0 Service Performance

3.1 Key Achievements 2013/14

Corporate Plan Theme:

- Biggest ever National Forest Walking Festival staged in May with support from the National Forest Company, National Trust and many local groups and organisations.
- The Local Plan successfully advanced through consultation stages incorporating many community drop-in events. A submission document for Part 1 of the plan is envisaged for the summer of 2014.
- The Development Management unit collected over £355,330 in contributions for community infrastructure through Section 106 agreements during 2013/14 and successfully negotiated for future contributions for several millions more this year.

Corporate Plan Theme: Safe and Secure

- Funded 20 local Safer Neighbourhoods projects including; CCTV Cameras at Hilton, Lullington, Newhall, Overseal & Barrow, Property marking kits to Weston on Trent, youth activities in Etwall, and Aston, lighting at Gresley Old Hall, a community project at William Allitt School and security measures at community facilities in Netherseal and Aston .
- Set up and running Duke of Edinburgh Awards scheme in Woodville
- Held an event for International women's day, including a Breakfast Seminar with 4 inspirational speakers and a drop in event after with 18 different agencies.
- Developed a relationship with the Shout out group (disability support group), provided information to their members on hate crime and how to report it and delivered Hate Crime education sessions to Granville School Students.
- Visited all 4 secondary schools to promote healthy relationships and Domestic Violence services during national relationships week.
- 1 ASBO's obtained on prolific offenders & 7 young people successfully completed acceptable behaviour contracts.
- Set up a new Dove Valley Pub watch scheme and banned one individual from all pubs for New Year's Eve assault.
- Provided education sessions in Schools around internet safety & personal safety and promoted National Internet Safety Day.
- The ASB Officer along with the Police Youth Involvement Officer have revised the Restorative Disposal system locally to ensure all offenders have a

community payback element to their disposal. Since the changes were made in September 27 of 29 young offenders had not reoffended.

- Number plate security operations held in Etwall, Hilton and Church Gresley
- Assisted Melbourne Parish Council in launching new CCTV system
- Liberation Day - Another successful and busy Liberation Day held at the new venue of Green Bank Leisure Centre's sports hall. Over 350 over 65's were able to access the information on how to keep themselves safe and secure and enjoy the 50's themed event.
- 'Prison Me No Way' events funded and held at all 4 secondary schools, giving Year 11 students a taste of what prison life is like.
- £1000 funding secured from NHS to promote brighter biking with high visibility packs given out to young people in Overseal, Hilton, Hatton and Swadlincote.
- Funding secured from DCC to improve lighting in Eureka Park from footpath off Belmont Street. Lighting scheme installed Summer 2013
- Summer Vibe took place during the 6 week summer holidays, Activities were provided daily at 2pm in Newhall and Hilton, Over 300 young people attended the sessions.
- The Environmental Education Project achieved the Learning Outside the Classroom Quality Badge in March 2013, demonstrating the delivery of high quality and safe learning experiences – including safe use of tools and campfires with school groups.

Lifestyle Choice

- Securing significant investment into developing sports facilities at the Cockshut Lane site at Melbourne
- Starting work on a £550,000 refurbishment of Green Bank Leisure Centre
- Supporting design and feasibility into redevelopment of Leisure facilities at Chestnut Avenue
- Delivery of over £80,000 of improvements to facilities supporting children with disabilities at Rosliston Forestry Centre
- Completion of new toilet facilities at The Glade at Rosliston Forestry Centre
- Secured 2 grants from DEFRA for land drainage improvement schemes.
- Worked in partnership with County Council to upgrade Swadlincote Town Hall and use as a wedding venue.

- Started work on significant infrastructure improvements to Eureka Park further to Heritage Lottery funding.
 - New volunteers have been regularly participating at Eureka Park including residents from the P3 Hostel
 - Green Flag retained at Maurice Lea Memorial Park for the sixth consecutive year
 - Conservation volunteering projects at Swadlincote Woodlands and Coton Local Nature Reserve have delivered in excess of 280 volunteer days
 - 80 new trees have been planted in the urban Parks with funding assistance from The National Forest Company.
 - Successful bid to Sport England through a Community Sport Activation Fund Project that has secured £144,000 into this project over three years.
 - Playscheme achieved over 7,500 participations. Provisions included a Human table football, Wacky SportsMobile, PlayMobile, WheelsMobile, Laser CombatMobile and the Climbing Wall.
 - National Play Day - over 2000 people came down to take part in a wide range of activities including mini- Olympics, environmental activities, soft play, Fire service and children's centre activities to name a few
 - Support of local community activity through the Village Games Project with a range of activities supported from Chair based exercise to village youth group support
 - Healthier South Derbyshire Day engaged over 40 providers and saw several hundred people engage in the event.
 - 7 contracts have been delivered on behalf of NHS Derbyshire County. This has been £120,000, with an additional amount of over £29,000 being allocated to local Voluntary and Community sector groups to deliver a range of health and wellbeing initiatives to the local community.
 - A Pilot of Health Checks delivered on behalf of the NHS in South Derbyshire has been rolled out in the Hilton and Etwall areas of the District and have been fully booked over the initial 10 weeks. This pilot will hopefully lead onto some more commissioned work.
- Sports Awards- nominations for every category.

3.2 Key Strengths

The original Leisure and Community Service undertook the Cultural Single Improvement Tool external assessment that scored the service as 'excellent'. The areas identified as particular strengths were, partnership working, community engagement, leadership, strategy and policy.

These are also strengths within the Planning service and when combined as one service has provided a committed and flexible team with right blend of skills including essential specialist areas such as community development, event management, conservation, urban design and sustainability appraisal.

In terms of the future development of the District a local strength is the established political and technical joint working arrangements within the wider Derby HMA.

3.3 Areas for Improvement

Work is continuing on fully integrating the diverse areas of work across the Service so that developers, businesses and communities are offered one joined up offer of support. Whilst service provision through leisure facilities has improved with the award of the management contract to Active Nation there is still significant progress to be made on the provision of quality facilities and marketing of the cultural offer.

More use of e-consultation and document management systems is a further practical improvement need.

3.4 Corporate Plan 2009/14 – 2014/15 - Action Plan Monitoring

The Action Plans detail our key actions for the year, which are broken down into quarters to help us monitor and manage our performance effectively.

These actions directly contribute to our outcomes identified in the Corporate Plan. They are essential if the Council is going to achieve its ambitions. Complementing these actions is a set of performance measures. Again, the achievement of the targets set against these performance measures will tell us whether we are meeting outcomes and providing excellent services.

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

For instance, the policies we have in put place to provide reduced services due to financial constraints or the implementation of those policies that will have positive impact on the area (such as the creation of employment opportunities etc.)

Since these changes are likely to take place over a long period of time, performance may not be measurable over a quarter or a year. Therefore, the status of proxy measures may suggest likely progress, while not specifically measuring a Council outcome.

The Community and Planning key performance measures against Corporate Plan outcomes can be found at Appendix B

3.5 Operational Action Plan Monitoring

The year ahead for the Service will be a challenge around increasing income and maintaining current service levels.

The income generated by the Development and Building Control Service is crucial to the overall sustainability of the Council and providing a efficient and customer orientated service to developers, builders and businesses will result in increased planning and building regulation fees. Achieving higher fee income than 2013/14 will enable the Service to maintain its wide delivery of community based activity and thus promote the District as a place to live, work and visit.

In terms of the Services operational plans these are based around the delivery of partnership action plans in the areas of, Sport and Health, Community Safety, Environmental Education and Community Strategy. There will also be an increasing focus on the development of Neighbourhood Management and Engagement, resulting from the Localism Act.

4.0 Key National, Regional & Local Strategies

There are a number of national, regional and local strategies which influence the work of the 'service area', some of which we need to respond to and others which we are involved in developing.

National/European

- Habitats Directive 92/43/EEC – requires assessments of plans and policies which would be likely to affect habitats of European-wide importance (such as the River Mease)
- European Directive 2001/42/EC Strategic Environmental Assessment – requires assessments of plans and policies which would be likely to have significant effects on the environment
- National Planning Policy Framework – the new NPPF is still being interpreted and will be subject to development through case law in the coming months.
- Moving More Living More – The Physical Activity Olympic and Paralympic Legacy for the Nation February 2014
- Healthy Lives, Healthy People: A Call to action on obesity in England (October 2011)
- Choosing Health: Making healthy choices easier, Department for Health 2004
- A Sporting Habit for Life 2012-17 Sport England Strategy

Regional

- Derby, Derbyshire, Nottingham and Nottinghamshire Local Enterprise Partnership Proposal – an indicative strategy for the emerging local enterprise partnership which will take on some of the roles of the former East Midlands Development Agency in developing a dynamic economy.

- The National Forest Strategy – aims to create a major new wooded environment where new trees and woodlands make a significant contribution to enriching landscapes and wildlife habitats; stimulating a new woodland-related economy; providing for recreation, tourism and community involvement; and contributing to global environmental objectives such as reducing carbon dioxide in the atmosphere.
- Derbyshire Partnership Forum - Derbyshire Sustainable Community Strategy – a plan which is shared by public and voluntary organisations across the county which aims to improve social, economic and environmental standards.
- Derbyshire Sport - Derbyshire Plan for Sport 2010/15 – a shared plan to increase participation and standards in sport and physical activity.
- Derbyshire Sport-Active Derbyshire Plan 2009-13
- Derbyshire Constabulary - Policing Plan – plan for Policing in the county which influences the work of the Safer South Derbyshire Partnership.
- Derbyshire Fire & Rescue Service Area Community Strategy and Action Plan – supports the Council’s community safety work.
- Derbyshire Drug and Alcohol Team - Drug and Alcohol Strategy – supports the Council’s substance misuse work.
- Derbyshire Community Safety Agreement – a joint commitment for reducing crime and anti social behaviour.
- Derbyshire Independent Living Strategy: Preventative Home Support for Older People
- The All Derbyshire (including Derby City) Mental Health Promotion Strategy

Local

- South Derbyshire Economic Development Strategy – aims to promote greater economic wellbeing in South Derbyshire, in order that it becomes a healthier, more prosperous and safer place to live with better jobs and prospects for local people and businesses.
- South Derbyshire Partnership - Sustainable Community Strategy - a plan which is shared by public, private and voluntary organisations across the district which aims to improve social, economic and environmental standards.
- South Derbyshire Local Plan 1998 – now time expired (2001) but parts still set out local policies on matters such as the Green Belt and settlement boundaries

- Better Design for South Derbyshire' – a guide for developers advising on standards of design the Council expects through planning applications
- 'Affordable Housing in South Derbyshire – A Guide to Delivery' – a guide for developers advising on the Council's approach to affordable housing contributions
- South Derbyshire Sport -Sport and Health Strategy for South Derbyshire 2011-16– the plan for the delivery of sport and physical activity which is shared by local public and voluntary sector partners
- Safer South Derbyshire Partnership Plan
- South Derbyshire CVS Strategic Plan
- South Derbyshire and South Dales Children and Young People Plan

5.0 Partnerships

The process set out in the Council's Partnership Policy has been followed. Our significant partnerships are summarised 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

6.0 Consultation & Communication

Consultation is a key part of our work and informs many of the services we deliver for the residents. A variety of methods to obtain information and comments are used, from questionnaires and phone calls to event debrief sessions and online surveys. Results are used to justify and improve work, which includes public and business events, our growth strategies as well as healthy activities and planning related sessions.

Communication is a high priority for our service. It is vital that services are marketed and achievements communicated to local communities and partners so that all are aware of and use the many facilities, advice, sessions and events that are available. The service has strong links with partner agencies and this is evident in marketing processes which enables partners to promote themselves in service publicity and this system is reciprocated. Again, a variety of marketing tools are used, from posters and leaflets to costumed characters and affinity days, such as the recent event held at Derby County Football Club where the opportunity arose to further strengthen links with Derby City and promote and celebrate some of the many attractions that make South Derbyshire a better place to live, work and visit.

Significant media coverage is achieved across the local media for all the service areas including; Comic Relief/Local Plan/Swadlincote Woodlands/Airtime on Radio Derby/Liberation Day/National Forest Walking Festival/South Derbyshire Day

The Service is continuing to monitor all communications during the coming year. Marketing plans are being produced and updated for key areas and promotional literature is continually being reviewed and where appropriate given a 'corporate' identity.

A summary of the proposed consultation and publicity /communication campaigns planned for 2014/15 can be found at Appendix C.

7.0 Service Review / Transformation Programme

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

A commitment within the Northgate Partnership ensured that all Service areas participated in an efficiency review covering all aspects of the service they deliver. The completed reviews resulted in detailed transformation proposals aimed at improving efficiency and delivering savings that could be delivered through the Partnership.

A second tranche of theme based and cross cutting reviews are now being explored, these are:

- Customer access and channel shift
- Electronic document storage and 'paper-lite'

These reviews are being supported by additional and ongoing partnership activity in areas such as IT infrastructure improvements and analysis of current administrative support and functionality.

8.0 Managing Risks

The process set out in the Council's Risk Management Strategy has been followed. The risk registers can be found at Appendix D.

9.0 Monitoring and Review

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