



**South
Derbyshire**
District Council

South Derbyshire District Council

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

Housing & Environmental Service Plan 2014-2015

March 2014
Version 1

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1.0 Introduction

Our service provision seeks to pro-actively protect the public from harm. In this way we play a key role in ensuring a sense of well-being in our community. The Commercial / Food Safety, Pollution Control and Health and Safety teams all work directly with the public, employers and businesses generally, seeking to drive up operational standards. Strategic Housing seeks to similarly drive up standards particularly in the private rented sector in partnership with landlords. The Housing Options Service supports those in housing crisis who are homeless or threatened with homelessness. Our public housing landlord function provides high standard accommodation with responsive services at affordable rents.

Across the service we take great pride in our customer service ethic and our commitment to efficient and courteous service is at the forefront of everything we do. On occasion we do need to exercise our enforcement functions in order to protect the public and our employees. Where this is necessary we will do this efficiently and only after having sought to deliver positive outcomes by other means.

The Housing Service has long been recognised as a leader in the sector in terms of performance, customer outcomes and new initiatives. We have already achieved the Investors in Excellence Standard which marks us out amongst our peers i.e. we were the only local authority landlord with this high profile accreditation.

In 2014 the Housing Service will lead on the development of the first new Council Housing in a generation. The first properties will start to go on-site in the summer. This is clearly an exciting project for all and will start to make inroads into the high demand and short supply of affordable housing.

Other parts of the service also directly impact on everyone living and/or working here. The quality of grounds maintenance is something that impinges on everybody whether you're driving past the grass verges on one of the main trunk roads or taking a stroll in the park. The waste and cleansing team help maintain a good quality environment that we can all enjoy and they of course provide the alternate weekly waste, recycling and composting collection service for all residential property and most businesses in the District. In 2014 we will seek to introduce an enhanced dry recycling service for businesses to offer more recycling options to match those introduced in 2013 for domestic customers and to help maintain our record as the top recycler in the County.

In the plan that follows you will see that we're constantly seeking to drive up standards and service levels. We set ourselves ambitious targets always recognising that it's a great privilege for us to work in support and on behalf of our community.

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 to:

- Facilitate new affordable housing for people unable to access market housing.
- Improve the condition of the current housing stock.

- Review the commercial waste service and analyse the potential for development.
- Enable vulnerable people to remain in their own home for longer.
- Revise the standards for the Environmental Health Service, based on National best practice and the demands of local stakeholders.
- Bring empty homes back into use.
- Reduce the number of vulnerable households experiencing fuel poverty.
- Deliver continuous improvement of the Council's environmental performance, through ongoing accreditation to ISO 14001.
- Deliver the key actions contained within the Contaminated Land Inspection Strategy.

The Housing & Environmental Services will also continue to work towards achieving our Core Values by:

- Putting the customer first.
- Continuous service improvement.
- Valuing staff commitment.

Director of Housing & Environmental Services – Bob Ledger.

2.0 Scene Setting

2.1 Overview of the Service

Housing & Environmental Services play a key role in meeting the Council's strategic objectives for enabling people to feel **'Safe and Secure'** and contribute to **'Lifestyle Choices'** and **'Sustainable Growth & Opportunity.'**

The Service is led by the Senior Housing & Environmental Management team which consists of:

Bob Ledger, Director of Housing & Environmental Services

Lee Carter, Housing Operations Manager (seconded)

Repairs & Improvements Manager, vacant post.

Martin Guest, Performance & Policy Manager

Beverly Wagstaffe, Strategic Housing Manager

Matthew Holford, Environmental Health Manager

Adrian Lowery, Direct Services Manager

The Senior Management Team are responsible for a number of services that directly impact on people and their communities, which are delivered in the following way:

Key Service Areas

Housing and Environmental Services deliver a wide range of flexible and accessible services that offer real support to our community and positively affect the well-being of those living in the district. This is co-ordinated through the Senior Housing and Environment Management Team who plan and deliver these high quality services across the district. The team sets out the strategic vision for the directorate and through this produce the annual service plan. They monitor performance on a monthly basis to ensure delivery against targets throughout the year. If required they act swiftly on any

areas of concern and implement actions to turn this around. The team also uses innovation and creativity to continue to develop our services and support teams to deliver these service improvements.

Housing Operations

Lee Carter, Housing Operations Manager

Allocations and Homelessness:

We have a statutory responsibility to manage and regularly review the waiting list, which currently stands at 1980 applicants (accurate as of March 2014). We operate a District wide common housing register through our Choice Based Lettings (CBL) system, advertising and allocating all social rented housing in the district.

We work with partners to provide advice and prevent homelessness. In 2013/2014 we received 185 'formal' homeless presentations ('presentation' is the legal terminology and places statutory responsibilities on the Council to investigate each presentation thoroughly before reaching a decision which needs to be formally notified). We are constantly working hard to tackle homelessness and in 2014 we will continue to focus on tenancy sustainment activity as part of the Welfare Reform agenda. The aim being, to support vulnerable tenants to manage their tenancies through what may be a challenging transition.

We have also successfully secured funding via the Derbyshire Homelessness Officers Group to implement a 12 month fixed term contract for a Homelessness Case Officer whose main aim is to work specifically with persons aged 18-25.

We accommodate many applicants throughout the year in our own stock, which is brought to a 'Fit to Let' standard before being offered to prospective new tenants. We also assist customers in finding accommodation in the private sector through our Housing Options Service and Home Swapper schemes.

Income and Tenancy Management

We have a team of 5 Housing Officers who monitor and review the collection of rent payments from our customers to ensure that we meet our targets for rent collection. Their work is varied covering rent collection, tenancy enforcement and anti-social behaviour as well as offering support and resolving issues which impact on people's lives. This could mean liaising with other agencies to support a customer with mental health issues and or advising a customer that we are progressing a legal case in relation to a neighbour dispute.

Supported Housing

This service continues to provide housing and support to the elderly and vulnerable residents throughout South Derbyshire through the Housing Related Floating Support Service provided by the Careline Support Co-ordinators and also Community Alarm Monitoring through our Careline 24 hr/365 days a year emergency call centre.

During 2014 a Careline Marketing Strategy will be produced to increase the take-up of the Service across all tenures both in the social and private sectors.

We are also assisting vulnerable residents to remain in their own or current home by promoting and providing a Telecare service for all residents in South Derbyshire in both private and public sectors. This allows residents to receive a range of sensors and alarms, linked to our Careline service, to provide a safe and secure solution to living independently. Our commitment to service provision has been recognised and rewarded with our on-going achievement of the full Telecare Services Association standards (TSA) for monitoring, response and installation. We are also currently working in a consortium with Bolsover, Chesterfield and Derbyshire County Council on a major new initiative to provide Careline services across the whole county.

Performance & Policy

Martin Guest, Performance & Policy Manager

The Housing Service is supported by the **Business Support** unit which provides administration support and functions such as rent accounting, former tenant arrears recovery, rechargeable repairs recovery as well as running our own IT systems.

The **Performance & Projects** Officer is the key point of contact within the Service for the Performance & Scrutiny Panel and also co-ordinates and leads on service improvement and performance monitoring, by researching best practice, analysing and reporting performance data and driving through change to reach or maintain top quartile performance and improve the service received by our customers. The role also co-ordinates a range of short and long term projects aimed at service improvement and customer satisfaction.

Tenant Involvement and Empowerment is a key element of the service we provide and we are committed to providing greater opportunities for all of our tenants to have their say. We work actively with the South Derbyshire Tenants and Residents Forum to support and actively involve our residents in improving the services we provide.

Residents sit on a number of Tenant Panels which help drive improvements in the service we provide. The Performance & Scrutiny Panel monitor our performance and examine and question the decisions taken by us. It investigates the key issues affecting our service delivery and makes recommendations for improvements to current arrangements, as well as undertaking panel led service improvement projects. We have set up several other tenant panels – the Home (Repairs) Panel, Supported Housing Working Group, Publications Panel, Community Events Panel and the Dreamscheme Youth Project, enabling tenants of all ages to get involved with various service areas.

We support several community groups through an annual grant, including the South Derbyshire Tenants' and Residents' Forum (SDTRF). We offer members of this group training, subsidise networking events and fund their participation in annual Housing sector events, including the ARCH (Association of Retained Council Housing) Conference. A number of key events and reviews were held in 2013 across a number of service areas and tenant input was at the heart of these, allowing them to monitor and scrutinise our performance and be at the centre of decision-making.

Responsive Repairs & Planned Maintenance

Repairs & Improvements Manager: Post vacant – being led by Bob Ledger

Our Direct Labour Organisation (DLO) carried out 8,206 responsive repairs in the last financial year; 426 as emergencies (within 24 hours), 882 as urgent (within 3 days), and 6,898 as routine repairs. Overall 97.7% of all repairs were carried out on time. In addition, 99.6% of repairs were completed on the first visit to the property, ensuring the tenants were inconvenienced as little as possible.

In total 13,752 repairs, services and improvements were completed by us and our partner contractors over the year.

Overall satisfaction with responsive maintenance, as assessed through surveys completed following works, is exceptionally high at 97.7%.

Capital Investment Programme

In April 2014, the Improvements Team commenced the third year of the approved five year £27m Capital Investment Programme.

Due to the Corporate procurement review of 2013 the programme is running marginally behind schedule. The retendering delay caused contracts such as replacement kitchens, bathrooms and planned maintenance to be delayed by over 9 months and although some schemes such as roofing and heating were accelerated to take up the shortfall in expenditure, the overall result was that at the end of year two we were £1.5m behind programme. However it is anticipated that expenditure will be back on programme by the end of the third year.

Strategic Housing

Beverly Wagstaffe, Strategic Housing Manager

Our Strategic Housing service is a cross tenure service in terms of influencing the development of new build housing to meet housing needs as well as working to improve the condition of the private sector housing stock.

The Strategic Housing team co-ordinate housing research and set the policy direction in relation to community wide housing issues such as housing standards for both new and existing homes, homelessness provision and the provision of new affordable housing.

In relation to private sector Housing Standards the team work closely with owner-occupiers and private landlords to raise housing conditions and support private tenants with concerns regarding private landlords including illegal evictions. The team also work to positively address fuel poverty by promoting energy efficiency schemes and issue Caravan Licences through their work in monitoring standards at Park Home sites.

The section leads on the provision of delivering disabled persons home adaptations to both council tenants and private home owners.

Environmental Services

Matthew Holford, Environmental Health Manager

Commercial Team

The Commercial Team undertakes food safety, health and safety and infectious disease control in accordance with the Council's duties under UK and EU law. The main focus of the team is on the 'health and wellbeing' strategic objective by providing regulation for consumer protection however they also offer support to the 'sustainable growth and opportunity' objective by providing support to local businesses to help them achieve the highest possible hygiene and safety standards and maximise their business opportunities. The team routinely inspects about 800 food retailers and producers to help them prevent risks to their customers as well as helping local businesses to comply with health and safety law. They provide guidance and support about the law and best practice to aspiring and new businesses. They co-ordinate sampling of food to check on quality and safety and they investigate incidents of infectious disease to support public health protection.

The work of the team has resulted in over 70% of food businesses reaching the highest food safety rating in 2014. 100% of respondents to an anonymous survey of the businesses the team regulate rated them as professional and fair in the way they regulate.

Pollution

The Pollution team carry out the Council's legal duties to prevent and manage environmental pollution and contribute towards the 'safe and secure' corporate objective. They respond to a diverse range of nuisance complaints including noise, air pollution, land contamination and anti-social behaviour. They investigate about 900 complaints a year and seek to resolve what are often polarised disputes through negotiation and where necessary legal action. Over 80% of their customers report that the team have solved or improved the cases they get involved in. They provide advice on the environmental impacts of proposed developments of about 1000 planning applications a year to both County and District Planning Officers. They issue environmental permits for certain types of industry to emit regulated amounts of pollution and they routinely inspect these sites to check for compliance. They monitor air quality levels across the District to check that legal standards to ensure the health of our residents are met. They also take action to remove illegal encampments on Council land.

Safer Neighbourhoods and Pest Control

The Safer Neighbourhood Wardens are in the front line of making our streets safer and cleaner by enforcing laws about anti-social behaviour, dog control and environmental crime. They help catch and re-home about 200 stray dogs a year. They make about 400 routine patrols at dog fouling and littering hot spots to deter offenders and investigate over 300 fly tipping incidents a year to bring offenders to book as well as removing abandoned vehicles from the streets. The Pest Control service provides an at-cost means by which South Derbyshire residents can eradicate public health pests such as rats, mice, fleas and wasps. We treat about 700 properties a year for pests.

Climate change / Environmental Management System (EMS)

The Council's Environmental Management System is our way of demonstrating our clear commitment to managing the impact of the Council's activities on both a local and wider scale. Our ISO14001 accreditation shows that we are continually improving our environmental performance enabling us to provide leadership to local businesses and communities. It is the only non-statutory part of the Environmental Health service and is a key part of the Council's 'health and wellbeing' commitment.

Direct Services

Adrian Lowery, Direct Services Manager

Waste Collections

The in-house service provides a number of different waste type collections which include Household, Commercial and Clinical waste.

This is delivered by means of alternate weekly collections of household compostable waste and household residual waste and weekly collections of commercial and clinical waste. The service is also responsible for the provision, distribution, replacement and repairs of wheeled bins as well as on request collections of bulky household and commercial waste, and delivery of all wastes to appropriate treatment / disposal facilities.

Responding to the needs of the customers, the service is also now operating a Saturday Morning Household Refuse Service.

Recycling

The service provides the client role for delivery of recycling collections carried out by contractors; this is delivered by means of alternate weekly kerbside collections and collections from recycling centres. The service is also responsible for the provision, distribution, replacement and repairs for receptacles as well as the transfer and processing of materials to appropriate Reprocessing facilities;

Street Cleansing

The service provides both client and contractor roles for South Derbyshire and some contracted services for Derbyshire County Council, the main service elements include the Cleansing of bus shelters, car parks, town centres, footpaths and litter bin emptying. This includes litter picking and weed control. There is also the provision of a full time "rapid response" unit, the Clean Team, to deal with fly tipping, dog fouling, abandoned supermarket trolleys, graffiti and emergencies.

Grounds Maintenance

The service provides the principal contractor role for the District Council and Derbyshire County Council within the South Derbyshire area.

The service will cut in excess of three million square metres of grass through the summer cutting season ranging from high quality bowling greens and sports pitches to rural highway verges.

There is a range of tasks performed by the service throughout the year, which includes, maintaining flower beds, hedgerows and cemeteries' as well as the inspection and maintenance of play equipment on 51 sites.

Vehicle and Plant Maintenance

The service undertakes the provision, renewal, replacement, maintenance, repairs and operation of the Council's vehicles and plant necessary for the performance of Waste, Composting, Recycling, Street Cleansing and Grounds Maintenance services and Crime and Disorder Partnership, Environmental Health, Housing Maintenance and Leisure Services

Providing and maintaining over sixty vehicles ranging in nature from small cars and ride on mowers to 26 tonne refuse collection vehicles, the service also ensures that the Council meets its legal responsibility under its Vehicle operator's licence.

A copy of the Housing & Environmental Services organisation chart can be found at Appendix A

2.2 Workforce Information

Service Summary (Position as at 31 March 2014)

As at 31 March 2014, there were 155 full time equivalent staff (FTE) within Housing & Environmental Services.

During 2013/14 there were 18 new starters and 27 leavers.

In total, 15 FTE days were lost due to sickness.

Workforce priorities for 2014/15:

- Continue the operation of the Housing Apprenticeship scheme
- Evaluate all training requests through the PDR process to ensure training delivered is appropriate to the role and development of employees.
- Promote development and membership of professional bodies.
- Undergo a development and training programme for users of the new Orchard Housing Management System.

- Continue with the development and training programme for Grounds Maintenance staff to gain more skills and qualifications in regard to tree maintenance work.
- Progress the potential introduction of four day working in waste & cleansing.
- Ensure the sickness levels are monitored and the corporate policies, procedures and monitoring are adhered to.
- Deliver training and development of the Flare System.
- Ensure Housing Officers and Property Inspectors have fully integrated access to mobile working.
- Undertake our 3 yearly all staff Customer Care Training.
- Ensure compliance with Corporate mandatory training requirements.
- All staff to attend our newly designed 'Dealing with aggression and conflict' course.
- Extend the Housing staff meetings to Environmental Services twice per year.

2.3 Financial Information

Details of the Housing & Environmental Service budgets for 2014/15 are outlined below:

Revenue Budget 2014/15

<u>Service area</u>	<u>£</u>
Environmental Services	533,252
Highways	18,652
Waste Collection & Street Cleansing	1,468,677
Private Sector Housing	380,051
Total	2,400,632

Housing Revenue Account (HRA)

	<u>£</u>
Expenditure	7,266,869
Income	12,909,711
Total	-5,642,842
Capital Expenditure	5,500,000
Contribution towards New Build	286,800
Capital Salaries	50,000
Total	193,958

Property & Land Assets**Summary of Assets 2012/13**

	Sum of Net Book Value (as at 31 March 2014)	(£)
Environmental and Development Services Committee		
Land & Buildings	45,000	
Plant / Vehicles / Equipment	1,822,936	
Total	1,867,936	
Housing and Community Services Committee		
Community	1,337,890	
Land & Buildings	10,035,050	
Total	11,372,940	
Housing Revenue Account (HRA)		
Council Dwellings	87,712,826	
Land & Buildings	8,670	
Total	87,721,496	

3.0 Service Performance**3.1 Key Achievements 2013/14**

Detailed below under the relevant Corporate theme are Housing & Environmental Services key achievements during 2013/14:

Sustainable Growth & Opportunity

- Implemented the new kerbside scheme.
- Began the new build programme.
- Completed the revision of the Contaminated Land Strategy.
- Restructured the Tenants' Forum.
- Maintained the prestigious Green Flag status for Maurice Lea Park.
- Secured £145K environmental grant for energy efficiency improvements.
- Delivered the Energy Project.

- Developed a framework for a Careline Partnership to operate a county wide.
- Increasing the amount of private sector connections to Careline.

Safe & Secure

- Undertook a full review of the Tenancy Policy and Allocations Policy.
- Secured portable heaters for vulnerable households.
- Delivered the Carbon Monoxide Project.
- Continue to support the reduction of empty properties which is currently the lowest in Derbyshire.
- Undertook a full assessment of local housing needs and stock condition for the District including gypsies & travellers.
- Delivered a Health and Safety project across the East Midlands.
- Undertaken further work on the improvement of air quality in Repton.
- Achieved a record level of 5 star food hygiene in local premises.
- Introduced a Tenancy Sustainment Officer post.
- Introduced mobile working for food inspectors.
- Record low levels of fly tipping.
- Record low levels of illegal traveller encampments.
- Undertook proactive programme of dog enforcement patrols.
- Procured all of the contracts for the Improvements Programme.
- Secured the appointment for a period of 12 months a Homelessness Case Officer.
- Reduced tenants affected by bedroom tax
- Working in partnership with Derbyshire fire authority to install fire sprinkler systems in vulnerable households.
- Passed the 'good food standards' agency inspection.
- Reduced the impact of flooding as a result of introducing flood prevention measures.
- Successful delivery of two Dreamscheme projects.
- Published to all tenants two Housing News and the Annual Report.
- Reduced the time taken for the fitting of level access showers by 30%.
- Leaseholder Management Policy adopted.

Lifestyle Choices

- ISO14001 reaccreditation.

Value For Money

- Road channel sweeping brought back inhouse with an annual saving of £30,000
- Weed spraying bought in-house with an annual saving of £6,000.











3.2 Housing & Environmental Services Key Strengths









- High Customer Satisfaction.
- Recognised as the top performing housing provider in the region.
- Low staff turnover.
- Operate with integrity and with a customer focused approach at all times.

- Housing Services are recognised as a high performing low cost authority.
- Financial ability to maintain the Decent Homes Standard until 2017.
- Continuous improvement in the Council's work on managing its environmental impact.
- Proven value for money for waste, cleansing and Grounds Maintenance services
- One of the top authorities for recycling in Derbyshire.
- Proven ability to adapt and react to operational demands at a strategic and operational level.
- High levels of business satisfaction.

3.3 Areas for Improvement

We always recognise that there are areas of the Service that we can improve on and in 2013/14 we said we would...

We said we would ...	We did
Review our housing enforcement and caravan licensing procedures	
Improve guidance and information available to customers making it more accessible via the internet and other media forms	
Improve our relationship with house builders to ensure they understand the district's needs and deliver homes which meet the community needs	 Ongoing
Continue to address the empty homes across the district	
Improve the kerbside recycling service	
Implement a scheme to tackle worklessness'	
Upgrade the Flare system	
Implement the enhanced Housing Options module	
Work on improved fire safety awareness (carbon monoxide poisoning)	
Implement required changes following the acquisition of the warden contract	

Undertake research into Gypsy & Traveller accommodation	
Successfully deliver the Health & Wellbeing strategy	
Update the Derbyshire Waste Strategy	 on-going
Conduct private sector stock condition survey	
Work towards the introduction of a private sector leasing scheme	
Successfully introduce an Orchard system upgrade	 on-going
Undertake two new Dreamscheme Youth projects	 on-going
Work towards the introduction of a private sector leasing scheme	

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 indicators 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, monitoring the number of people who are in need of

social housing. The implementation of those policies that will have a positive impact on this, are likely to take place over a long period of time, so 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 Housing & Environmental Services key performance indicators against Corporate Plan outcomes can be found at Appendix B

3.6 Operational Action Plan Monitoring

Local performance indicators and planned projects are in place to monitor and improve standards of service delivery across Housing & Environmental Services. See Appendix B, Section 3 for details

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

- Localism Act 2011 – Establishes new regulations around tenancies, allocations and homelessness, as well as the new Housing Revenue Account funding arrangements.
- TSA Regulatory Framework – Sets out the standards, as a landlord, we must adhere to in terms of opportunity for tenant involvement and quality standards.
- Welfare Reform Act 2012 – The Act provides for the introduction of a “Universal Credit” to replace a range of existing means-tested benefits and tax credits for people of working age – starts 2013. Also includes proposals to restrict Housing Benefit entitlement for social housing tenants whose accommodation is larger than they need.
- European Landfill Directive (99/31/EC) – was implemented in June 2002.
- Energy Bill 2010/11 – designed to provide a step change in the provision of energy efficiency – includes “Green Deal.”
- Laying the Foundations for Housing: A Housing Strategy for England (November 2011) - sets out the actions the government proposes to support communities, local authorities and developers to get England building to meet housing needs. Includes measures to build new homes as well as making the best use of the existing housing stock.
- Environmental Protection Act 1990.
- Hazardous Waste Regulations.
- Controlled Waste Regulations 2012.
- EU Waste Framework Directive.
- The Waste (England & Wales) Regulations 2011.
- Better Regulation Agenda.
- National Planning Policy Framework.
- Home Energy Conservation Act 1995 (HECA).
- Mobile Homes Bill 2013.

Regional

- Derbyshire Accommodation Support Team – Sets out the programme for funding, planning and monitoring of housing-related support services.
- Derbyshire Health & Wellbeing Strategy.
- Derbyshire Waste Strategy 2006.

Local

- Housing Strategy 2009/14 – Sets out the District's strategic housing priorities.
- Homelessness Prevention Strategy 2013/2018 – Sets out the District's actions for homelessness provision and prevention.
- Private Sector Renewal Policy 2008 – Sets out the Council's policy for improving the quality and accessibility of the private housing.
- Affordable Warmth Strategy 2008– Sets out how the Council will effectively tackle fuel poverty.
Empty Homes Strategy 2012/17 –sets out the Council's approach to reducing the number of long-term empty properties.
- Guidance to Delivering Affordable Housing – 2008 – sets out the Council's approach to delivering affordable housing across the District.
- Private Sector Enforcement Policy 2007 – Sets out the Council's approach to housing enforcement in relation to residential premises.
- Tenancy Strategy 2012.
- Contaminated Land Strategy.

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
District Wide Choice Based Lettings Scheme	Provide a common housing register for the District.
Derbyshire Housing Aid	Provide a range of housing advice and support services, including debt management.
Careline Consortium	A county wide call monitoring service for Supporting People funded and private clients across Derbyshire.
LEAP (Local Energy Area Partnership)	Provide advice and guidance on a range of carbon reduction initiatives.
HIA (Home Improvement Agency)	Provide support to vulnerable households to improve house conditions.
Waste Processing - Biffa	Provide a range of waste processing services.
Waste Processing – Vital Earth	Provide a range of waste processing services.
Derbyshire Traveller Issues Working Group	Co-ordinating a County wide approach to dealing with Gypsies and Travellers.
Derbyshire Accommodation &	Supporting the housing needs of vulnerable

Support Team	people.
EEM (Efficiency East Midlands) Procurement Group	Provide services and support for Social Housing.
Association of Retained Council Housing Ltd (ARCH)	Representing the interests of stockholding landlords and their tenants.
P3 Charity	Supplying additional housing provision for people defined as homeless.

6.0 Consultation & Communication

We have a structured approach to consultation with our tenants and customers. Where a policy is to be reviewed or service to be restructured we will always consult with our customers to obtain feedback and experiences of current services. This may take the form of project boards or one day workshops.

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 Housing & Environmental Services 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.

The Service has achieved over £400k annual savings to the General Fund over recent without there being a significant decline in service levels and in some areas there has been a marked improvement in those levels e.g. recycling provision, more efficient working, etc..

A further review of service is scheduled for 2014/15 which will focus on operational service delivery as seek to deliver additional savings.

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.