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Date: 28 February 2024

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, 07 March 2024** 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 receive the Open Minutes of the Meetings held on:

08 January 2024 **4 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No. 10.
- 5** To receive any questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 6** CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2023-2024 QUARTER 3 1 APRIL TO 31 DECEMBER) **8 - 48**
- 7** SOCIAL HOUSING DECARBONISATION FUND WAVE 1 **49 - 54**
- 8** COMMITTEE WORK PROGRAMME **55 - 61**

Exclusion of the Public and Press:

- 9** 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.
- 10** To receive any exempt questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 11** ACQUISITION OF TWO BUNGALOWS IN REPTON
- 12** HOUSING VOIDS UPDATE
- 13** CARELINE AND INDEPENDENT LIVING SERVICE
- 14** HOUSING SERVICES REVIEW

HOUSING & COMMUNITY SERVICES COMMITTEE

08 JANUARY 2024

OPEN

PRESENT:

Labour Group

Councillor G Rhind (Chair) and 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 M Fitzpatrick, K Haines (substituting for Councillor D Corbin) and J Lowe.

Liberal Democrats

Councillor J Davies.

In attendance

Councillor R Pearson

Councillor N Tilley

Councillor A Wheelton.

HCS/54 **APOLOGIES**

The Committee was informed that apologies had been received from Councillor D Corbin (Conservative Group).

HCS/55 **DECLARATIONS OF INTEREST**

The Committee noted that no Declarations of Interest had been received.

HCS/56 **QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from Members of the Public had been received.

HCS/57 **QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

MATTERS DELEGATED TO COMMITTEE**HCS/58 SERVICE BASE BUDGET 2024-25**

The Head of Finance presented the report highlighting that the service developments were contained in Appendix 1 of the report and that a 2% increase had been factored into the Grants to Voluntary Bodies figures.

Members sought clarity on funding for Strawberry Lane, Rosliston, the availability of a tree register, impact to the budget from the Housing Services Review, play equipment funding, detail of the format of the report and funding for telecare installation.

The Strategic Director (Corporate Resources) informed Members that Parish Councils responsible for play equipment can access external grant funding in ways that the district council is not able to.

In response to a question from Members around the budgeting approach, the Strategic Director (Corporate Resources) informed Members that the technique used was an incremental budget process which was in line with the financial strategy and the Medium Term Financial Plan.

The Strategic Director (Service Delivery) informed Members that the Housing Services Review was at its initial stage and no factors had been identified to impact the budget and that a report would be brought to the Committee regarding the options for upgrades to telecare installations.

The Head of Cultural and Community Services confirmed that a map of all inspected trees was managed by Tree Officers.

RESOLVED:

- 1.1 *The Committee considered the proposed revenue budget for the Committee's services for 2024/25 as detailed in Appendix 1 of the report and recommended to the Finance and Management Committee for recommendation to Council for approval.***
- 1.2 *The Committee considered the proposed fees and charges for 2024/25 as detailed in Appendix 2 of the report and recommended to the Finance and Management Committee for recommendation to Council for approval.***
- 1.3 *The Committee considered the proposed Capital budget for the Committee's services, for 2024/25 as detailed in Appendix 3 of the report and recommended to the Finance and Management Committee for recommendation to Council for approval.***

1.4 The Committee considered and approved a 2% increase for the 2024-25 Grants to Voluntary Bodies.

HCS/59 **HOUSING REVENUE ACCOUNT BUDGET 2024-25**

The Head of Finance presented the report and confirmed that guidance on rate setting had been received and that the final report would be updated accordingly.

The Chair noted the rent increase of 7.3%.

Members raised questions relating to several items of the report including a strategy for the repayment of the Housing Revenue Account debt, compensation claims for repairs and labour issues for works to void properties.

The Head of Finance confirmed that the revised repayment profile for the repayment of HRA self-financing debt was included in the Medium Term Financial Plan. The Strategic Director (Corporate Resources) confirmed that the Treasury Management Strategy Statement would also set out this revised treasury plan.

The Strategic Director (Service Delivery) confirmed that the housing repairs procedures had been reviewed and that a report for Repairs and Maintenance Services would be brought to the Committee as the Novus contract ends early Summer 2024. The Strategic Director (Service Delivery) informed the Committee that there would be new strategies and models for responding to requests for repairs.

RESOLVED:

- 1.1 The Committee considered the options for Council House Rents for 2024/25 and agreed the preferred option of 7.3% following the Government's announcement of the Social Housing rent cap for 2024/25.**
- 1.2 The Committee considered the proposed revenue budget for the Housing Revenue Account for 2024/25 as detailed in Appendix 1 of the report and recommended to the Finance and Management Committee for recommendation for Council approval.**
- 1.3 The Committee considered the proposed Capital budget for the Committee's services for 2024/25 as detailed in Appendix 2 of the report and recommended to the Finance and Management Committee for recommendation for Council approval.**

HCS/60 COMMITTEE WORK PROGRAMME

The Strategic Director (Service Delivery) presented the work programme and informed Members that an updated programme would include urgent and time sensitive reports for the next meeting.

RESOLVED:

1.1 The Committee considered and approved the updated work programme.

HCS/61 LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)

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 paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

HCS/62 ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no exempt questions from Members of the Council had been received.

The meeting terminated at 18:30hours.

COUNCILLOR G RHIND

CHAIR

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	07 MARCH 2024	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 3 – (1 APRIL TO 31 DECEMBER))	
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

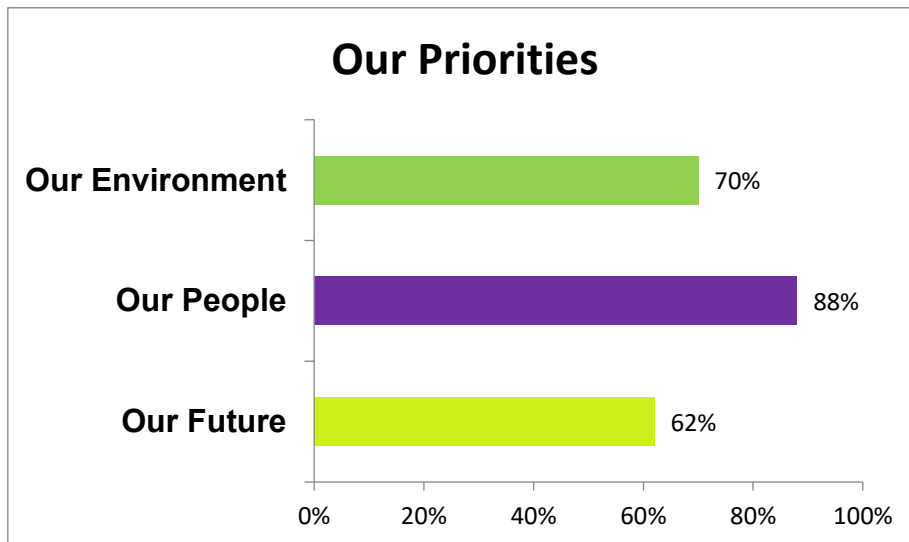
- *Engage with our communities.*
- *Supporting and safeguarding the most vulnerable.*



4.0 Performance Detail

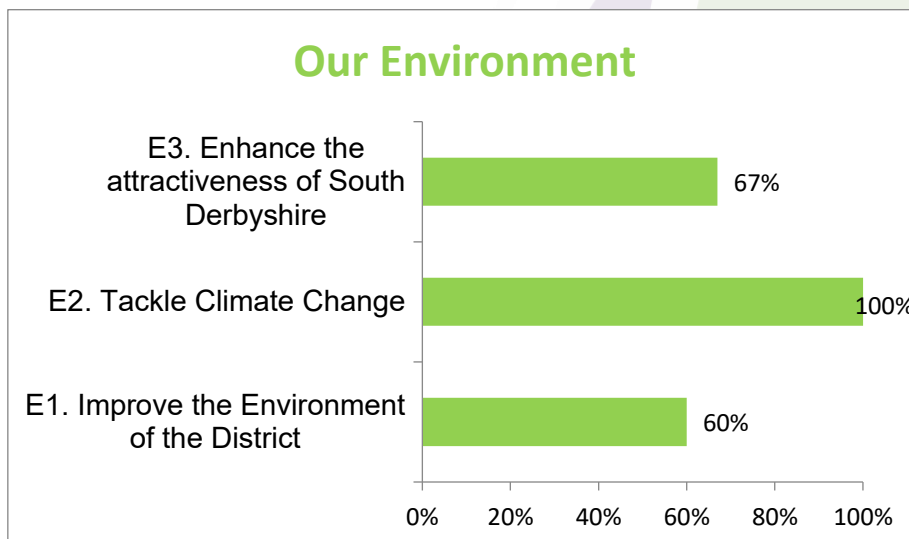
4.1 Overall Council performance against the priorities– Quarter three 2023-2024.

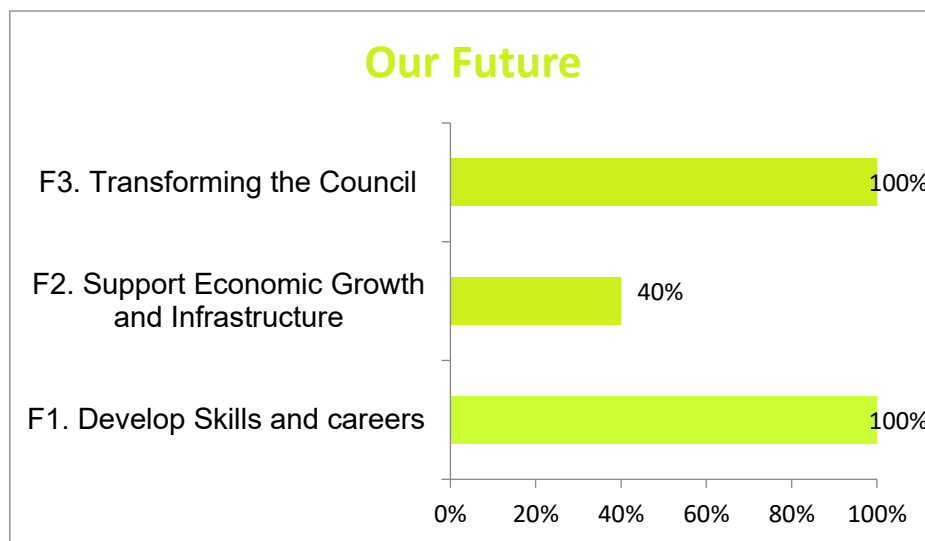
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter three 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, 23 are green, one is amber, eight are red and three are grey.

Overall, 68% of the key aims within the Corporate Plan are on track to achieve the four-year target. As at quarter three, 70% of indicators are on track for Our Environment, 88% 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 three in the Service Delivery Risk Register:

- SD1 – Loss of income to the Housing Revenue Account. Rent arrears of current tenants as a % of the annual rent due have increased in quarter 3 to 2.91%, due to the Christmas period. The void rent loss profit is currently up by £55k as the number of voids reduce and the void rent loss as a % of the rent debit has decreased from 3.25% to 2.99%. There has been a significant rise in damp proofing and roofing jobs over the last quarter and labour issues continue to impact on the delivery of these works. The Housing Service review currently being undertaken includes the Careline and ILS service and will make proposals for the future shape and scope of the services which take account of the new contractual arrangements and associated loss of income from DCC effective from 1st April 2024. A single supplier of energy utility services (gas and electric) will be in place from March 2024 (delayed from January 2024.) We continue to see more major voids and a higher cost per void. Spend limits for contractors to determine major and minor voids is currently under review.
- SD9 – Melbourne Sports Park. The risk impact has been updated to remove reference to Covid-19 and replaced with 'Future grant applications could be declined which will impact on development projects at site.'
- SD3 – Safety Standards. Mitigating actions have been updated to advise the Electrical Project Officer post started on 11 December 2023 and an interim Repairs, Asset and Improvement Manager has been recruited until the end of May 2024.
- SD6 - Ageing infrastructure at Rosliston Forestry Centre. The mitigating actions have been updated to confirm the findings from the Rosliston Forestry Centre consultation will go to H&CS Committee on the 1st February 2024.
- SD11 - Tree Management. Mitigating actions have been updated to confirm an additional Tree Officer and tree budget has been added in budget review process for 2023/24.
- SD12 - Ageing Infrastructure at Greenbank Leisure Centre. Further actions have been updated to confirm all strategy work will be completed as part of the wider future of the leisure project.

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	Q2 2023-2024: Apr - Sept	Q3 2023-2024: Apr - Dec	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee	
OUR ENVIRONMENT	Keeping a clean, green District for future generations	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	229kgs	332kgs	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%	50%	47%	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	
			E1.2A	Number of fly tipping incidents	714 (total figure for 2019/20)	1003	604	590	119	246	380	Downward trend over four years	Matt Holford, Head of Environmental 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	E1.2B	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	97.4% (Grade B or above)	97.4% (Grade B or above)	>95% (Grade B or above)	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			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	0	0	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		E2. Tackle climate change	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	Target - Publish a revised Climate & Environment Action Plan - Achieved. >90% of actions in the C&EAP to be RAG rated 'Green' - Achieved	>90% of actions in the C&EAP to be RAG rated 'Green' - 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	
	E2.2A		% 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%	93%	93%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
	E3. Enhance the attractiveness of South Derbyshire	E3.1A	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%	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		
		E3.2A	The number of Green Flag Awards for South Derbyshire parks	2	Achieved	3	3	3	4	4	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	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	135	191	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	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	106 cases	205 cases	Proxy Measure to show service activity	John Comber, Interim 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	162	191	>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.	On Track - Delivery against the 5 Keys priorities is underway. all 5 of the priorities are being addressed and intervention is assigned accordingly.	On Track - Delivery against the 5 key priorities is ongoing.	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	49.41% £882,083 of £1,785,216 spent.	70.83% £1,264,530.52 of £1,785,216 spent.	100% spend against the planned maintenance budget	John Comber, Interim 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	14 surveys	28 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	176.01 days	164.27 days	Median Quartile Performance (Benchmark via Housemark)	John Comber, Interim 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	Reported annually in Q4	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			

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	Q2 2023-2024: Apr - Sept	Q3 2023-2024: Apr - Dec	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee				
P e o p l e	Working with communities and meeting	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	During 2019/20 there were 1,282 council tax and digital forms submitted, 13,912 general website forms via the website and 287 social media enquiries. Total 15,481.	Total: 23,461	Total: 24,405	Total: 25,856	Total: 5,864	Total: 14,400	Total: 21,416	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	4,054	6,324	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	43,557	63,944	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	58,708	59,848	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	Employee survey on hold until Q3.	Employee survey launched.	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)	10 (2.67% of head count)	10 apprentices - (2.67% 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	4.17	7.44	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%	75%	73%	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			
			O u r F u t u r e	Growing our District and our skills base	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	34,000 Reported annually in Q4	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	28,174 sqm Reported annually in Q4	28,174 sqm 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	£75,458,747	£75,266,043	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%	76%	65%	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%	80%	76%	>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	Reported Annually in Q4	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	On target	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					Plan approved at E&DS Committee Sep 23			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: March 2023

Quarter 3, 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	3	3	3	3
2023/24	Four Green Flag Awards by 2024	3	We have successfully gained 4 Green Flag Awards for Eureka Park, Swadlincote Woods, Maurice Lea Memorial Park and Cadley Park	4	

Performance Overview - Quarterly Update	Actions to sustain or improve performance
This is an annual measure which has been achieved.	Work will continue to retain the existing Green Flag awards through following the approved management plans. Going forward we are looking at other sites to become accredited in future years to increase this number further.

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	135	191	
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
<p>Groups supported:</p> <ul style="list-style-type: none"> Birdwatching for Beginners 1st Gresley Scouts Aston & Weston Bowls Club Aston on Trent Brickyard Local Nature Reserve (FAB) Aston on Trent Primary School Barrow on Trent PC Belmont Primary School Circularity Woodville Coton-in-the-Elms Primary School Dalbury Lees Community Speed Watch Earth Day, Weston on Trent Etwell Cricket Club Findern Footpaths Group 			<p>The numbers in the table above are cumulative totals for the number of groups supported. The breakdown for each quarter is as follows 65 in quarter 1, 70 in quarter 2 and 56 in quarter 3. There has been a slight reduction in quarter 3 on the previous quarters which could be contributed to the colder winter months.</p>		

<p>Findern Primary school Former Swadlincote Conservative Ladies Coffee Club Goseley Community Centre Hartshorne Church Hatton Support Network Hilton Community Allotments Hilton Spencer Academy Hilton Youth Group Kings newton and Melbourne residents action group Maurice Lea Park Senior Tennis Group Melbourne Parish Council Melbourne United Reformed Church Hall National Forest Netherseal Almshouses Netherseal Village Hall Newhall Creative Collective Overseal footpath group Overseal Girl Guides People Express Recreation in Aston Repton Festival Repton Parish Council Rosliston CE Primary School Rosliston Forestry Centre Community Group Rosliston PC Rosliston seales and Linton Beavers Shardlow Inland Port Group Shardlow Village Hall Sharpes Pottery & Heritage Arts Trust SJA Church Gresley Cadets South Derbyshire Cricket Development Group South Derbyshire CVS Springfield Junior School Springfield Junior School St Georges Church, Church Gresley St Helen's Church Etwall St Peters Church Overseal Stenson Fields Primary Community School Swadlincote Army Cadet Force Ticknall Community Reflective Garden Project CIC Weston on Trent CofE Primary School Weston on Trent Parish Council Willington Residents Group</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 2893 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	Performance to be rated as 'High' or 'Moderate'	Moderate	Moderate	Moderate	
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
ASB reports to the Police to the end of December 2023 are 29% lower than in the same period in 2018/19. ASB reports to the Council to the end of December 2023 are 26% higher than in the same period in 2018/19. Overall, the number of ASB reports to both the Police and the Council to the end of December 2023 are 11%			A new PSPO in Swadlincote town centre has enabled the Councils Community Safety Enforcement Officers to have a tangible impact on town centre ASB. In particular this has focused over the summer months in constructively and assertively dealing with the behaviour of youths in the town centre.		

lower than in the same period in 2018/19
(2,189 in 2018/19, 1,944 in 2023/24)

Temporary funding for a Community Safety Enforcement Officer has been offered by the Police and Crime Commissioner for Derbyshire. Funding has been approved and recruitment is underway. The focus of the post will be on anti-social behaviour hot spots, including those in rural areas and areas of rapid growth such as Drakelow.

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 Measure to show service activity	64 cases total	127 cases	203 cases	265 cases
2021/22	Proxy Measure to show service activity	85 cases	164 cases	233 cases	261 cases
2022/23	Proxy Measure to show service activity	52 cases	79 cases	137 cases	182 cases
2023/24	Proxy Measure to show service activity	47 cases	106 cases	205 cases	

Performance Overview - Quarterly Update	Actions to sustain or improve performance
<p>The ratio of prevention to relief cases for Quarter 1 – Quarter 3:</p> <p>45.90% Prevented cases (prevention work to prevent households from becoming homeless) v 54.10%</p>	<ul style="list-style-type: none"> • Whole team training has been arranged for the solutions staff for Q4 for prevention & relief tools. • Winter provision provided by

Relieved cases (relief work focuses on supporting households in secure accommodation after they have become homeless.)

84% of cases were housed from Quarter 1 to Quarter 3.

A breakdown of the cases and reason for closure of the case is detailed in the table below:

Reason for Closure	Count of Reason for Closure
1. Accepted a Council Stock Part VI Offer	41
2. Accepted a Registered Provider VI Offer	56
5. Accepted an offer of supported Housing.	39
6. Secured Private Sector Accommodation	69
7. Go from a Prevention case to a Relief Case.	9
8. Go from a Relief case to Full duty Case.	4
9. Contact lost	14
10. Other	12
APPROACH CASE	106
Total Cases	350
Total (Non-Approach) Homeless Cases (HS02)	244
Total Cases Not Housed	39
Total Cases Housed (HS03 & P2.1A)	205
% of cases housed	84.02%

Whilst relief cases are higher between these quarters, work undertaken, and measures put in place are detailed below.

Temporary Ukrainian & Asylum Tenancy Sustainment Officer has now been added to the framework as a fixed term post, which has aided in resource for the cohort to free up prevention and relief in the area/other areas.

A Temporary Accommodation & Move on Officer has been requested to be added as a continued resource for the Housing Solutions Team, to assist with managing temporary accommodation stock and moving the cohort into settled accommodation.

Temporary Housing Options Assistance has been requested to be added as a resource to the Housing Solutions Team, to assist with the housing register applications, homeless presentations and the Councils garage stock.

P3 to be utilised for Q4.

- Additional resource / funds have been requested as part of the Pre-Tenancy Budget Setting for 2024/25.

- Re-procurement of services to potentially maximise efficiency for Q4.

- Continued weekly Temporary Accommodation Meetings to ensure timely move on from temporary accommodation into settled accommodation.

- Rest Centre Training arranged for Q4.

Continued use of the Household Support Fund 4 (homelessness prevention payments for arrears, deposits and rent in advance) and (new homes furnishing fund for furniture to set up home).

Continued use of the Flexible Fund (domestic abuse monies administered by New Horizon's on behalf of the Council to support survivors of domestic abuse to rebuild their lives).

Continued use of the P3 Preventing Homelessness by Supporting Mental Health Officers to support those suffering with mental health who are threatened with homelessness or with move on.

CBL forum carried out to liaise with RP's on updates/future updates to assist with move on

Shelter & Government Events training attended by the team.

Homes for Kathy Conference attended by the team.

Housing Solutions dealt with Storm Babet applicants, placements, and signposting for applicable funding.

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.	On Track - Delivery against the 5 keys priorities is underway. all 5 of the priorities are being addressed and intervention is assigned accordingly.	On Track - Delivery against the 5 key priorities is ongoing.	
Performance Overview - Quarterly Update All five of the priorities are being addressed and intervention is assigned accordingly. Health and Wellbeing Grant applications assessed and awarded. <ul style="list-style-type: none"> • Get Active In the Forest – to date four walk Leader training courses delivered. • 22 new walk leaders trained. • Refresher training delivered, retrained 24 walk leaders on the Walk Derbyshire Package. • 94 new walks scheduled for 2024 National Forest Walking Festival <ul style="list-style-type: none"> • Senior Cycling session reestablished at Rosliston Forestry centre. • Parkinsons training for walk leaders delivered to 15 attendees. • Parkinsons awareness training delivered to 22 SDDC staff and councillors. • 2 x Volunteer events delivered. 50 attendees for the Christmas event and 25 attended the Buffett. • Out and Active HAF (Holiday Activity and Food) sessions were held over four days, 27 children attended, over the course of the four days there were 64 places delivered, catering to children eligible for Pupil Premium. • 2 bi-weekly Sinfon Community Group walks from April to November. • 2 Deafinitely Women Walks. 			Actions to sustain or improve performance Continuation of delivery.		

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 against total budget for 2022-2023.	89.29% - £1,721,162.36 against total budget for 2022-2023.
2023/24	100% spend against the planned maintenance budget	22.67% £415,879.94	49.41% £882,083 of £1,785,216 spent to the end of Q2.	70.83% £1,264,530.52 of £1,785,216 spent to the end of Q3.	
Performance Overview - Quarterly Update		Actions to sustain or improve performance			
Following Quarter 2, the asset team reviewed the profile spend for the year and made the required adjustments. The Contracts and		Overall, the outcome is on target. The budgets and profile spend to be reviewed again in January 2024 and adjusted and			

Finance Officer and Asset and Improvement Manager are monitoring the spend monthly. This is shared with the team in the monthly team meeting.

Overall, we are on track for Quarter 3 but some areas we are behind and aware of the reasons. Please see breakdown of budget spend.

Budgets were adjusted to allow for increased spending and decreases in other areas as noted below:

Kitchen (inc Voids) – Budget £280,000, Spend £179,570 – budget increased by £30,000, following review of Q2 overspend on voids and planned against profile. (19 Void Kitchens based on 2022-2023 figures). Planned programme has commenced and will be completed February 2024. Completed - Void Kitchens 25, Planned Kitchens 6.

Bathroom (inc Voids and shower replacements) - Budget £100,866, Spend £76,856 – budget increased by £3,000. One void bathroom replaced, higher spend on electric shower replacements. Completed – Void Bathrooms 1, Void Showers 4, Showers 147.

Roofing – Budget £215,000 Spend £182,407 – Additional properties added as they are beyond repair, and profile spend adjusted. Three remaining properties to be completed by February 2024. Completed 22.

Rewires (inc Voids) – Budget £384,600, Spend £189,770 – void rewires overspend, adjusted with the planned rewire budget underspend. Planned rewires are currently behind due to staff changes within the rewire contractor. Although reassurances work would commence again in Q3 & 4 were given, they are still not at the level predicted. The programme is to be reduced to allow for spending in other areas. Completed – Void Rewires 28, Planned Rewires 17.

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

Active Fire Protection – Budget £30,000, Spend £4,813 – full review of fire alarms and

closely monitored to year end. Regular monthly meetings to continue with Finance and Staff.

Stock condition surveys to be completed to 100% of the stock by the end of March 2025. Currently procuring a contractor with the focus to complete an initial 20%.

emergency lighting components currently in progress. Fire alarm works at Smallthorn Place - £27,000 have commenced and works due to complete by February 2024.

Passive Fire Protection – Budget £40,000, Spend £32,115 – new contractor procured from 25 May 2023. Works issued to contractor following Fire Risk Assessments and near completion.

Door renewal – Budget £65,000, Spend £42,856 – budget based on last year's spend. Budget increased from £58,000 to £65,000. To be monitored closely. Note: these are reactive and front door replacements carried out through day-to-day repairs. Completed - 40 door renewals.

Heating Installations – Budget £319,750, Spend £365,443 – budget reduced from £416,000 to £319,750, contractor advised but errors with their system all boilers installed had not been invoiced, therefore budget will need to be offset in other areas. Boiler lifecycle changed from 15 years to 17 years. Completed - 116 installs.

Window renewal – Budget £50,000, Spend £8,762 – reduced from £52,8500 to £50,000. Works on patio doors that are defect are required at Rowley Court and these are to be completed by end of March 2024. Completed – 7 windows.

Communal Doors – Budget £50,000, Spend £0 – reduced from £100,000 to £50,000 orders placed for intercom upgrades with contractor, to be completed by March 2024.

Car Park – Budget £50,000 Spend £0 – no spend to date and no orders placed.

Smoke Alarm renewal (inc Voids) – Budget £250,000, Spend £184,643 - 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 adjusted from £150,000 to £250,000. Completed – Void Smoke/CO detectors 69, Planned Smoke/CO detectors 1229.

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	176.01 days	164.27 days	

Performance Overview - Quarterly Update	Actions to sustain or improve performance
Across Q1, Q2 & Q3, a total of 193 properties have been let, with an average void days per property of 164.27. This is an improvement on previous quarters' results of 199.91 in Q1 and 176.01 in Q2. If we look at Q3 in isolation, the average void days across the 51 properties let was 131.61	Staffing: <ul style="list-style-type: none"> An interim Repairs Manager has been recruited to affect a

days, compared to a result in Q2 in isolation of 155.78 days.

Most of the properties have been delivered by Novus, with the Councils additional contractor Matthews & Tannert delivering the remainder of the properties. The breakdown for each contractor is as follows:

Contractor	No of properties Let	Average Void Days
M&T Void Properties	35	110.40
Novus	158	176.20
All properties	193	164.27

Whilst the average void days remains above the target, the following should be noted:

- The level of work, and subsequent costs required to bring our properties up to the Lettable Standard continues to increase – the average void cost for properties let over this period is £3,818.82 per property, compared to an average of £3,437.41 per property at the end of Q2, an increase of £380 in 3 months.
- The voids are categorised as Major Voids (currently defined as any void costing more than £2,500) and Standard Voids. This means that, based on the average void cost, most of our voids would be classed as “Major”. For 2022/23, just 18% of voids let were classed as Major. For this year so far, this has risen to 55.44%.
- Within their benchmarking, Housemark allows for 50% more days to turn around a major void. Whilst service PIs reflect these different void types in reporting, this corporate PI does not and looks at all properties.

If we were to split out the average void days for this period's lettings across the two void types, the comparison is as follows:

Q1 – Q3		Q1-Q2	
Total Days	31705	Total Days	23305
Total Households	193	Total Households	136
Average days for all properties	164.27	Average days for all properties	176.01
Average for Major void properties	196.36	Average for Major void properties	206.73
Average for Standard	124.35	Average for Standard	136.37

relatively seamless transition with the outgoing manager.

- Interim Voids Officer remains in post to provide a more focussed management of the voids, focussing on utility meter management, pre-void inspections, contractor management and voids administration.

Meter Top Ups:

- Replacement procedure devised making use of Strategic Director credit card to allow for timely meter top ups and thorough recording of expenditure. All meters awaiting top up through the last 6 weeks of Q3 have now been topped up in the first week of Q4.

Roofs:

- As an interim measure, a Council Property Inspector will be carrying out the roof surveys on the 8 properties awaiting these. This inspector has the skills and the experience to provide a thorough survey and to check the quality of the works completed.
- The work will be completed by competent bricklayers/roofers from the DLO employed on a temporary basis.
- Contractors (Novus/M&T) will continue to be encouraged to engage labour/contractors to complete these works as quickly as possible so they can take back these works from the Council and fulfil the terms of their contract.

void properties		void properties	
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Again, in comparison to Q1-Q2 figures, improvement can be seen.

- There have been several high value voids let over Q1 – Q3 which, due to the level of works required, have taken longer to bring up to standard. A breakdown of properties let by void value is as follows:

Cost Between		No of Properties	Average Void Days
£0.00	£1,000	33	115.00
£1,001	£5,000	101	143.58
£5,001	£10,000	50	214.18
£10,001	£30,000	9	296.88

- Whilst it is a positive that these high value, long term voids are now available for our customers to move into, it must be noted that there will be a detrimental effect on the overall void days figures which will continue to be seen for the remainder of this financial year, due to this being a cumulative figure.

- As stated above, some longer-term voids have been let but there are still 5 properties which remain void which have already been void since financial year 2022-23. All 5 of these properties are requiring extensive works to resolve either damp issues, structural issues, or roof defects to bring them up to the lettable standard. It is worth noting that when these properties are let, the average void days will be affected significantly.

- Roof defects are a recurring theme across many of our void properties at present and is one of the main reasons for delays in letting properties. Poor weather conditions have exacerbated this, both in the damage caused and the ability to complete any repair works safely.

- In addition, Novus and M&T are both experiencing difficulties engaging either in house labour or external contractors who can carry out roof surveys for the Schedule of Rates cost and to complete the required works. There are currently 8 void properties which are awaiting roof surveys and subsequent repairs.

- Novus have also had difficulty retaining/replacing their in-house labour for all void works, which has impacted on their turnaround times for void works and more particularly their ability to send over a completed void survey for our approval.

Contractor Labour

- Novus have advised they have engaged further resource to support with completing the backlog of surveys they need to send over.
- Additional sub-contractors have been onboarded by Novus to support with completion of void works to the required standard.
- There will be more focus on the part of the Council to encourage Novus to use SOR pricing rather than relying on acceptance of quoted works costs with the aim of reducing the average void cost where possible.

Ongoing Items:

- Development of separate void types to enable greater clarity in reporting success of process changes (i.e. contractors completing survey) and allow for future development of DLO completing voids, e.g. starting with Temp Properties
- Driving standards with new post void inspection form. The new form contains specific reference to the Lettable Standard to ensure that properties are safe and appropriate for our customers to move into. This has seen a decrease in the number of post-signup repairs reported since its introduction.
- With both our Voids contractors completing surveys, a 2-stage checking process by the Council has been introduced. This ensures

The table below gives details on survey return rates since Novus commenced completion of surveys in 01/09/23:

No of Surveys requested from Novus Since 01/09/23	50
No of Surveys received from Novus Since 01/09/23	36
No of Surveys awaited	14
Average days for Novus to return survey	25.31
No of surveys approved by SDDC since 01/09/23	32
No of surveys still to be approved	4
Average days for SDDC to approve survey	7.34

- The Repairs Manager has left the business at the end of Q3 which caused some issues with approval timescales whilst handovers were being completed.
- The departure of the Head of Housing has caused delays in topping up meters with the removal of the credit card from the department. This has led to delays in getting void works completed.

that the financial control remains with the Council, and all work required to make properties fit to let is instructed as part of the survey, without excessively impacting on void days.

- Continue to have weekly meetings with both contractors to ensure all parties aware of where each property is in the void process, what issues are outstanding and expected handover dates are provided for all properties by the contractor. As part of this process, the contractors are proactive in identifying possible variations to surveys during the void works and ensuring the Council approval so that expected handover dates are not negatively impacted.

A detailed Voids report will be taken to Housing and Community Services Committee on Thursday 7 March 2024.

Quarter 3, 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 of current tenants as a % of the annual rent due have increased slightly in quarter 3 from 2.77% to 2.91% due to the Christmas period. The void rent loss as a % of the rent debit has reduced from 3.25% to 2.99% in quarter 3. 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 Housing Service review currently being undertaken includes the Careline and ILS service and will make proposals for the future shape and scope of the services which take account of the new contractual arrangements and associated loss of income from DCC effective from 1st April 2024. Skilled and unskilled labour issues in addition to fluctuation in labour rates have affected progress towards targets 	<p>Rent arrears of current tenants as a % of the annual rent due are at 2.91%.</p> <p>Void rent loss profit is currently up by £55k as the number of voids reduce and the void rent loss as a % of the rent debit has reduced from 3.25% to 2.99%.</p> <p>We continue to see more major voids and a higher cost per void. Spend limits for contractors to determine major and minor voids is currently under review.</p> <p>Single utilities supplier has been delayed, now expected March 2024 (delayed from January 2024.)</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>in Q3. In particular this has affected.</p> <ul style="list-style-type: none"> Plastering Floor laying Damp works <p>Novus is still actively working with local contractors however this does fluctuate due demand on labourers.</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 energy utility services (gas and electric) will be in place from March 2024 to reduce time taken to resolve meter debt and installation issues. Area based surveys and work plans are in place. 	<p>Labour issues are impacting on the delivery of works in particular around damp proofing, floor laying and plastering, we have seen a significant rise in damp and roofing jobs in the last month.</p>		

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"> Spend limits for contractors to determine major and minor voids is currently under review. 		
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 permanent place to cover Heating, Electrical, Fire safety Project Officer roles. Fire safety checks in sheltered and communal schemes being completed by Careline Support Coordinators. Successful recruitment to Gas, Building and Electrical Project Officer roles. The Electrical Project Officer commenced the role on the 11th December 2023. Interim Repairs, Asset and Improvement Manager has been recruited until May 2024. 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. Full review required into software systems. Current structure is not suitable to meet the demand/workload. Full review as part of the wider Housing Services review. 	<p>Mitigating actions have been updated to advise the Electrical Project Officer post started on the 11th December 2023 and an interim Repairs, Asset and Improvement Manager has been recruited until the end of May 2024.</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 – 94.68% (2792/2949) have an up to date EICR, orders for remaining properties placed and in progress with contractor.</p> <p>Gas – 99.93% (2777/2779) properties have valid gas certificate. Two properties 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>						

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 Q3	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 	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. Continue working with National Forest Company and Forestry 	The mitigating actions have been updated to confirm the findings from the RFC consultation will go to H&CS Committee on the 1 st February.	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			
								<ul style="list-style-type: none"> The RFC consultation is now complete – collating findings report to go to H&CS committee to show results in on 1st February 2024. 				England to help shape 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.	A loss of control of new developments and reduced likelihood of achieving the necessary section 106 contributions and the potential for developments to the 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 and this is now under review. Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development. Current five-year housing land supply rate at 5.76 years- most sites started are building at a rate above that originally anticipated such that 1118 builds were completed in 2022/23. Despite a small reduction in the five-year supply from the previous year the council has maintained its five-year housing land supply. 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. 	2	3	6	<ul style="list-style-type: none"> Develop action plan(s) where necessary. Monitoring/review of performance ongoing. 	Mitigating actions updated to confirm the Local Plan is now under review. Current five-year housing land supply rate amended from 6.29 years to 5.76 years. 1,118 builds were completed in 2022/23. Risk Cause updated to remove reference to Covid-19.	Head of Planning and Strategic Housing
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with external funders.	Future grant applications could be declined which will impact on development projects at site.	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. Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability. 	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. Key funder in attendance at AGP steering group meetings. 	The risk impact has been updated to remove reference to Covid-19 and replaced with 'Future grant applications	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			
								<ul style="list-style-type: none"> 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"> MSP Board meeting business plan income targets, however close monitoring is required. 	could be declined which will impact on development projects at site.'	
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. Additional tree officer and tree budget added in budget review process for 2023/24. 	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. 	<ul style="list-style-type: none"> Mitigating actions updated to confirm an additional Tree Officer and tree budget added in budget review process for 2023/24. 	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. Created a project working group to look at long term options for leisure centre. All strategy work will be done as part of wider future of leisure project. 	Further actions updated to confirm all strategy work will be completed as part of the wider future of the leisure project.	Head of Cultural and Community Services
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 2023/24. The Council employs a dedicated Community Partnership Officer to support the voluntary sector and local 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 Q3	Head of Community and Cultural 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			
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 Q3	Head of Community and Cultural Services
SD18	Fluctuations in recycle prices	Failure to monitor and report fluctuations in recycle 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. 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. 	2	3	6	<ul style="list-style-type: none"> Continue to report quarterly on recycle income 	No change in Q3.	Head of Operational Services
SD19	Animal welfare costs	Significant increase in dog ownership, illegal dog breeding, stray dogs and poor animal welfare. Recent government ban on XL bullies introduced which could increase stray dog numbers	Substantial costs from stray dogs collected or animals taken into possession on animal welfare grounds.	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. 	2	3	6	<ul style="list-style-type: none"> Ongoing monitoring of the CEH00 R4400 budget to review the effects of the existing mitigations and the XL bully ban. Draft Animal in Distress Policy discussed with Leadership Team. Three legal cases are progressing and unlikely to go to full trial before summer 2024. 	The risk cause and risk impact have been updated to reflect the new national ban on XL bully dogs. Further actions have been updated to confirm a draft Animal in Distress Policy has been discussed with the Leadership Team.	Head of Environmental Services

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY <i>Strategic, Resource Operational Financial Knowledge management Compliance, Partnership</i>	Current Risk Rating <i>(See table below for guidance)</i>			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations <i>(See table below for guidance)</i>			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
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 (DESNZ and Midland Net Zero Hub) New contractors were procured in 2023 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. Review project governance in the light of experience from the LAD3 scheme. 	The LAD3 project closed in quarter 3, further actions have been updated to confirm a review of the project governance will be undertaken.	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	<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: red; margin-right: 5px;"></div> 12-16 <div style="width: 20px; height: 20px; background-color: orange; margin-right: 5px;"></div> 6-9 <div style="width: 20px; height: 20px; background-color: green; margin-right: 5px;"></div> 1 - 4 </div>	Significant Risk Medium Risk Low Risk
	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, 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.
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: 7
DATE OF MEETING:		CATEGORY:
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	CRAIG LODEY, 07435 766937 craig.lodey@southderbyshire.gov.uk	DOC:
SUBJECT:	SOCIAL HOUSING DECARBONISATION FUND WAVE 1	
WARD(S) AFFECTED:	HATTON, MELBOURNE, SEALES, SWADLINCOTE, WOODVILLE.	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 To note the completion of the Social Housing Decarbonisation Fund Wave 1 works programme.
- 1.2 To give delegated authority to the Strategic Director (Corporate Resources)/S151 Officer to sign the memoranda of understanding detailing the project change requests.
- 1.3 To ringfence the Council's underspend of £81,408 within the Social Housing Decarbonisation Fund programme to fund further energy efficiency projects within the social housing stock.

2.0 Purpose of the Report

- 2.1 To outline the achievements delivered through the Wave 1 of the Social Housing Decarbonisation Fund programme.
- 2.2 To seek delegated authority for the Strategic Director (Corporate Resources)/S151 Officer to sign the amended Memoranda of Understanding between the funder (DESNZ) and the Council, to approve the project change requests approved by the funder during delivery of the programme.
- 2.3 To seek approval to ringfence the underspend previously approved for SHDF Wave 1 works and to use this money to fund future energy efficiency capital project proposals within the social housing stock.

3.0 Background

- 3.1 The Social Housing Decarbonisation fund is a central government initiative to improve social housing by increasing their energy efficiency rating to EPC band C or above.
- 3.2 At the Finance and Management Committee held 7 October 2021 approval was sought to bid for SHDF Wave 1 funding and for a contribution of c. £500k to be reserved as co-funding. In April 2022 a grant of £1.6m was offered by DESNZ on the condition that the Council committed to match fund 1/3 of the budget.

- 3.3 The properties selected for the scheme were chosen based on their existing energy efficiency rating of EPC band D or below, the ability to install energy efficiency measures within the cost cap of £1.6M set by the scheme and the assessed vulnerability of the residents.
- 3.4 The initial assessment programme surveyed 138 properties from which the target number of 111 properties were selected.
- 3.5 All the properties selected in Wave 1 were bungalow type homes occupied by elderly or otherwise vulnerable residents.
- 3.6 Whilst 111 properties were initially selected, the programme has delivered energy efficiency improvements to 89 social housing properties, raising their energy performance rating to EPC band C, meeting the requirements of the grant.

This shortfall against the initial target was the result of late developing and unexpected costs that would have been required to address complications at the non-standard house types at Gresley Woodlands and which were not within the scope of the grant. Partial mitigation was achieved by the late inclusion of property that had been deferred to a potential Wave 2 bid.

- 3.7 The councils contractor for the 'Whole House Contract' was appointed on an 'open-book' basis.
- 3.8 The programme has delivered these works within the original budget of £1.65M and within the cost cap set for each EPC banding. Due to the reduced number of properties where works were undertaken an underspend of £244,225 was left over of which £162,817 is to be repaid to DESNZ. These works included the replacement of windows and doors with modern specification high efficiency units, the extraction of failed cavity wall insulation and refill with a bound bead product, additional loft insulation and continuous low level mechanical ventilation.
- 3.9 All site works were completed by 30 September 2023 and this funding stream is now ended.
- 3.10 The original grant of £1.6M is underspent and under the terms of the funding this must be returned to DESNZ. This detail is shown in 5.1 below.
- 3.11 SHDF Wave 1 has been succeeded by SHDF Wave 2.1 which is currently being delivered. Several of the properties assessed in Wave 1 but not included are being reassessed under Wave 2.1.
- 3.12 These improvements will reduce the total CO₂ emissions from these homes by a total of approximately 75.5 tonnes per annum.
- 3.13 It is estimated that the amount of energy needed to keep each home comfortably heated will, on average be reduced by 2050 kW/h per annum.

4.0 Detail

4.1 The table below outlines the property location of the 89 properties that had works completed on them to raise the EPC rating.

Address	Post Code	Ward	Properties treated
Resthaven	DE11 0PX	Swadlincote	15
Kendricks Close	DE11 7AG	Woodville	15
Main Street	DE12 6LG	Seales	1
Bailey Avenue	DE12 6NW	Seales	25
Station Rd	DE65 5EL	Hatton	3
Penn Lane	DE73 8EQ	Melbourne	1
Peniston Rise/ Close	DE73 8EZ	Melbourne	29

4.2 The table below shows how many properties fell into each Energy Efficiency Rating before the works were completed.

Pre-installation EPC band	Number of Properties
D	78
E	10
F	1
G	-

All 89 properties have now had works undertaken to achieve an EPC rating of Band C.

4.3 A range of works were carried out at each property to improve the energy efficiency. The table below shows how many of each type of work were undertaken.

Measure	Number Installed
External Wall Insulation	-
Cavity Wall Insulation	65
Underfloor insulation	-
Loft insulation (top up to 450mm)	89
Draughtproofing	-
Air Source Heat Pump	-
Ground Source Heat Pump	-
Shared Ground Loops	-
Storage heaters/High Heat Retention Storage Heaters	-
Solar PV	-
Solar Thermal	-
Windows	89
Ventilation	89
(Other)	

It should be noted that this project has enabled the replacement of ageing double glazing across all the properties, with high efficiency units that would otherwise have been delivered through the planned maintenance programme.

5.0 Financial Implications

5.1 The table below details the breakdown of the original grant and the actual spend.

Funding Source	Actual (£)	Original Forecast (£)	Deviation (£)
DESNZ Funding (67%)	937,018	1099835	162,817
SDDC Funding (33%)	468,509	549917	81,408
Total	1405527	1649752	244,225

Overall, a spend of £1.4m has been delivered during this project leaving an underspend of £244,225. Of this amount, £162,817 must be returned to DESNZ under the terms of the grant as clawback. An interim return of £26k has been made with the remainder is to be remitted on review of the final project closure data by DESNZ.

Of the original £549,971 approved by the council, a total of £81,408 remains uncommitted however, there is the opportunity to spend this money, if approved, on other low carbon improvements to social housing. This money will remain in the major repairs reserve until an appropriate energy efficiency scheme is identified.

5.2 Project Change Requests (PCR)

During the programme, five PCR's were submitted to the funder (DESNZ) by SDDC to reflect changes to the delivery schedule, property numbers, and forecast spend. These changes were necessary due to the suitability of properties and were approved by DESNZ on condition that an amended Memorandum of Understanding was signed by the Strategic Director (Corporate Resources)/S151 Officer.

Details of each PCR is shown in the table below.

PCR number	Date Submitted	Summary of changes	Date approved by DESNZ
1	01/03/23	Extension to the delivery period to 30 th June 2023	27/03/23
2	08/06/23	Extension to the delivery period up to 01/09/2023 and an amendment to the project scope (<i>reduction to 89 homes</i>)	08/06/23
3	14/09/23	Extension to the delivery period up to 30/11/2023 and an amendment to project Scope. (<i>reduction in the number of CWI installations following intrusive survey</i>)	20/10/23
4	10/11/23	Amendment to funding amounts. (<i>reduction of proposed spend due to reduced number of properties</i>)	24/11/23
5	12/12/23	Extension to the delivery period up to 31/12/2023 and an amendment to project Scope (<i>to allow finalisation of accounts and refinement of pre-installation EPC data</i>)	08/01/24
6	13/01/2024	Amendment of final spend	14/02/2024

6.0 Corporate Implications

Employment Implications

6.1 None

Legal Implications

6.2 The programme has been delivered to the requirements set out in the grant spend letter and supporting MoU.

6.3 The amended MoU must be signed off by the Strategic Director (Corporate Resources)/S151 Officer or the project cannot be closed, and underspent monies returned.

Corporate Plan Implications

6.4 The measures installed in the properties to improve the energy efficiency will reduce CO₂ emissions by approximately 75.5 tonnes per annum, helping the council to achieve its commitment to be net zero by 2030.

6.5 The energy efficiency measures undertaken improve living conditions and tenants' health and wellbeing. They provide tenants with the opportunity to reduce the amount of energy needed to keep their homes comfortably heated. These reductions are assessed to equate to an average saving of approximately 2050 kW/ hr. per year. These improvements can also reduce the risk of cold-related health issues such as hyperthermia and respiratory complaints arising from condensation, damp and mould.

6.6 The programme has improved the condition of the housing stock by providing replacement glazing units, replacing failed insulation and additional ventilation measures.

Risk Impact

6.7 If the MoU is not signed by the responsible Strategic Director (Corporate Resources)/S151 officer, the Council will be non-compliant and at risk of DESNZ reclaiming the funding from the Council.

7.0 Community Impact

Consultation

7.1 The Council has successfully engaged with stakeholders prior to and during project delivery to ensure residents are kept informed about the programme and its objectives. Officers have sought to engage with Councillors where appropriate and keep them informed of progress. Households originally contacted and surveyed but not included in Wave 1 have been moved where technical conditions allow into Wave 2 which is currently being delivered.

Equality and Diversity Impact

7.2 There are no implications.

Social Value Impact

- 7.3 Residents home will be less costly to heat to a comfortable level.
- 7.4 Residents will be at less risk of health issues arising from cold (hyperthermia).
- 7.5 Residents will be at less risk of health issues arising from condensation, damp, and mould. (Respiratory disease)

Environmental Sustainability

- 7.6 The measures installed will reduce overall carbon emissions by approximately 75.5 tonnes per annum.

8.0 Conclusions

- 8.1 The project has improved the energy efficiency and achieved EPC band C at 89 homes at a cost of £1.4M.
- 8.2 The programme has focussed on vulnerable tenants living in poorly performing homes and by improving their energy efficiency it offers the opportunity for tenants to reduce the amount of energy needed to keep them warm and comfortable.
- 8.3 As a result of installing replacement windows and doors the project has deferred the future burden on planned maintenance for 25+ years.
- 8.4 The project contributes to reducing the health risks to residents arising from cold or mould.
- 8.5 The programme delivered within the funding budget allowed and of the sum originally approved for SHDF 1 a residual amount of £81408 remains uncommitted. It is recommended that consideration is given to ringfencing this sum within the SHDF programme to fund future energy efficiency projects or those complimentary to subsequent SHDF waves. An example where such funding might be employed would be to provide communal heating schemes using ground or other heat sources to reduce dependence on electricity or carbon intensive fuels.
- 8.6 Council officers have gained invaluable insight and practical experience in delivering retrofit works to the recently introduced PAS2030 and PAS2035 standards.
- 8.7 Council officers have gained experience in contractor and management and close financial scrutiny.
- 8.8 Council officers have gained knowledge of the social housing stock that may have been incompletely understood and are now better able to specify future stock condition survey requirements that focus on retrofit works.
- 8.9 Council officers now better appreciate the challenges posed by the Council's legacy non-traditional housing stock and are better placed to consider the short- and medium-term implications these properties pose to retrofit aspirations.

9.0 Background Papers

[HCS/35 Decision 30/09/2021](#)

[F&M Committee report 7/10/22 dealing with SHDF Wave 1](#)

[F&M Committee report 12/01/2023 dealing with SHDF Wave 2.1](#)

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	07 MARCH 2024	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 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 – 07 March 2024 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
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	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
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
Corporate Plan 2020-24: Performance Report 2023-2024 Quarter 1 – (1 April to 30 June)	17 August 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Budget Setting Approach 2024-25	28 September 2023	Charlotte Jackson (Head of Finance) 07770 085452
Update to Parks and Green Spaces Service Standards Policy	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Sharpe's Pottery Heritage and Arts Trust (Exempt)	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050

Long Term Lease of Shardlow Allotments to Shardlow & Great Wilne Parish Council (Exempt)	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Corporate Plan 2020-24: Performance Report (2023-2024 Quarter 2 – (1 July to 30 September)	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Transfer of Sports Pavilion to Willington Parish Council – Exempt	16 November 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Long Term Lease of Philip Richardson Memorial Field to Netherseal Parish Council – Exempt	16 November 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Tenancy Strategy and Tenancy Policy	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Housing Compliance in Conjunction with New Regulator Consumer Standards	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Regulator of Social Housing Proposed Consumer Standards	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Fisher Close Social Housing Development - Exempt	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Housing Services Review – Exempt	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Service Base Budget 2024-25	08 January 2024	Charlotte Jackson Head of Finance 07770 085452
Housing Revenue Account Budget 2024-25	08 January 2024	Charlotte Jackson Head of Finance 07770 085452

Active Schools Partnership – School Swimming Partnership	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Bevin Boys Miners Memorial	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Beat the Street Update	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Review of the South Derbyshire District Council Surveillance Policy	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Revitalising Rosliston Forestry Centre Update	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Police and Crime Commissioner Funding	01 February 2024	Matt Holford Head of Environmental Services 07891 072081
Housing Repairs and Maintenance Service	01 February 2024	John Comber Interim Head of Housing
Tenancy Strategy and Tenancy Policy Consultation	01 February 2024	John Comber Interim Head of Housing
Tree Management	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Cultural and Communities Services Staffing	01 February 2024	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 3 – (1 October to 31 December)	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
SHDF Wave 1	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Voids and Relet Update (exempt)	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Careline Service (Exempt)	07 March 2024	John Comber Interim Head of Housing
Housing Services Update (Exempt)	07 March 2024	John Comber Interim Head of Housing
Arts Melbourne (Exempt)	23 April 2024	Mike Roylance Head of Economic Development Mike.roylance@southderbyshire.gov.uk
Community Grant Fund updates	23 April 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Fields of Trust Update	23 April 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Foundation/Adaptations Policy Review	23 April 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Procurement of Housing Orchard IT Software	23 April 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775

Policy on Access to Allotments	23 April 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Regulatory Self-Assessment Review	23 April 2024	John Comber Interim Head of Housing
BCF Funding 2024/25	23 April 2024	Eileen Jackson Strategic Housing Manager Eileen.jackson@southderbyshire.gov.uk
Beat the Street Launch Update	23 April 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Health and Housing Strategy 2021-23	June 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Tenant Satisfaction Survey Results	June 2024	Sally Damms Sally.damms@southderbyshire.gov.uk
Strategic Housing development including Fisher Close	June 2024	Heidi McDougall/Eileen Jackson Strategic Director (Service Delivery) 01283 595775
SHDF Wave 2.1	September 2024	Craig Lodey Craig.lodey@southderbyshire.gov.uk
Revitalising Rosliston Update	September 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Stock Condition Survey Update/Asset Management Strategy	September 2024	Jason Dhesi Jason.dhesi@southderbyshire.gov.uk
HRA Business Plan	November 2024	Jason Dhesi Jason.dhesi@southderbyshire.gov.uk

Beat the Street Outcome Report	November 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
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