

## 6. PERFORMANCE INDICATORS AND TARGETS

Best Value Indicator	Estimate 2003/04	Target 2004/05	Target 2005/06	Target 2006/07
156 - % of buildings open to the public in which all public areas are suitable and accessible to disabled people	60%	100%	100%	100%
180a (i) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Electricity	67%	67%	67%	67%
180a (ii) - Energy consumption/sq m of local authority operational property, compared with comparable buildings in the UK as a whole - Fossil fuels	30%	30%	30%	30%
<b>National Property Performance Indicators</b>				
% gross internal floor-space in condition categories A - D (A is good, D is bad)				
A	9%	9%	9%	9%
B	91%	91%	91%	91%
C	0%	0%	0%	0%
D	0%	0%	0%	0%
Backlog of maintenance by cost expressed as a % in priority levels 1 - 3 and by value (1 is a high priority, 3 is low)	See note 1			
1	£0	£0	£0	£0
2	£0	£0	£0	£0
3	£100,235 (100%)	£80,000	£60,000	£40,000
Overall average internal rate of return (IRR) for each of the following portfolios (a) Industrial, (b) Retail and (c) Agricultural investment	(a) 7.4% (b) 11.1% (c) n/a	(a) 8% (b) 12% © n/a	(a) 8% (b) 12% © n/a	(a) 8% (b) 12% © n/a
Total annual management costs per sq. m (GIA) for the property portfolio (only covers strategic management costs)	£2.50	£2.75	£2.75	£3.00
Revenue running cost per sq. m. for Civic Offices & (Depot)				
Repairs & maintenance costs per sq.m GIA	£5.22 (£2.69)	£5.22 (£2.69)	£5.22 (£2.69)	£5.22 (£2.69)
Energy costs per sq.m GIA	£4.80 (£2.98)	£4.80 (£2.98)	£4.80 (£2.98)	£4.80 (£2.98)
Water costs per sq.m GIA	£0.65 (£1.87)	£0.65 (£1.87)	£0.65 (£1.87)	£0.65 (£1.87)
CO2 emissions in tonnes per sq m	£0.073(0.049)	£0.073(0.049)	£0.073(0.049)	£0.073(0.049)
% of projects where outturn falls within +/- 5% of the estimated outturn, expressed as a % of the total number of projects completed in the financial year	100%	100%	100%	100%
% of projects falling within +5% of the estimated timescale, expressed as a % of the total number of projects completed in that financial year	100%	100%	100%	100%
<b>Local property indicators</b>				
Number of lettable commercial units provided by the Council	69	69	69	69
Number of units occupied as % of total	95%	95%	95%	95%
Income received for commercial units as a % of under or over performance to target level income level for the year	0%	0%	0%	0%
No of Facilities whose management has been devolved to the community on long term leases	6	7	8	9
No of partners located in Council buildings	6	6	6	6
No of formal consultation exercises with stakeholders per annum	2	2	2	2
No of actual changes costed and considered as % of changes requested through consultation exercises	100%	100%	100%	100%
% of tourism enquiries dealt with within 4 working days	95%	95%	95%	95%
Number of media items	50	50	50	50

**Note 1:** Dependant on obtaining additional resources to deal with the backlog

## 7. USEFUL CONTACTS

David Soanes (Economic Development Manager), manages the division and is also the Council's Corporate Property Officer, dealing with strategic asset management

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Kevin Mason (Economic Development Officer), deals mainly with Tourism matters

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Colin Hayes (temporary Estates Officer), deals with day to day Estate Management

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Heather Bell (Economic Development Assistant), deals with Economic Development initiatives as well as assisting with tourism and Estate Management

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Geoff Fewkes (Footpaths Officer), deals with Footpath Management

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## **ENVIRONMENTAL HEALTH DIVISION SERVICE PLAN 2004/07**

### **1. SERVICE DESCRIPTION AND PURPOSE**

- 1.1 The Division is split up into four units Commercial & Licensing, Environmental Protection, Housing Strategy and Private Sector Housing. Almost all of the duties of the Division are statutory functions, dictated by legislation and associated codes of practice. This can vary from the statutory duty to provide a dog warden to a duty to inspect the area for nuisance, to prescribed standards for the inspection of food and health and safety premises. Some 6000 separate Acts, Regulations, Codes of Practice and guidelines exist.
- 1.2 The following details the services that are provided by each unit.

#### **Commercial Services Section:-**

- Regulating standards of food hygiene at all food premises. During 2002/3 we achieved the inspection of all of our high Risk Food Premises in accordance with the Food Standards Agency Guidance.
- Health and safety inspections of workplaces. Following the Audit by the Health and Safety Commission (HSC) and final report in January 2002 a 2 Year Improvement plan was agreed with the HSC. In September 2003 the HSC agreed that we had undertaken all the improvements required by the plan 6 months ahead of schedule.
- Corporate Health and Safety advice to South Derbyshire District Council.
- Licensing of private hire, cars and businesses including vehicle inspections. We licence 37 Operators, 198 drivers and 133 Vehicles.
- Public entertainment licensing administration and enforcement. This area of work likely to considerably change in the near future due to Licensing Reform Act which will transfer liquor licensing to Local Authorities.
- Dealing with the identification and removal of abandoned vehicles. In 2002/3 we dealt with 362 abandoned vehicles
- Investigating infectious disease outbreaks including sampling.
- Licensing of animal boarding, breeding and riding establishments.
- Arranging of funerals for those with no relatives/monies.
- Sampling of private water supplies for fitness. We have this year 1 establishment opening up which will be bottling spring water
- Enforcing zoo licences.
- Licensing of ear pierces and tatoois.
- Annual bonfire registration scheme. This is a voluntary registration and inspection scheme undertaken for all commercial premises that wish it, that intend to hold, a public bonfire and firework display. We undertake this service in partnership with the Derbyshire Fire and Rescue Service.
- Home safety and health education duties.
- Food Hygiene education – we presently undertake this via a distance learning Course and are presently the only Local Authority in Derbyshire to use this novel method of education. We have this financial year trained 14 people in basic food hygiene.

## **Environmental Protection Section:-**

- Investigation and enforcement of complaints relating to noise, dust, fumes, smoke, effluent, drainage and other public health and pollution related complaints from domestic and other industrial sources. During 2002/03 1257 service requests were dealt with, of which 97.5% were responded to within 5 working days.
- The review and assessment of air quality including the monitoring of certain pollutants within the district. Annual reports have to be submitted to DEFRA.
- Regulating the emissions to atmosphere, land and water from certain industrial processes. Currently we Permit 37 processes, which are inspected on a risk based programme. During 2002/03 36 full inspections were undertaken. Toyota UK is the largest process and is currently undergoing a change of it's permit under new legislation.
- Investigation of complaints relating to the unauthorised encampment of travellers and assisting in their eviction from Council owned land.
- Managing the short stay gypsy site at Lullington X-Roads on behalf of Derbyshire County Council.
- The collection of stray dogs, including the maintenance of kennel provisions and enforcement of dog fouling, strays and barking dog complaints. During 2002/03, 35 fouling complaints were received and 105 stray dogs picked up, and taken to the Council's kennels at Lakeside Boarding Kennels, Wychnor.
- The provision of a pest control service for treatment of pests of public health significance including rats, mice, wasps bedbugs and cockroaches. During 2002/03 1577 treatments were undertaken. In addition we operate 33 contracts with local businesses.
- Responding to other requests for service including planning consultations (approx. 200-250pa), environmental searches, information requests.
- Duties to inspect the District for contaminated land in accordance with an approved strategy. This will involve the collation of considerable information, prioritisation of sites and then on site sampling and final remediation of sites as required.

## **Private Sector Housing:-**

- Contributing to the housing strategy of the Council.
- Assisting in the repair and improvement of private sector housing through the provision of grants ( £335.5K )
- Adaptation of private and public sector housing to meet the needs of disabled people through the provision of Disabled Facilities grants (private £355K/public £370K)
- Area improvement initiatives to regenerate areas of poor housing in the district
- Enforcement of the fitness standard to safeguard living conditions in private rented properties and in houses in multiple occupation.
- Initiatives to encourage the repair and use of empty and abandoned properties.
- Landlords Forum organised jointly with East Staffordshire Borough Council to educate landlords and promote good practise in the private rented sector.
- Energy advice and grants to improve energy efficiency in homes (£530)
- Licensing and enforcement of standards for caravan sites and residential mobile homes.
- Enforcement of overcrowding standards and inspections for immigration purposes.

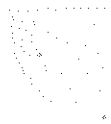
## Housing Strategy:-

- Co-ordinates the councils work on the Housing Strategy, partnerships and enabling.
- Carries out the Housing Needs Surveys
- Co-ordinates the councils work on Supporting People

The Environmental Health Manager, currently a vacant post, is also responsible for day to day emergency planning arrangements. This work involves:-

- Keeping the emergency planning arrangements for the District Council current.
- Arranging training and evaluation of emergency planning exercises.
- Keeping the emergency planning room in a state of readiness with all necessary equipment.

- 1.3 The Environmental Health Service is provided to a wide range of internal and external customers. Internal customers include the Planning Division, land charges, leisure services and all divisions for health and safety advice. Externally all residents and businesses are potential users of at least one of the services offered. Main users include food businesses, warehouses, shops and offices and domestic households. The Division liaises with Registered Social Landlords to meet the districts social housing needs.
- 1.4 The Division is also involved in partnership working. These partnerships include action groups under the Crime & Disorder partnership such as anti-social behaviour, auto crime and licensing groups. Other partnerships include, Walbrook Care & Repair, Derbyshire Environmental Protection Group, Derbyshire Food Liaison Group, Derbyshire Health & Safety group, Derbyshire Abandoned Vehicle Group, Derbyshire Licensing Group, Derbyshire Public Health Group, Derbyshire Built Environment Group, the East Midlands Empty Property Forum, Supporting People, Regional Housing Group, Derbyshire Housing Policy Group and the Southern Derbyshire Health and Housing Group.
- 1.5 The Division also receives income for a number of services to offset the cost of the service provision, including:-
  - Authorised Industrial Processes – £17-18,000pa
  - Pest Control Treatments and Contracts – £20-21,000pa
  - Kennelling fees - £2-3,000pa
  - Private Hire Fees £39,000pa
  - Food Licenses £5-6000 pa
  - Entertainment's & Lotteries £10,000pa
  - Other Licences £5000
  - Immigration Visits £2-300pa
  - Grant administration charges £42,000pa



## 2. OPPORTUNITIES AND CHALLENGES

### 2.1 Opportunities

2.2 Some of the main significant opportunities the Division will face over the next 3 years are as follows:-

- The development of IT systems within the department to improve efficiency, remote working, performance management and information to customers. The main work will focus around the use of the FLARE computer system and it's links to the Council Web site, the Local Land Property Gazetteer and the Geographical Information System (GIS).
- To become involved with and develop the emerging public health agenda promoted by the government and Chartered Institute of Environmental Health.
- Developing a 'One-Stop' approach for Licensing and the inclusion of liquor licensing into the section.
- The setting up, monitoring and developing a Mediation Service through the Crime & Disorder Partnership group.
- Investigate the potential for achieving a customer focused Quality Standard Award to promote the work of the Division. (e.g. Charter Mark)
- The Housing Regulatory Reform Order and Housing Bill proposals offer the opportunity to change the way house condition is assessed, achieve better regulation of the private rented sector and greater flexibility in the way assistance is given to homeowners to repair and improve their homes.
- To meet the "Fit for Purpose" standard for the Housing Strategy.

### Challenges

2.3 The main challenges faced by the Division are outline below:-

- Implementation of the new Licensing regime after the transfer from the Magistrates Court, expected during 2003/4. This will significantly increase the work of the Division as over 600 new personal licences and 300 premises licences will need to be issued. This will mean that extra resources, mainly staff, will be required.
- Developing the use of the FLARE computer system to cover all areas of Environmental Health and also for remote working by officers using hand held PC's for inspections and investigation work.
- Progressing the Contaminated Land Regime. This will involve the collation, interpretation of data, risk assessments and on site investigations, all of which will take a number of years and a lot resources including staff time and possible financial.
- The implementation of the finalised CPA improvement plans, in particular those from the Balancing Housing and Clean, Green, Active and Safe Open Spaces assessments.
- Formulation of a new food sampling strategy to meet nationally agreed targets.
- The commissioning and completion of the South Derbyshire House Condition and Energy Survey in 2004.

- Implement changes in the types of grant assistance available to homeowners, tenants and landlords in accordance with the Private Sector Housing Renewal Policy.
- Identify an area of housing need and implement an area improvement scheme (this will be informed by the results of the House Condition Survey)
- Introduction of a Capital Release Scheme, to offer homeowners an alternative source of funding where grant assistance is not available.
- Implement Landlord Accreditation Scheme and Rent Deposit scheme to promote good quality, affordable housing in the private rented sector.
- To balance the housing market and meet the general and supported housing needs for the district.

### Future budget pressures over the next 3 years

The following are identified as possible future budget pressures the department will face over the next 3 years:-

- Licensing – with the implementation of the new regime this will require additional resources. At present it is envisaged that 2 new members of staff will be required, a Team Assistant & Licensing Enforcement Officer. Some of this will be covered by income, but it will still create a shortfall.
- FLARE computer System – with the new licensing regime and the development of the system this has put significant pressure on the need for more concurrent user licences to be increased from 4 to 10. This will be in the region of an extra £6000 capital and £2400 revenue for subsequent years licensing fees.
- Contaminated Land – As the inspection of the District progresses it may be necessary to undertake on site sampling work or employ consultants for remediation project work. This will be dependent on the number of sites requiring this and also on the ownership of sites, as some may become the responsibility of the Council, even though we are not the landowners. It is not possible to put figures on these as each site can be very different, but it would not be able to be met from existing budgets.
- Grant Funding; the Private Sector Housing Renewal Policy and new Private Sector Housing Renewal Strategy, identifies priorities and actions which require appropriate funding; Area improvement; Empty Home Grant; Home Repair Assistance Grant; Minor Work Grant; Capital Release Scheme; Home Energy Efficiency promotional schemes. Adequate funding to support these items is essential and will assist the Council in meeting Decent Home targets (PSA 7) for 2005 and beyond.
- Housing Needs Surveys – commence a on-going programme of rural parish housing needs surveys – 2004/5, £9,000 annually; update Housing Market Affordability Study - 2005/06, £5,000, Housing Needs of Gypsies – 2004/05, £5,000; District wide general and supported housing needs study – 2006/07, £50,000.

### 3. KEY TASKS

The following are the main Key Tasks for the Division:-

Ref. No.	Actions	Timescale
EH1	Crime & Disorder: <ul style="list-style-type: none"> <li>• Audit existing Services and Polices for Section 17 (Crime &amp;</li> </ul>	Sept. 2004

	<p>Disorder Act) responsibilities.</p> <ul style="list-style-type: none"> <li>• Implement Actions following Audit to ensure responsibilities identified are put in place.</li> </ul>	Sept 04 onwards
EH2	<p>Equal Opportunities &amp; Diversity</p> <ul style="list-style-type: none"> <li>• Annual Audit of Services &amp; Policies in light of Race Equality Scheme</li> <li>• Implement Action plan</li> </ul>	<p>Sept. 2004/05/06</p> <p>Sept 04 Onwards</p>
EH3	<p>Quality Standard for Environmental Health</p> <ul style="list-style-type: none"> <li>• Identify possible quality standards that can apply to the service.</li> <li>• Formulate an action plan for improvements to service as necessary</li> <li>• Apply for quality standard</li> <li>•</li> </ul>	<p>March 2005</p> <p>March 2006</p> <p>March 2007</p>
EH4	<p>Adoption of the New Liquor Licensing Legislation</p> <ul style="list-style-type: none"> <li>• Licensing Policy agreed by Committee</li> <li>• Service Development bid for resources required – 2 members of staff, IT system requirements. If not Achieved previously)</li> <li>• Commence Licensing scheme</li> <li>• Full Licensing implementation</li> </ul>	<p>Estimated Time Scales</p> <p>BY APRIL 2004 By NOV 2004</p> <p>APRIL 2004 (First Appointed Day FEB 2005 (Second appointed day)</p>
EH5	<p>FLARE Computer system</p> <ul style="list-style-type: none"> <li>• Service Development bid for increased user licenses to improve efficient use of system.</li> <li>• Further development of system into all areas of Environmental Health, including possible remote working using hand held PC's</li> </ul>	<p>Nov. 2004</p> <p>March 2005</p>
EH6	<p>Contaminated Land</p> <ul style="list-style-type: none"> <li>• Undertake initial site prioritisation work</li> <li>• Undertake site investigation work as necessary</li> <li>• Determination of any Contaminated Land sites</li> </ul>	<p>March 2005</p> <p>March 2006</p> <p>March 2007</p>
EH7	<p>Integrated Pollution Prevention and Control</p> <ul style="list-style-type: none"> <li>• Issue A2 Permit for Toyota UK Ltd in accordance with Sector Guidance. (Permit will now cover emissions to air, land, water, energy use, noise etc.)</li> <li>• Change all remaining Part B processes to new Permits under the Pollution Prevention &amp; Control Regulations. (phased implementation dates)</li> </ul>	<p>Sept. 2004</p> <p>March 2005</p>
EH8	<ul style="list-style-type: none"> <li>• Commission and complete House Condition &amp; Energy Survey of private sector housing stock</li> <li>• Assess compliance with Decent Home Standard in private sector, formulate action plan to achieve PSA7 target for 2005</li> <li>• Identify and implement an area improvement scheme, based on need identified by the stock condition survey</li> </ul>	<p>Sept 2004</p> <p>Sept 2004</p> <p>Nov 2004</p>
EH9	<ul style="list-style-type: none"> <li>• Implement new grant programme and introduce Empty Home Grants and Minor Work Grants</li> </ul>	Apr 2004
EH10	<ul style="list-style-type: none"> <li>• Develop Landlord Accreditation Scheme</li> <li>• Develop Rent Deposit Scheme</li> </ul>	<p>Apr 2004</p> <p>Apr 2004</p>
EH11	<ul style="list-style-type: none"> <li>• Commission and complete a Home Energy Efficiency promotional scheme to contribute towards the Council's HECA targets.</li> </ul>	April 2004
EH12	<p>Gypsy/Traveller Policy</p> <ul style="list-style-type: none"> <li>• Review and update the traveller toleration policy in line with Government Guidance issued</li> </ul>	Sept. 2004



	<ul style="list-style-type: none"> <li>Progress joint working arrangements with Police, Environment Agency, Derbyshire County Council and other agencies.</li> </ul>	March 2005
EH13	<p>Noise Policy</p> <ul style="list-style-type: none"> <li>Review and update as necessary the Noise complaints policy in line with CIEH (Chartered Institute of Environmental Health) &amp; DEFRA guidance.</li> <li>Implement any improvements/actions as a result of review.</li> </ul>	<p>March 2005</p> <p>March 2006/07</p>
EH 14	<ul style="list-style-type: none"> <li>Housing Strategy "Fit for Purpose"</li> <li>Mapping the housing needs for the district</li> </ul>	<p>May 2004</p> <p>On going</p>

#### 4. MANAGING RISKS

The following table outlines some of the main risks, which could significantly impact on the Environmental Health Division:-

Risk	Extent of risk	Likelihood of occurrence (High/Medium/Low)	Proposed Action to minimise the risk
1. Failure of FLARE computer system or company goes out of business.	Unable to manage and report on the work of the Division. Would have to replace at cost of £20-30,000	Low	Ensure regular updates are maintained. Maintain Licensing and support costs for system
2. Major Disaster – e.g. major fire,	Major investigation involving staff being taken off day to day duties. Failure to respond to other calls for service. Investigation costs unknown.	Low	Ensure emergency plan is up to date and training of staff involved.
3. Major Local/National food investigation (e.g. illegal unfit meat trade)	Major investigation involving staff being taken off day to day duties. Failure to respond to other calls for service. Investigation costs unknown.	Low	Staff training to ensure able to respond as necessary.
4. Major Ombudsman Investigation and /or Litigation for investigation of service requests.	Failure to respond adequately and in line with national guidelines could result in compensation claims.	Low/Medium	Ensure systems & procedures are in place for staff and management audit performance. Develop FLARE system to assist.
5 Inadequate capital funding to service demand for mandatory grants and other initiatives in the private sector.	Failure to meet statutory obligation to fund Disabled adaptations may result in litigation or ombudsman. Failure to deliver against energy saving (HECA) targets and Housing Strategy targets may result in poor performance score from govt. inspectors.	Medium	Ensure appropriate and timely bids are submitted for capital. Investigate opportunities to secure alternative sources of funding.

6 Failure to deliver the Housing Strategy	Failure would result in not addressing the districts housing needs and have implications for residents and partner organisations.	Medium	Core Strategic Housing Group set up, includes members, to monitor the action plan.
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## 5. EMPLOYEE STRUCTURE AND WORK ORGANISATION

### Employee structure

- 5.1 The Division is split up into 4 units, Environmental Protection, Commercial Standards & Licensing, Housing Strategy and Private Sector Housing. The Division is managed by the Environmental Health Manager and is part of the Community Services Directorate.
- 5.2 The work of the Division is outlined within section 1 above and is mainly statutory functions. It is therefore necessary to undertake regular staff PDR's to ensure they maintain a level of knowledge and expertise required to undertake this work. The following table outlines some of the key employee development needs.

### 5.3 Development Needs

Service Plan Reference	Key Development Needs
EH3	Training in the assessment methodology and requirements for applying for a Quality standard. External Training events.
EH4	Staff training and development for the implementation of the new licensing regime. This would mainly be external seminars and training events for the staff involved.
EH5	Training by FLARE for users of the system and the managers in order to develop the system further.
EH6	Training for the Contaminated Land Officer to gain more expertise and knowledge for the implementation of the Contaminated Land inspection Strategy. External training events and in-house experience.
EH7/12	General enforcement training for officers to ensure they maintain an adequate level of expertise to enable statutory functions to be carried out
Food/Health & Safety enforcement	Statutory requirements to maintain 20 Hours of CPD (Continuous Professional Development) for enforcement staff undertaking this work.
EH14	Training in researching and analysing housing needs

## 6. PERFORMANCE INDICATORS AND TARGETS

### 6.1 Best Value Performance Indicators

- 6.2 The table below outlines the Best Value Indicators that apply to the Division.

Best Value Indicators	Estimate 2003/04	Target 2004/05	Target 2005/06	Target 2006/07
<b>BV62</b> The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	$\frac{23.25}{1961} \times 100 = 1.19\%$	0.7%	1.0%	1.0%
<b>BV64</b> The number of vacant private sector dwellings that are returned into occupation or demolished as a direct result of action by the local authority	6	8	10	10
<b>BV166</b> This indicator is a test of whether the Division has written enforcement policies, planned enforcement activities, consultation and satisfaction levels, responsive enforcement activities and appropriate resources	100%	100%	100%	100%

### 6.3 Local Performance Indicators

6.4 The following table outlines the Local Performance indicators that have been developed for the Division

Local Indicator	Estimate 2003/04	Target 2004/05	Target 2005/06	Target 2006/07
Number of complaints dealt with within 5 working days as a percentage *	96%*	95%	95%	95%
Number of requests for pest control treatments dealt with within 3 working days. *	96%*	96%	96%	96%
Number of High Risk Food Premise Inspections as a percentage	100%	100%	100%	100%
Number of High Risk Health & Safety Inspections as a percentage	100%	100%	100%	100%
To achieve a rating of 'Good' or better from customer satisfaction surveys undertaken.	60%	70%	75%	80%
Number of inspections undertaken for IPPC installations in accordance with risk based inspection targets.	90%	95%	95%	95%
Achieve a minimum of 95% grant budget spend	95%	95%	95%	95%

- With the change over to the New Flare system during 2003/04 this will mean that some statistics will only be available for part of the year. Full 12 month statistics should be available from 2004/05.

## 7. USEFUL CONTACTS

- Environmental Health Manager - Position Currently vacant (October 2003)
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