

Date: 09 August 2023

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote on **Thursday, 17 August 2023 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Labour Group**

Councillor G Rhind (Chair), Councillor M Mulgrew (Vice-Chair) and Councillors A Archer, S Harrison, A Haynes, J Jackson, D Pegg, D Shepherd and A Tilley.

Conservative Group

Councillors D Corbin, M Fitzpatrick and J Lowe.

Liberal Democrats

Councillor J Davies.

AGENDA

Open to Public and Press

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To note any declarations of interest arising from any items on the Agenda
- 3** To receive any questions by members of the public pursuant to Council Procedure Rule No. 10.
- 4** To receive any questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 5** CORPORATE PLAN PERFORMANCE REPORT (2023-24 QUARTER 1 - 1 APRIL TO 30 JUNE) **3 - 42**
- 6** COMMITTEE WORK PROGRAMME **43 - 47**

Exclusion of the Public and Press:

- 7** 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.
- 8** To receive any exempt questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 9** ACTIVE COMMUNITIES AND HEALTH STAFFING 2023
- 10** PARK ROAD ACQUISITIONS
- 11** CARELINE AND INDEPENDENT LIVING SERVICES
- 12** NOVUS RATES

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 5
DATE OF MEETING:	17 AUGUST 2023	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	DR JUSTIN IVES (EXT. 5700) HEIDI McDOUGALL (EXT. 5775)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2023-2024 QUARTER 1 – (1 APRIL TO 30 JUNE))	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That the Committee approves progress against performance targets set out in the Corporate Plan 2020 - 2024.
- 1.2 That the Risk Register for the Committee's services are reviewed.

2.0 Purpose of the Report

- 2.1 To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0 Executive summary

- 3.1 The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the key priorities and the following key aims:

Our Environment

- *Enhance the attractiveness of South Derbyshire*

Our People

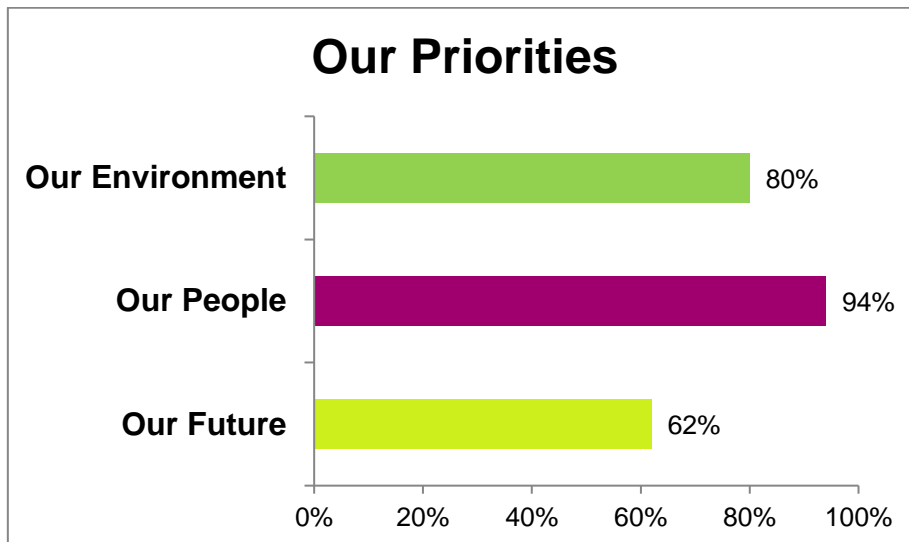
- *Engage with our communities*
- *Supporting and safeguarding the most vulnerable*



4.0 Performance Detail

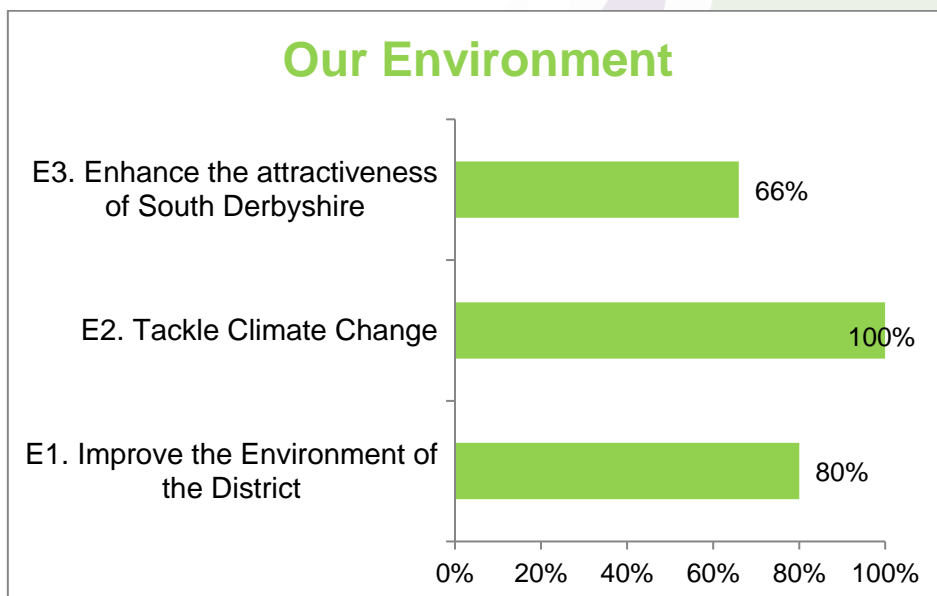
4.1 Overall Council performance against the priorities– Quarter one 2023-2024.

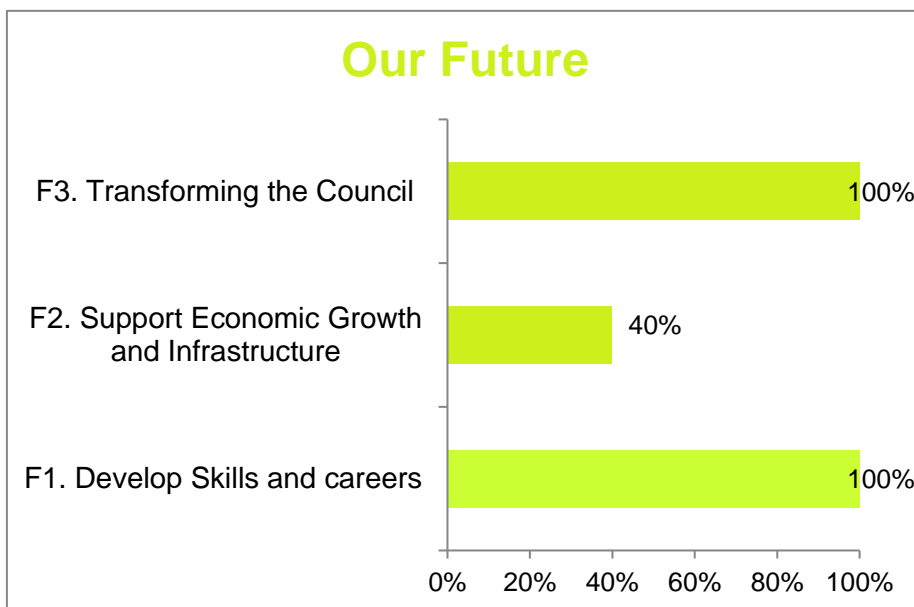
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter one 2023-2024.

The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.





4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 24 are green, two are amber, six are red and three are grey.

Overall, 83% of the key aims within the Corporate Plan are on track. As at quarter one, 80% of indicators are on track for Our Environment, 94% are on track for Our People and 62% are on track for Our Future.

4.4 This Committee is responsible for overseeing the delivery of seven Corporate measures.

Below outlines the six (86%) measures for this Committee that are on track (green, amber or grey) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks
- Number of new and existing Community Groups supported



- Number of Anti-Social Behaviour (ASB) interventions by type
- Number of households prevented from Homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years.

4.5 Below outlines the one (14%) measure for this Committee that is not on track (red) for the quarter:

- Average time taken to re-let Council homes.

For more detailed information please refer to **Appendix B**, Performance Measure Report Index.

4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed update of the quarterly outturn of each performance measure including actions to sustain or improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.

4.7 Questions regarding performance are welcomed from the Committee in relation to the Corporate performance measures that fall under its responsibility and are referenced in the detailed Performance Measure Report Index in **Appendix B**

5.0 Financial and Implications

None directly.

6.0 Corporate Implications

6.1 Employment Implications

None directly.

6.2 Legal Implications

None directly.

6.3 Corporate Plan Implications

This report updates the Committee on the progress against the key measures agreed in the Corporate Plan and demonstrates how the Council's key aims under the priorities, Our Environment, Our People and Our Future contribute to that aspiration.



6.4 Risk Impact

The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register, risk mitigation plans and any further actions for the relevant departmental risks. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in achieving its main objectives. The Risk Register details a risk matrix to summarise how each identified risk has been rated.

The following risks have been updated for quarter one in the Service Delivery Risk Register:

- SD1 – Loss of income to the Housing Revenue Account. The current risk rating and risk rating after mitigating action has increased from amber to red. Mitigating actions have been updated to confirm rent arrears have stabilised at 3.05%, the rent loss as a % of the rent debit is 3.68%, surveys for Smallthorn Place have been completed with redevelopment and refurbishment options, the contract for Careline and independent living services has been retendered for commencement in March 2024. The Council is unlikely to be in a position to bid for these contracts as either a sole or consortium provider. This will reduce the funding into the HRA from DCC by up to £300k from March 2024. Further actions updated to confirm the Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to the NHS which may attract funding to mitigate any loss. Suggested partnership approaches were included in the response to DCC as part of the soft market testing process in May 2023. These have not been accepted. Further discussions are underway with NHS although as yet no funding has been agreed. Further actions have been updated to advise action has been taken to access skilled and unskilled labour, Novus has appointed labour and or subcontractors in these areas of work , a new method for surveying is being considered with contractors, additional contractor capacity is being sought, options to bring void and other works in house are being explored in addition to a different approach to major and minor works, a single supplier for utilities will be in place by September
- SD3 – Safety Standards. Mitigating actions have been updated to confirm the new tenant satisfaction measures have been implemented in Housing Services, these measures include specific housing safety measures, current performance against each of the safety measures has been included for information, the procurement for the satisfaction survey is currently underway. The Council will be required to respond to forthcoming consultation with the Regulator of Social Housing on a new suite of “consumer standards” for housing. Further actions have been updated to advise recruitment to the Gas and Fire/Building Project Officer roles have



been filled. However, there has been no interest in the Electrical Project Officer post. The role has been re-advertised.

- SD6 - Ageing infrastructure at Rosliston. Further actions have been updated to confirm consultation work to revitalise Rosliston Forestry Centre has begun in quarter one and will conclude at the end of July, a meeting is due to take place with the National Forest Company to help shape the vision in the collaboration.
- SD12 - Ageing Infrastructure at Greenbank Leisure Centre. Mitigating actions have been updated to include work commencing to look at future leisure provision including a replacement site for Green Bank and further actions have been updated to advise a working project group has been created to look at the long-term options for the leisure centre.

7.0 Community Impact

7.1 Consultation

None required.

7.2 Equality and Diversity Impact

Not applicable in the context of the report.

7.3 Social Value Impact

Not applicable in the context of the report.

7.4 Environmental Sustainability

Not applicable in the context of the report.

8.0 Appendices

Appendix A – Performance Dashboard 2020-2024

Appendix B – Performance Measure Report

Appendix C – Service Delivery Risk Register



Priority	Key Aim	Outcome	Ref	How success will be measured	2019-2020 (baseline) Outturn	Q4 2020-2021: Apr - Mar	Q4 2021-2022: Apr - Mar	Q4 2022-2023: Apr - Mar	Q1 2023-2024: Apr - Mar	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee		
OUR ENVIRONMENT	Keeping a clean, green District for future generations	E1. Improve the environment of the District	E1.1 Reduce waste and increase composting and recycling	E1.1A	Household waste collected per head of population	Cumulative (Apr-Mar) 404 kgs Q4 (Dec-Mar) 90kgs	460kgs	416kgs	395kgs	118kgs	Sustain during Y1 and Y2. See a downward trend in Yrs. 3 and 4	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			E1.1B	% of collected waste recycled and composted	Cumulative (Apr-Mar) 45% Q4 (Jan-Mar)39%	47%	46%	43%	50%	Sustain during Y1 and Y2. See an upward trend in Y3 and Y4	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
			E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate	E1.2A	Number of fly tipping incidents	714 (total figure for 2019/20)	1003	604	590	119	Downward trend over four years	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			E1.2B	Improve the quality of the District through the Local Environmental Quality Survey	The first survey was completed in January 2020 the result was 89.67% above grade C+. Committee report being prepared. Some service PIs developed to assist overall performance.	Report in Q1 21/22	93.79% of streets meet grade B or higher	96.65% Grade B or above	96.65% Grade B or above	>95% (Grade B or above)	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
		E1.3 Enhance biodiversity across the District	E1.3A	% of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the sites pre development baseline.	Not possible to provide as outputs not held in software until April 2020. Monitoring underway and baseline data to be provided Q1 and Q2.	66.7%	66.7%	0	0	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
		E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030	E2.1A	Reduce South Derbyshire District Council carbon emissions	No update required for Q4. First update to be provided Q1 2020-21.	Achieved	Achieved	Achieved	Achieved	Reduce CO2 emissions through the achievement of actions in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			E2.2 Work with residents, businesses and partners to reduce their carbon footprint	E2.2A	% of new homes to meet water efficiency targets as set out in the Part G optional standard of 110 litres of potable water usage per person per day	Baseline figure of 50% based on 18 qualifying decisions in Q4.	100%	75.6%	86%	89.5%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit	E3.1A	Increase Swadlincote Town Centre visitor satisfaction	49% of respondents would recommend Swadlincote Town Centre - May 2019. No update required for Q4. First update to be provided Q2 2020-21	55%	60%	66%	66%	National small towns average 72%. Target to be above the National average by 2023/24	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS	
			E3.2 Improve public spaces to create an environment for people to enjoy	E3.2A	The number of Green Flag Awards for South Derbyshire parks	2	Achieved	3	3	3	Increase from two green flag park awards to four by 2024	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS	
			E3.2B	Proportion of good quality housing development schemes	92%	Out turn unavailable	Out turn unavailable	Out turn unavailable	Out turn unavailable	90% of schemes which score high	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
		OUR PEOPLE	P1. Engage with our communities	P1.1 Support and celebrate volunteering, community groups and the voluntary sector	P1.1A	Number of new and existing Community Groups supported	36	153 groups	160 groups	216	65	Year 1 -2(Proxy)- collate baseline data. Year 3-4 we will show an increase on the average over two years (>157)	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS
				P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action	P1.2A	Number of ASB interventions by type	2,893 ASB reports	Minimal	Moderate	Moderate	Moderate	Performance to be rated as 'High' or 'Moderate'	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS
			P2. Supporting and safeguarding the most vulnerable	P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	P2.1A	Number of households prevented from Homelessness	103 cases	265 cases	261 cases	182 cases	47 cases	Proxy Measure to show service activity	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS
					P2.1B	Continue to undertake interventions per year to keep families out of fuel poverty	Numbers of interventions in 2019/20 were not recorded	276	210	198	45	>160 interventions during 2023-2024 640 interventions over the four-year Plan	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS
P2.2 Promote health and wellbeing across the District	P2.2A			Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Not applicable for Q4	Ongoing delivery of plan	Delivery of Health and Wellbeing Action Plan over 2021-22	Delivery of Health and Wellbeing Action Plan over 2022-23	Action plan for 2023/24 in development to be adopted.	100% of actions identified delivered	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS		
P2.3 Improve the condition of housing stock and public buildings.	P2.3A			Deliver the Planned Maintenance Housing programme over four years	£2,717,193.80	114.10% (£2,377,625)	89.1% (£2,116,365.65)	89.29% - £1,721,162.36 against total budget for 2022-2023.	22.67% £415,879.94	100% spend against the planned maintenance budget	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS		
	P2.3B			Develop and deliver the Public Buildings programme over four years	Project Plan for 2020-21 developed	29 surveys	44 surveys	38 surveys	7 surveys	100% of surveys undertaken	Steve Baker, Head of Corporate Property	Tracy Bingham, Strategic Director, Corporate Resources	F&M		
	P2.3C			Average time taken to re-let Council homes	Q4 157 days YTD 122 days	200 days	156 days	169 days	199.91 days	Median Quartile Performance (Benchmark via Housemark)	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS		
P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.	P2.4A	Deliver the objectives identified in the Supporting Aspirations Plan	Ranked >311 in the Social Mobility Commission's Social Mobility Index	Research and data analysis	Supporting Aspirations Action Plan adopted.	Achieved	Reported annually in Q4	Deliver the objectives identified in the Supporting Aspirations Plan	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS				

P3. Deliver Excellent Services	P3.1 Ensuring consistency in the way the Council deal with service users	P3.1A	Increase the number of customers who interact digitally as a first choice	1,219 Covid-19 business grants forms, 1,282 council tax & benefits forms and 12,343 online web form submissions. 14,844 in total (annual figure).	Total: 22,242	Total: 24,405	Total: 25,856	Total: 5,864	2023-2024 - Upward Trend on 2019/20 baseline data	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	P3.2 Have in place methods of communication that enables customers to provide and receive information.	P3.2A	Reduce face-to-face contact to allow more time to support those customers who need additional support	2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490. Please note this was up to 20 March 2020, when offices closed due to Covid 19. Quarter 4 figures.	0	744 self serve and 115 face to face	8,253	2,092	Downward trend <8253	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	P3.3 Ensuring technology enables us to effectively connect with our communities.	P3.3A	Number of customer telephone calls answered by Customer Service	Total Calls 26,280 (21,350 calls handled & 4,930 automated call payments). Quarter 4 figures.	Total: 98,099	Total: 99,165	85,197	21,142	Downward Trend <85,197	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
		P3.3B	Increase digital engagement (Twitter, Instagram, Facebook)	Total FACEBOOK fans: 22,440, total TWITTER followers: 11,448, No Instagram account yet, total ALL SOCIAL MEDIA fans: 33,888. Social Media queries: 287	43,850	49,181	52,682	55,781	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	P3.4 Investing in our workforce	P3.4A	Increase the level of staff engagement	No Q4 Update. First Staff survey to take place in 20/21.	Survey postponed until 21-22	Target not achieved		167 staff attended staff briefing sessions	Collate baseline data – proxy measure	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
		P3.4B	Number of apprenticeships	4 (1.2% of head count)	5 (1.5% of head count)	6 (1.84% of head count)	9 (2.47% of workforce)	8 (2.1% of head count)	>2.3% of head count	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
		P3.4C	Average number of staff days lost due to sickness	3.58	12.93	10.28	9.64	2.11	Downward Trend	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
		P3.4D	The Council has a positive health and safety culture	No Q4 update for 19/20. First Staff survey to take place in 20/21.	Postponed until early 22/23	Postponed until early 22-23	81%	72%	Annual upward trend in Health and Safety mandatory training delivered (%) and up to date health and safety policy	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	F1. Develop skills and careers	F1.1 Attract and retain skilled jobs in the District	F1.1A	Increase the number of employee jobs in South Derbyshire	32,000	32,000 Impacted by Covid-19	31,000 Impacted by Covid-19	34,000	34,000 Reported annually in Q4	Upward Trend	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS
		F1.2 Support unemployed residents back into work	F1.2A										
F2. Support economic growth and infrastructure		F2.1 Encourage and support business development and new investment in the District	F2.1A	Annual net growth in new commercial floorspace (sqm)	2,885 sqm	4,140 sqm	1,665 sqm	28,174 sqm net growth	28,174 sqm net growth Reported annually in Q4	Net annual growth in commercial floorspace over the four year plan - 49,078 sqm net growth	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS
			F2.1B	Total Rateable Value of businesses in the District	£67,486,786	£67,341,926	£67,234,722	£67,120,292	£75,432,537	Upward trend >£75,132,472	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS
		F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets	F2.2A	Speed of decision on discharging conditions on housing applications	80%	100%	60.9%	78%	80%	90% within 8-13 weeks or as agreed with the applicant	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS
F2.2B			% of planning applications determined within the statutory period	93%	98%	90.50%	83%	70.50%	>90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
F2.3 Influence the improvement of infrastructure to meet the demands of growth.		F2.3A	Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions	No Q4 update for 19/20. New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect.	94%	100%	90%	Reported annually in Q4	90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
F3. Transforming the Council		F3.1 Provide modern ways of working that support the Council to deliver services to meet changing needs.	F3.1A	Deliver against the Transformation Action Plan	No Q4 update for 19/20. Transformation plan to report from Q1 onwards	On target	85%	On target	On target	Deliver 100% against action plan	Anthony Baxter, Head of Business Change and ICT	Tracy Bingham, Strategic Director, Corporate Resources	F&M
	F3.2 Source appropriate commercial investment opportunities for the Council	F3.2A	Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities	Preliminary discussion between Operational Services and Finance have taken place, working group and action plan not yet established					An Operational Services Commercialisation Plan will be produced which will set out the aims and objectives of the commercialisation of the service for the next three years.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	F&M	

Corporate Plan 2020-2024

Performance Measure Report

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: August 2023

Quarter 1, 2023-24



Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 17 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3 Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 11 corporate measures under the key aims:

- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F3. Transforming the Council

Housing and Community Services Committee (H&CS) are responsible for the following seven corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

Priority: Our Environment

E3.2 Improve public spaces to create an environment for people to enjoy

Measure and Reference	E3.2A The number of Green Flag Awards for South Derbyshire parks	Committee	H&CS		
Definition	To measure the outcome of Green Flag inspections on parks or other green spaces within South Derbyshire.	Why this is Important	To ensure that everybody has access to attractive, green and open spaces which are appropriately managed and meet the needs of the community they serve.		
What Good Looks Like	Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024				
History of this Indicator	At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.				
2019/20 Baseline Data	Two Green Flag Parks in 2019				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	4 Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved
2021/22	Four Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved 3 Green Flag Awards in 2021/22
2022/23	Four Green Flag Awards by 2024	Achieved	Achieved	3 Green Flag Awards achieved, and a Green Flag Community Award supported at Overseal	3 Green Flag Awards
2023/24	Four Green Flag Awards by 2024	3 Green Flag Awards			
Performance Overview - Quarterly Update			Actions to sustain or improve performance		

No change as an annual award.

Additional Green Flag submitted for 2023/24 for Cadley Park in line with the 4-year plan.

The judging has taken place results are expected in July.

Priority: Our People

P1.1 Support and celebrate volunteering, community groups and the voluntary sector

Measure and Reference	P1.1A Number of new and existing Community Groups supported	Committee	H&CS		
Definition	The number of Community Groups (including Parish Councils) that are supported by the Services within the District Council.	Why this is Important	The Service offers support to Community Groups; however, this is not always recorded to gauge the level of impact on the Community		
What Good Looks Like	First year will be benchmarking and then see an increase in the numbers of groups supported.				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	None				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	28	66	113	153
2021/22	Proxy	24	65	112	160
2022/23	Upward Trend on two-year average (>157)	33	87	151	216
2023/24	Upward trend on the average over two years >157	65			
Performance Overview - Quarterly Update		Actions to sustain or improve performance			
Eggington Speed Watch 107th Derby Scouts, Aston on Trent 1st Gresley Scout Group Air Cadet Building Eureka Park AMTG Musical Theatre Group Arts Melbourne Aston & Weston Bowls Club Barrow on Trent Village Hall Burnaston Parish Council Church Broughton Community Hub Circularity Community Hub, Woodville Citizens Advice Mid Mercia Cllr Peter Smith re: Scropton PC Eggington Parish Council Elvaston Art Club		The launch of the Community Grant scheme has seen a large number of groups make contact with the Community Partnership Officer. We will continue to proactively promote these grants and support groups who have not received funding previously.			

<p>Elvaston CC Elvaston Parish Council Etwall Cricket Club Family Support Derbyshire Findern Footpaths Group Findern Parish Council Foston & Scropton Parish Council Gresley Rovers Football Club Groundwork Hatton Parish Council Hilton Scouts Hilton Village Hall Local South Derbyshire Dance Team LunarMinds Melbourne Assembly Rooms Melbourne Dynamo Football Club Melbourne Parish Council Melbourne Sporting Partnership Melbourne Swifts Table Tennis Club National Trust Netherseal Village Hall New South Derbyshire Ladies Group Newhall Park Bowls Club Newhall Social Club Newhall United Football Club Old Post Community Centre , Newhall Overseal Parish Council / Overseal Speedwatch People Express Piggyback Studios Radbourne Village Fete Repton Parish Council Repton Ukrainian Refugee Community Support Group Repton Village Hall Rosliston Astronomy Group Rosliston Forestry Centre Community Group Royal British Legion Club, Melbourne Rural Action Derbyshire Shardlow Inland Port Festival Group Shardlow Village Hall Sharpes Pottery & Heritage Arts Trust Sinfin & Stenson Fields Asian Over 60s Club South Derbyshire CVS South Derbyshire CVS St Matthews Community Centre, Overseal The Old Forge Children's Day Nursery UMi Business Support Wellies Project Woodville PC Woodville Scout Hut</p>	
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Priority: Our People

P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action

Measure and Reference	P1.2A Number of ASB interventions by type	Committee	H&CS		
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions	Why this is Important	This is intended to show the service activity around interventions and the result of the interventions.		
What Good Looks Like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology.				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	In 2019/20 there were 2,893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology.				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	'Moderate' or 'High'	Minimal	Minimal	Minimal	Minimal
2021/22	'Moderate' or 'High'	Moderate	Moderate	Moderate	Moderate
2022/23	'Moderate' or 'High'	Moderate	Moderate	Moderate	Moderate
2023/24	'Moderate' or 'High'	Moderate			
Performance Overview - Quarterly Update		Actions to sustain or improve performance.			
Anti-social behaviour reports to the Police and Council reduced by 12% in Q1 of 2023/24 compared to Q1 of the base year of 2019/20.		A new Community Safety Enforcement Officer has been appointed on a 2-year contract to continue to combat anti-social behaviour in Swadlincote town centre using funding from the successful Shared Prosperity Fund bid. The first 3 months of the project has been about visiting businesses in the town centre to reconnect with them, build trust and encourage them to report ASB and			

	<p>criminal activity in order to improve intelligence and acquire evidence against offenders.</p> <p>A proposed new Public Spaces Protection Order for Swadlincote was out for consultation.</p>
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Priority: Our People

P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.

Measure and Reference	P2.1A Number of households prevented from Homelessness	Committee	H&CS		
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved.	Why this is Important	To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring.		
What Good Looks Like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.				
History of this Indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.				
2019/20 Baseline Data	During Q4 a total of 103 cases were either prevented or relieved.				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	64 cases total	127 cases	203 cases	265 cases
2021/22	Proxy	85 cases	164 cases	233 cases	261 cases
2022/23	Proxy	52 cases	79 cases	137 cases	182 cases
2023/24	Proxy Measure to show service activity	47 cases			
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
<p>In quarter one the Household Support Fund Phase 4 was rolled out with an additional £30k in homelessness prevention funds and £20k to support with furnishing new homes.</p> <p>Extra staff resource was allocated within the Housing Solutions team by way of a temporary Accommodation Officer.</p> <p>£15k has been approved at Finance & Management Committee in April 2023 for New Horizons flexible</p>			<ul style="list-style-type: none"> • Household Support Fund 4 to be utilised to assist with prevention/relief cases. • New Horizons flexible funding fund to be utilised. • Extra staff resources from TA officer and agency staff currently assisting with the Jigsaw applications. 		

funding fund, to be used for survivors of domestic abuse.

Of the 68 homeless cases that were closed during quarter one, 65% of these cases (44) were closed with the positive outcome of the client being housed.

Please see the below table for a breakdown of which categories clients were housed in.

1. Accepted a Council Stock Part VI Offer	14
10. Other	10
2. Accepted a Registered Provider VI Offer	19
4. Accepted an offer of an Assured Shorthold Tenancy in South Derbyshire	3
5. Accepted an offer of supported Housing.	5
6. Secured Private Sector Accommodation	3
7. Go from a Prevention case to a Relief Case.	3
9. Contact lost	5
APPROACH CASE	6
Total Cases Closed	68

Total Cases Housed Apr - June	44
Total Cases Not Housed Apr - June	18

%age of cases housed	64.71%
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Total Prevented Cases Closed	32
Total Relief Cases Closed	27
Total Main Duty Cases Closed	1
%age prevention Cases	47.06%
%relief (incl main duty) Cases	41.18%

The ratio of prevention to relief cases is as follows: Q1 – 47.06% prevented cases v 41.18% relieved cases. This supports the overall target to prevent households from becoming homeless as opposed to relief work which focuses on supporting households in secure accommodation after they have become homeless.

- Use of the housing apprentice that is assisting the Housing Solutions Team

Priority: Our People

P2.2 Promote health and wellbeing across the District

Measure and Reference	P2.2A Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Committee	H&CS		
Definition	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council.	Why this is Important	To support the overall health and wellbeing of South Derbyshire residents.		
What Good Looks Like	<p>Achieve project milestones: The current key themes are:</p> <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence. for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. 				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% of actions delivered	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan
2021/22	100% of actions delivered	Draft action plan to be ratified	Action Plan adopted at SDP Co ordinating Group and Board Meeting	100% of actions delivered	Delivery of Health and Wellbeing Action Plan over 2021-22
2022/23	100% of actions delivered	Action plan developed and adopted	Achieved	Ongoing delivery of the action plan by partners	Delivery of Health and Wellbeing Action Plan over 2022-23

2023/24	100% of actions identified delivered	Action plan for 2023/24 in development to be adopted.	
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Performance Overview - Quarterly Update	Actions to sustain or improve performance
<p>The Health & Wellbeing group have agreed the new 5 key priorities for 2023/24.</p> <p>1-Health inequalities between different communities are reduced.</p> <p>2-People are supported to move more and become more active in everyday life.</p> <p>3-People are supported to age well, including those living with dementia and other long-term conditions, and their carers.</p> <p>4-Improving emotional health and mental wellbeing.</p> <p>5-Building community responses and resilience to meet life's challenges.</p>	<p>The Health Partnership Manager will oversee the development and adoption of the action plan. As well assessing the demand, need and processes involved within the delivery of these objectives.</p>

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3A Deliver the Planned Maintenance Housing programme over four years	Committee	H&CS		
Definition	Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard	Why this is Important	To ensure that Council properties are being maintained through a programme of planned and contracted works		
What Good Looks Like	Deliver 100% of the planned maintenance project over four years. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.				
History of this Indicator	No historical monitoring of this indicator; The plan will change annually subject to stock condition surveys and any other property fitness assessment.				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% against the annual plan for 2020-21	35% (£ 594,406)	88.95% (£ 1,188,813)	95.6% (£ 1,783,219)	114.10% (£ 2,377,625)
2021/22	100% against the annual plan 2020-21	111.5% (£662,477.87)	105.6% (£1,255,878.14)	77.5% (£1,841,719.16)	89.1% (£2,116,365.65)
2022/23	100% against the annual budget 2022-23	18.38% (£1,927,550)	34.25% (£660,135.65)	50.54% (£974,241)	89.29% (£1,721,162)
2023/24	100% spend against the planned maintenance budget	22.67% £415,879.94			
Performance Overview - Quarterly Update		Actions to sustain or improve performance			
Quarter one: 22.67% - £415,879.94 of £1,834,800 was spent.		Overall, the outcome is on target. The budgets and profile spend to be reviewed in July and adjusted.			

The asset team based the profile spend for the year on current data. The Contracts and Finance Officer and Asset and Improvement Manager are monitoring the spend monthly.

This is shared with the team in the monthly team meeting. The profile spend will need adjusting following the first quarter.

We are awaiting confirmation from the Councils Finance team on the underspend from the last financial year which is to be carried into this year.

Overall, we are on track for quarter one, but some areas are behind. Please see breakdown of budget spend;

Kitchen (inc Voids) – Budget £166,350, Spend £33,228.

Overspend on voids and planned against profile. We have allowed for 19 Void Kitchens based on 2022-2023 figures and completed 7. Planned programme is due to commence October/November 2023.

Bathroom (inc Voids and shower replacements) - Budget £109,000, Spend £21,756.

No current void bathrooms replaced, higher spend on electric shower replacements. We have allowed for 10 Void Bathrooms based on previous figure.

Roofing – Budget £180,000 Spend £145,940
On track and works to be completed by the end of August 2023. Additional properties added and profile spend to be adjusted.

Rewires (inc Voids) – Budget £402,600, Spend £28,385.

Void rewires on track. Planned rewires are currently behind due to staff changes within the rewire contractor. We have met with the Director and have reassurances works will commence again in Q2. Profile spends to be adjusted and contractor to catch up over Q2, Q3, and Q4.

Electric fire/heating – Budget £20,000, Spend £0.

Installation of electric fires ceased due to high running cost and short lifespan. Looking at alternative heating for electric properties, spend to be made Q3, Q4.

Regular monthly meetings to continue with Finance and all staff.

Active Fire Protection – Budget £30,000, Spend £0.

Full review of fire alarms and emergency lighting components currently in progress. Some orders placed and awaiting quotes.

Passive Fire Protection – Budget £40,000, Spend £0.

New contractor procured from 25 May 2023 and now set up. Works issued to contractor and further works to be issued.

Door renewal – Budget £20,000, Spend £10,646.

Budget based on last year's spend. Overspend so far against profile spend. To be monitored closely. Note: these are reactive and front door replacements carried out through repairs.

Heating Installations – Budget £416,000, Spend £118,094.

Small overspend on heating installations against profile spend. No concerns.

Window renewal – Budget £52,8500, Spend £0.

No programme issues. To be reviewed during Q2.

Communal Doors – Budget £100,000, Spend £0.

Orders placed for intercom upgrades with contractor and scheduled for Q2.

Car Park – Budget £50,000 Spend £0.

No spend to date and no orders placed. In discussions over a couple of schemes. We have an estimate for three options at Hawthorn Avenue, Netherseal which range from £84,000 to £97,000 plus fees, consultation etc. This is for owner-occupier and council occupied properties.

Smoke Alarm renewal (inc Voids) – Budget £150,000, Spend £63,949.

Changes to Smoke/CO Alarm Regulations came into force on 1st October 2022. We are now installing CO2 detectors to all properties that have a gas boiler. This resulted in a higher spend to date. Profile spends to be adjusted and further funds added from another workstream.

Stock condition – Estimates for the cost of procuring a Stock Condition survey of 33% of the housing stock over three years are being

obtained. Funding for this may require additional budget approval.	
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Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3C Average time taken to re-let Council homes	Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.	Why this is Important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What Good Looks Like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group.		
History of this Indicator	This is a new indicator and will report against the average time to re-let all Council homes.		
2019/20 Baseline Data	During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Median Quartile Performance (Benchmark via Housemark)	206 days	209 days	192 days	200 days
2021/22	Median Quartile Performance (Benchmark via Housemark)	190 days	174 days	160 days	156 days
2022/23	Median Quartile Performance (Benchmark via Housemark)	183 days	183 days	189 days	169.52 days
2023/24	Median Quartile Performance (Benchmark via Housemark)	199.91 days			

Performance Overview - Quarterly Update	Actions to sustain or improve performance
During Quarter 1 progress has been made in re letting properties that were part of the "backlog" of properties reported to Overview and Scrutiny Committee in January. Works to 41 of	The Head of Housing and Repairs Manager meet each week with Senior NOVUS staff to review each vacant property. The same approach will be adopted with

<p>these properties were completed and the properties relet.</p> <p>This was completed at an average of 240 days which, whilst has cleared the backlog it does have a negative impact on the overall relet figure.</p> <p>In Quarter 1 a further 17 properties were let at an average of 90 days.</p> <p>The average time to re let properties is gradually decreasing, the average re let time in April was 214 days, May 185 days and June 172 days. Between April and June the average number of days to relet properties has reduced by 42 days.</p> <p>NOVUS, the main contractor's performance has improved during this financial year, 80% of properties issued to NOVUS and returned during this financial year have been completed on an average of 21 days per property which is within target.</p> <p>During June NOVUS did report labour issues which have affected properties requiring floor works, decoration, cleaning and property clearance.</p> <p>The previously reported issues around utility meters have improved, although 13 properties are waiting for isolators and or meters to be fitted by Western Power, with lead times of 6 to 10 weeks.</p> <p>Other information: The additional contractor has completed work on a trial batch of 9 properties which are being evaluated.</p>	<p>Mathew and Tannert.</p> <p>Novus are securing new sub-contractors to carry out cleaning and clearance works. They are hoping to start them in July.</p> <p>The Councils Improvements team are currently recruiting a temporary Project Officer to supervise Asbestos, Aids and Adaptions and EPCs works. This role will be managing the contact timescales to ensure surveys are received in line with the contract. This post is to cover long term sickness within the department and will help reduce the time at the start of the void process.</p> <p>Previously reported issues with the quality and accuracy of surveys and specifications have improved and where possible, works are completed geographically to be more efficient for both the Council and Contractors.</p> <p>The Housing team is considering a proposal from NOVUS to minimise the delays at the start of the void process in partnership with Novus.</p>
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Quarter 1, 2023-2024 Service Delivery Risk Register

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
SD1	Loss of income to the Housing Revenue Account (HRA)	Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) Right to buy properties (rent loss)	Loss of income into the (HRA)	Financial	4	3	12	<ul style="list-style-type: none"> A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented. New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies. Daily monitoring of UC, and income management. The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review. Programme in place to reduce the void rent loss. Council House Development Group is in place. Rent Arrears have stabilised at 3.05%. The void rent loss as a % of the rent debit is 3.68% Void Property work plan presented to Overview and Scrutiny Committee 4/1/23 with a further update presented to Housing and Community Services Committee on 25th April 2023 An additional contractor has been employed to increase capacity. Survey of small HRA development sites completed with options for redevelopment. Surveys of Smallthorn Place have been completed which include redevelopment and refurbishment options. Derbyshire County Council have now commenced the tender process for Careline and independent living services contracts which are currently delivered by the Council. A reduced service has been retendered for commencement in March 2024. The Council will unlikely to be in a position to bid for these contracts as either a sole or consortium provider. This will reduce the funding into the HRA from DCC by up to £300k from March 2024. 	4	3	12	<ul style="list-style-type: none"> Increased focus on collection of rent and other housing debt. Monitoring and review of arrears, evictions and rent loss due to voids. Council House development group to develop a pipeline of development schemes. Government Rent Increase Cap confirmed at 7%. Council members have agreed a rent increase limited to 3% The Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to the NHS which may attract funding to mitigate any loss. Suggested partnership approaches were included in the response to DCC as part of the soft market testing process in May 2023. These have not been accepted. Further discussions are underway with NHS although as yet no funding has been agreed. An alternative service will be presented to Councillors later in 2023. 	Surveys for Smallthorn Place have been completed. The contract for Careline and independent living services has been retendered. Rent arrears are at 3.05% and the void rent loss as a % of the rent debit is 3.68%. Further actions updated to advised action taken to access skilled and unskilled labour, additional contractor capacity is being sought, a new method for the management of surveys is being considered, options to	Head of Housing Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
											<ul style="list-style-type: none"> Skilled and unskilled labour issues have affected progress towards targets in Q1. In particular this has affected: <ul style="list-style-type: none"> Plastering Floor laying Cleaning Clearance of properties <p>Novus have appointed new labour and or subcontractors in these areas of work.</p> <ul style="list-style-type: none"> Further additional contractor capacity is being sought through procurement frameworks. A new method for the management of surveys is being considered with contractors. Options for the Construction Design Management (CDM) of the inhouse team are being pursued to allow void and other works to be done "in house". A single supplier of Utilities services will be in place from September to reduce time taken to resolve meter debt and installation issues. 	bring void and other works in house are being explored in addition to a different approach to major and minor works are being explored, a single supplier for utilities will be in place by September.		

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
											<ul style="list-style-type: none"> Area based surveys and work plans are in place. A different approach to major and minor works is being devised. 			
SD3	Safety standards	Failure to comply with basic safety standards in flats/blocks with communal areas.	Risk to property and life	Compliance	2	4	8	<p>Housing Safety policies are now in place for:</p> <ul style="list-style-type: none"> Fire Lift Electrical Gas Asbestos Legionella A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area. Contracts are in place to deliver property improvements for all aspects of property safety. Recruited an Asset and Compliance post. Agency staff in place to cover Heating, Electrical, Fire safety Project Officer Roles. Posts have been regraded through the JEQ process to assist in permanent recruitment. Fire safety checks in sheltered and communal schemes being completed by Careline Support Coordinators. Successful recruitment to Gas and Building Project Officer roles. New Tenant Satisfaction Measures include specific property safety indicators. The Council will be required to respond to forthcoming consultation with the Regulator of 	2	4	8	<ul style="list-style-type: none"> Monitoring and carrying out safety checks as per the Housing Safety Policies. Reconfiguring software (lifespan) to manage this. Gas and Fire/Building Project Officer Roles have been filled, No interest in the Electrical Project Officer post. The role has been readvertised. 	<p>Mitigating actions updated to advise new performance indicator measures for property safety have been implemented in 2023-24. Tenant satisfaction with the Safety of homes is included within the new regulatory Tenant Satisfaction Survey, which is in the process of being procured, current performance</p>	Head of Housing Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
								<p>Social Housing on a new suite of “consumer standards” for housing. Current Performance against these indicators is:</p> <p>Fire – 100% - 82/82 Fire Risk Assessments to communal block and community rooms complete.</p> <p>Legionella – Risk Assessment to 74 high risk properties complete and remedial actions completed.</p> <p>Electric – 93.04% (2744/2949) have an up-to-date EICR, orders for remaining properties placed and in progress with contractor.</p> <p>Gas – 99.96% (2781/2782) properties have valid gas certificate. One property out of time currently with legal seeking an injunction to gain entry.</p> <p>Asbestos – 100% (76/76), annual asbestos management surveys carried out to communal blocks and community rooms where required.</p> <p>Lifts – 100% 3/3, Lifts at Unity Close, Pear Tree Court, and Coniston Court with service completed. (106 passenger stair lifts at domestic properties all on service programme and within time).</p>					for these new safety measures is included, Gas, Fire and Building Officer roles recruited, Electrical Project Officer post to be re-advertised.	

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
SD5	Reduction in funding for Cultural and Community Services	Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.	There is likely to be additional funding needed to replace income lost through Covid-19.	Financial	3	3	9	<ul style="list-style-type: none"> Forward budget planning over several years, to cover the medium-term- up to and including 2023/24. Approvals received for reserve spend to secure staffing initially for Active Communities. The Council receives an annual Community Safety funding allocation from the Police and Crime Commissioner (PCC) of £25,000. In December 2021, the new PCC confirmed that this level of funding will continue for a further three years. The Council receives an annual Basic Command Unit funding allocation of £35,000 from the Chief Superintendent. This annual allocation, currently with no long-term commitment. A new three-year sponsorship of the Environmental Education Project with Rolls Royce has been confirmed. Government Funding via the National leisure Recovery Fund (NLRF) for the Leisure Centres has been received. No more post covid support for leisure – working with Max associates to look at soft market testing for potential future delivery and/or negotiate potential contract extension. Active Derbyshire Partnership may help to open up other funding potentials related to Physical Activity. 	3	3	9	<ul style="list-style-type: none"> Maintain current funding contribution that the Council makes towards the Active Communities service. Continue to seek and secure relevant external funding opportunities to continued support service delivery. Monthly assessment of income and expenditure. Review reserves and potentially use to fund projects if needed. 	No change in Q1	Head of Cultural and Community Services
SD6	Ageing infrastructure at Rosliston Forestry Centre	Need to upgrade infrastructure at Rosliston Forestry Centre	Unable to deliver services at Rosliston.	Strategic	2	3	6	<ul style="list-style-type: none"> Condition survey updated as part of future procurement exercise for new contractor, informed by a wider strategic review. Focus on implementing infrastructure requirements identified in external consultant's report. Capital Programme bid successful with most projects supported. Engage tenants and keep Senior Leadership Team informed. Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public. Vision for site to be reviewed considering the pandemic, informed by the wider climate emergency debate. New lease is now signed for 30 years with Forestry England. Consultation work to begin over the next 12 months to develop a new vision for RFC and allocate funding for redevelopment. 	2	3	6	<ul style="list-style-type: none"> Work commenced on the delivery of capital projects. Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM). Regular meetings held at operational and strategic levels with Forestry England. Link with National Forest on future vision works. 	<p>New 30-year lease signed.</p> <p>Consultation work begins to revitalise RFC, consultation process started in Q1, closes end of July.</p> <p>Meeting with National Forest Company to help shape</p>	Head of Cultural and Community Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
												vision in collaboration.		
SD7	Failure to meet housing delivery targets set out in the five-year supply	Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic.	A loss of control of new developments and reduced likelihood of achieving the necessary section 106 contributions and the potential for developments to be approved in unsustainable locations	Strategic	4	3	12	<ul style="list-style-type: none"> Local Plan is in place which sets out the five-year supply. In August E&DS Committee approved that the local plan should have a review undertaken which will identify sufficient sites to provide an up-to-date five-year housing land supply. Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development. Current five-year housing land supply rate at 6.29 years- most sites started are building at a rate above that originally anticipated such that 919 were completed in 2021/22. Despite a small reduction on the previous year the council has maintained its five-year housing land supply and a strong bounce back from COVID is already occurring. A consultation has been completed on the Issues and Options for the Local Plan Review with several sites put forward to enable a five-year housing land supply to be maintained, Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects. The Housing Position Paper reported to January 26 EDS Committee confirmed a 5-year housing land supply to 6.29 years. 	2	3	6	<ul style="list-style-type: none"> Develop action plan(s) where necessary. Monitoring/review of performance ongoing. 	No change for Q1.	Head of Planning and Strategic Housing
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park	MSP negatively affected by Covid-19 with no income generation for several months. Some external	Financial	2	3	6	<ul style="list-style-type: none"> Scheme to deliver additional car parking on site completed. Drainage scheme on MSP site and adjacent landowners complete. Improved rugby pitches playability should increase income generation from bar and catering. 	2	3	6	<ul style="list-style-type: none"> Regular Artificial Grass Pitch (AGP) Steering Group meetings. Matter under regular review at MSP Board meetings. 	No change in Q1	Head of Cultural and Community Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
		(MSP). Ongoing discussions with external funders.	grants success to support this impact but not all.					<ul style="list-style-type: none"> Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability. Development sub-committee to be re-established to look at future works/developments at the site. Council representative on the Sub-Committee. 				<ul style="list-style-type: none"> Key funder in attendance at AGP steering group meetings. MSP Board meeting business plan income targets, however close monitoring is required. 		
SD11	Tree Management	Failure to manage the Council's tree stock in line with adopted Tree Management policy.	Breach of tree policy and/or accident/incident involving trees.	Strategic	4	3	12	<ul style="list-style-type: none"> Review of approved Tree Management Policy completed. Zurich Municipal has provided support to assess the Council's risk on its Tree Policy and Strategy. A new tree policy and management plan has been agreed by committee on 17 March 2022. Unable to recruit an assistant tree officer so have gained approval to revise the structure of the Parks and Green Spaces to facilitate the flexible retirement of the current post holder and the creation of an additional tree officer (at a more senior level) to enable the sharing of knowledge and experience. 	3	3	9	<ul style="list-style-type: none"> The new Policy requires implementing and backlog of work procured and prioritised. A budget has been agreed. External support for tree inspections is being procured. Assistant tree officer appointed and is being mentored by Tree Officer Temporary support from agency to help with volume of tree work related to planning. Due to volume of workload reviewing staffing structure to ensure resourced adequately going forward. 	No change in Q1	Head of Cultural and Community Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
SD12	Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.	Unable to deliver services at Greenbank Leisure Centre	Strategic	3	3	9	<ul style="list-style-type: none"> Building condition survey is being updated and a planned preventative maintenance (PPM) programme put in place by Head of Corporate Property. Complete the necessary works identified in external consultant's report, informed by a wider strategic review (SOPM). Improvements made to pool pipework and roof. Ensure that there is sufficient capital funding to complete the necessary works and revenue funding for on-going PPM. Facility Planning Model (FPM) being undertaken to assess strategic need of leisure stock through to 2038. The FPM work above is now complete and will inform the Local Plan. Further work is being undertaken on the SOPM. Beginning work to look at future leisure provision including a replacement site for Green Bank. 	3	3	9	<ul style="list-style-type: none"> Review of the operational management and deliverability of PPM Options presented by FPM to be assessed and presented to Members in the future. Also Built Facility Strategy to be commissioned to support FPM. Working project group looking at long term options for leisure provision. 	<p>Mitigating actions updated to include the future leisure provision.</p> <p>Created a project working group to look at long term options for leisure centre.</p>	Head of Cultural and Community Services
SD15	Leisure Centres	Due to the National Lockdowns and control of coronavirus measures.	The Council's Leisure Contractor can no longer sustain its business	Strategic Financial	2	3	6	<ul style="list-style-type: none"> Application to Government for National Leisure Recovery Fund (NLRF) successful and distribution being arranged. Increase risk to leisure providers viability nationally due to rising utility costs. Pre-planning within the budget setting process and close working relationship with leisure contractor. Monthly contract meetings are taking place to track contractor financial and operational performance. 	2	3	6	<ul style="list-style-type: none"> Monthly assessment of Leisure Contractor finances and assessment of Council support through monthly contract meetings. Contingency plans are also being developed should the contractor not be able to deliver the contract at short notice. Final settlement of financial negotiations during Covid closure is complete. End of year accounts have been received from contractor. It is clear that the trading conditions have been challenging but participation is now increasing. However numbers are below pre pandemic levels. 	No change in Q1	Head of Cultural and Community Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER	
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING				
SD16	Voluntary and Community Sector	A reduction in resources for partners who deliver services for or on behalf of the Council.	Evidence that this is occurring with CVS and Citizens Advice having core funding reduced in recent years	Strategic Financial	2	3	6	<ul style="list-style-type: none"> It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk. The Council's current grant funding has been increased in 2022/23. The Council employs a dedicated Community Partnership Officer to support the voluntary sector and local organisations. Capacity in the sector is starting to recover in light of Covid-19 and the Council is working to support the relevant organisations. 	2	3	6	<ul style="list-style-type: none"> The Council continues to work with the Voluntary and Community sector to ensure its funding delivers the Council's Corporate Plan objectives. 	No change in Q1	Head of Community and Cultural Services	
SD17	Sustainable Urban Drainage features (Suds)	Failure to manage the Suds in line with national guidance.	Serious accident at a Suds feature, and / or failure of feature to prevent flooding	Operational Strategic Financial	3	4	12	<ul style="list-style-type: none"> A recent report by Alliance Consulting has highlighted risks associated with SUDs features that the Council has adopted / is due to adopt. There are potentially nine sites. The Council has a capital budget to implement the findings of the Alliance report on Council-owned sites. The Council no longer adopts SUDs as part of new developments. These are transferred to Severn Trent Water subject to them meeting appropriate standards. 	2	3	6	<ul style="list-style-type: none"> The Council has reviewed the independent SUDs report and is undertaking all reasonable and practicable actions to mitigate any risks. 	No change in Q1	Head of Community and Cultural Services	
SD18	Fluctuations in recyclate prices	Failure to monitor and report fluctuations in recyclate prices	An escalation in the cost of delivering the recycling service.	Operational Financial	2	3	6	<ul style="list-style-type: none"> At the time of awarding new recycling contracts in July 2021, an assessment of material prices over the last 30 months was undertaken. This showed that prices fluctuate from month to month. In assessing the bids, using the lowest material prices from the last 30 months was considered the most prudent way to budget for the service through the Medium-Term Financial Plan (MTFP), with a reserve established to bank any income over that budgeted to cover any periods where income falls below that budgeted. 	2	3	6	<ul style="list-style-type: none"> Continue to report quarterly on recyclate income 	No change in Q1.	Head of Operational Services	

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
								<ul style="list-style-type: none"> A quarterly update within the Revenue Monitoring Report is presented by the Head of Finance to Finance and Management Committee to allow Members to keep this under review. This position should be fully reviewed following the initial two-year period. 						
SD19	Animal welfare costs	Significant increase in dog ownership, illegal dog breeding, stray dogs and poor animal welfare	Substantial costs from animals taken into possession which have been found to be suffering. At the peak in Sept 2022 the Council had possession of approx. 190 animals.	Financial, Compliance, Partnership	4	3	12	<ul style="list-style-type: none"> Powers under s20 of the Animal Welfare Act. Mutual support agreement with RSPCA. Dog fostering scheme agreed with a dog fostering charity. No win no fee agreement with a third-party Financial Investigator to enable the Council to pursue Proceeds of Crime Act action against offenders to recover costs. Additional budget has been proposed for the 2023/24 financial year in the draft budget. 	2	3	6	<ul style="list-style-type: none"> Ongoing monitoring required of the CEH00 R4400 budget to review the effects of the existing mitigations. Prosecution files being prepared in relation to animal welfare and illegal breeding offences. Draft animal in distress policy currently out for consultation. 	Continued reduction in number of animals in Council possession. Currently 16 fostered and 4 in kennels	Head of Environmental Services
SD20	Green Homes Grant Project	Failure to deliver the volume of Green Homes Grants agreed with the project sponsors	Repayment of grant allocation to the project sponsors Loss of reputation	Strategic, Financial, Operational, Partnership	4	2	8	<ul style="list-style-type: none"> An existing project management framework is in place in accordance with the agreed Memorandum of Understanding with the project sponsors (BEIS and Midland Net Zero Hub) New contractors have been procured to increase the contractor capacity to deliver the target number of Green Homes Grants. 	2	2	4	<ul style="list-style-type: none"> Review volume and quality of delivery of newly appointed contractors. Communicate with stakeholders. 	No change in Q1	Head of Environmental Services

Risk Matrix Template

The table below outlines how the impact and likelihood of the risk is scored using the threshold and description as guidance.

1.1

Impact	Very High (4)	4	8	12	16	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td style="background-color: #FF0000; color: white; text-align: center;">12-16</td></tr> <tr><td style="background-color: #FFD700; text-align: center;">6-9</td></tr> <tr><td style="background-color: #008000; color: white; text-align: center;">1 - 4</td></tr> </table>	12-16	6-9	1 - 4
	12-16								
	6-9								
	1 - 4								
High (3)	3	6	9	12					
Medium (2)	2	4	6	8					
Low (1)	1	2	3	4					
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)				
		Likelihood							

Impact	Thresholds and Description
1 – Low	Limited impact on service objectives if any, section objectives unlikely to be met, financial loss less than £10,000, no media attention
2 – Medium	Slight delay in achievement of service objectives, minor injuries, financial loss over £50,000k, adverse local media attention, breaches of local procedures
3 – High	Significant threat to Council objectives. Non-statutory duties not achieved, permanent injury, financial loss over £100,000, negative national media attention, litigation expected, serious issues raised through inspection, breakdown of confidence of partners.
4 – Very high	Objectives cannot be delivered. Statutory duties not achieved, death, financial loss over £500,000 adverse national media attention, litigation almost certain, prosecutions, breaches of law, inspection highlights inadequate service, Council unable to work with partner organisation
Likelihood	Thresholds and Description
1 – Remote	May occur only in exceptional circumstances (e.g. once in 10 years)
2 – Possible	Unlikely to occur but could at some time (e.g. once in three years)
3 – Probable (in two years)	Fairly likely to occur at some time or under certain circumstances (e.g. once in two years)
4 – Highly probable (in 12 months)	Will probably occur at some time or in most circumstances (e.g. once in 12 months)

Service Delivery Risk Matrix

The below table summarises the risk likelihood and impact for risks after controls have been put in place to mitigate the risk.

Impact	Very High (4)		SD3, SD9		
	High (3)		SD6, SD7, SD15, SD16, SD17, SD18, SD19	SD5, SD12	SD1, SD11
	Medium (2)		SD20		
	Low (1)				
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)
		Likelihood			

SD1	Loss of income to the Housing Revenue Account (HRA)	Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) and right to buy properties (rent loss).
SD3	Safety standards	Failure to comply with basic safety standards in flats/blocks with communal areas.
SD5	Reduction in funding for Cultural and Community Services	Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.
SD6	Ageing infrastructure at Rosliston Forestry Centre	Need to upgrade Infrastructure at Rosliston Forestry Centre.
SD7	Failure to meet housing delivery targets set out in the five-year supply	Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic.
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.
SD11	Tree Management	Failure to manage the Council's tree stock in line with adopted Tree Management policy.
SD12	Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.

SD15	Leisure Centres	Due to the National Lockdowns and control of coronavirus measures.
SD16	Voluntary and Community Sector	A reduction in resources for partners who deliver services for or on behalf of the Council.
SD 17	Sustainable Urban Drainage features (Suds)	Failure to manage the Suds in line with national guidance.
SD18	Monitor fluctuations in recycle prices	Failure to monitor and report fluctuations in recycle prices.
SD19	Animal Welfare Costs	Significant increase in dog ownership, illegal dog breeding and poor animal welfare.
SD20	Green Homes Grant	Failure to deliver the volume of Green Homes Grants agreed with the project sponsors.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	17 AUGUST 2023	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 595 5889/5722 democraticservices@southderbyshire.gov.uk	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.

Housing and Community Services Committee – 17 August 2023 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Service Base Budgets	05 January 2022	Charlotte Jackson Head of Finance (01283 595901)
Housing Revenue Account Budget and Rent Level 2023-24	05 January 2022	Charlotte Jackson Head of Finance (01283 595901)
Decarbonisation Wave 2 Grant Funding	05 January 2023	Paul Whittingham Head of Housing (01283) 595984
Housing Regulator -new tenant satisfaction measures	02 February 2023	Paul Whittingham Head of Housing (01283) 595984
HRA Budget and Rent Setting 23/24 and Financial Plan to 2033	02 February 2023	Charlotte Jackson Head of Finance (01283) 595901
Home Upgrades Grant Phase 2 Bid	02 February 2023	Matt Holford Head of Environmental Services (01283) 595856
Beat the Street Update	09 March 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 3 – (1 April to 31 December)	09 March 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788

Council House Letting and Void Properties	25 April 2023	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 4 – (1 April to 31 March))	01 June 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Council ASB Policy Review	01 June 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Parks and Green Spaces Policy (Service Standards)	01 June 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Provisional Programme of Reports To Be Considered by Committee		
Corporate Plan 2020-24: Performance Report 2023-2024 Quarter 1 – (1 April to 30 June)	17 August 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Tenancy Strategy and Tenancy Policy	28 September 2023	Paul Whittingham Head of Housing (01283) 595984
Bevin Boys Miners Memorial	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Surveillance Policy Update	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Community Grant Fund updates	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Volunteering Policy	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050

Tree Inspection/works staffing structure.	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Fisher Close Social Housing Development	28 September 2023	Paul Whittingham Head of Housing (01283) 595984
Active Schools Partnership – School Swimming Partnership	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Leisure Facilities Strategy	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Revitalising Rosliston Forestry Centre Update	28 September 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Budget Setting Approach 2024-25	28 September 2023	Charlotte Jackson (Head of Finance) 07770 085452
Health and Housing Strategy 2021-23	16 November 2023	Eileen Jackson Strategic Housing Manager (01213) 595763
Development and refurbishment Options Appraisals	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24: Performance Report (2023-2024 Quarter 2 – (1 July to 30 September)	16 November 2023	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Policy on Access to Allotments	16 November 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Foundations adaptations services review	16 November 2023	Paul Whittingham Head of Housing (01283) 595984

Beat the Street Update	16 November 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Housing Consumer Standards	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
Tenant Satisfaction Survey	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
Adaptations Policy Review	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
Stock Condition Survey	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
SHDF Wave 1 + 2	16 November 2023	Paul Whittingham Head of Housing (01283) 595984
Draft 2024-25 General Fund Revenue Budget	08 January 2023	Charlotte Jackson (Head of Finance) 07770 085452
Draft 2024-24 HRA Budget	08 January 2023	Charlotte Jackson (Head of Finance) 07770 085452
Draft Capital Programmes 2024-25 to 2028-29	08 January 2023	Charlotte Jackson (Head of Finance) 07770 085452
Corporate Plan 2020-24: Performance Report (2023-2024 Quarter 3 – (1 October to 31 December)	07 March 2024	Clare Booth Corporate Performance & Policy Officer (01283) 595788