

End of Year Report (March 2005)**Service Description**

The Housing Division is the main landlord in the district to the 3,235 Council tenants and their homes. This entails delivering services addressing responsive repairs, planned improvements, rent accounting, rent arrears, neighbour disputes, anti-social behaviour, sheltered housing wardens, CareLine emergency call system, right to buy applications, mutual exchanges, transfers and tenant participation.

We also have statutory responsibilities to manage and regularly review the waiting list, currently numbering 1,449 applications, provide housing advice and investigate and assess homeless applicants of which there were 284 last financial year.

The Housing Division also has a number of other tasks allocated to it including the management of the long-term residency gypsy travellers site at Scropton and the maintenance of other public buildings.

On a strategic and corporate level the Housing Division has a number of partners both within and outwith the Council in seeking to improve the estates and communities of the district including the Crime and Disorder team, Environmental Health, Planning, County Council, Police, Health authorities and other RSLs.

The Year in Context

Within the year we improved services in key areas, introduced major new policies, introduced and implemented a complete new suite of IT software and completed the Option Appraisal process.

Two of the key areas where we consistently perform well are in the sheltered housing service and on our arrears work. In the latter area our rent arrears reduced by some 15% on the year and we have moved from being an upper quartile performer on arrears to being in the top 10% nationally. Within the year we have also delivered step change improvements in our void (empty) property processing where at the end of year the number of void properties had reduced to 30 from a position at the start of the year where the number of voids was at 70.

For the first time in many years the Service committed and spent all the MRA and revenue resources available to it within repairs and improvements budgets for the direct benefit of customers. We also delivered a much higher percentage of work to customers in the summer and autumn months (entailing less inconvenience), rather than the winter, than ever before. At the time of writing contractors are already on-site with our 2005/6 programme. We also took on board a new gas servicing contractor and to date that arrangement has settled in well and the quality of service delivered is significantly better than that of our previous contractor.

Major new policies were introduced earlier in the year in the allocation of properties, repairs and anti-social behaviour.

Within the year we also successfully introduced a new complete suite of Housing software. The new system now assists in the management of all of what we do. This major IT project was delivered by ourselves on time and on budget.

Also within the year we completed the Stock Option process and the challenge for us as officers is to make the retention decision work in the short and medium term and report back to members on the long-term alternatives.

It is clear that our responsive repair work is an area where we need to significantly improve. With that in mind the first half of the year saw a restructuring of the Repairs and Improvement Unit and performance in this area is now improving. As advised in the members' seminar held on the 24th May 2005 we about to launch a Renewal Plan in the Responsive Repair side of our business with a set of targets to achieve by May 2006.

Achievements

Action	Outcomes
Performance Arrears, voids, repairs	Step change performance improvement in voids and arrears. Already upper quartile performance on arrears improved and voids reduced by more than half. Responsive repair performances is the main priority in the next year.
Repairs and Improvement section	Restructuring implemented. New policy agreed and implemented. Best Value review undertaken. Renewal Plan about to be launched for responsive repairs. All MRA monies spent for 'first time' i.e. more work delivered to customers. Partnering contracts established for kitchens, bathrooms, heating and cyclical maintenance.
Supporting People	The element of our Sheltered Housing Service funded through the Supporting People regime successfully passed inspection by the administering body and an increase in funding was agreed. .
Procurement Partnering/ Negotiating/ Contracting	With the exception of electrical testing and associated works and gas servicing and associated works all our major projects are now delivered through partnered contracts in line with established good practice in the housing sector.
Staff Development	We have established a training database to keep track of staff development and training requirements
Health and Safety	A series of procedural and practical measures were introduced particularly in our DLO operation to improve on Health and Safety. All risk assessments were completed.
Estate Management	As part of our commitment to improve the quality of the environment of Council homes we have established monitoring systems for our work on anti-social behaviour, neighbour and estate issues. We have also commenced periodic estate inspections by senior staff. We evicted one tenant for ant-social behaviour highlighting our commitment to improve the quality of life of residents.
Asbestos	A series of asbestos management policies and procedures were introduced and 318 properties were the subject of detailed, Type 2, survey work.
Homelessness and Housing Advice	We have piloted a Housing Surgery for young people at the local Connexions office.

Achievements continued

Action	Outcomes
Partnerships for new provision	<p>We established a process and materials to launch a rent deposit and private landlord accreditation scheme (in conjunction with Private Sector housing section – launched in May 05).</p> <p>In partnership with Environmental Health we:</p> <ol style="list-style-type: none"> 1) established the framework for rural housing needs work which is aimed at establishing demand for delivering affordable provision through the S106 route. 2) have and continue to explore cross boundary partnership working with East Staffs BC in terms of hostel and move-on accommodation which will have appropriate personal support attached. This initiative has the support of the Housing Corporation and the Supporting People administering authorities in Staffordshire and Derbyshire
Property management	We successfully declassified over 120 units of sheltered accommodation and took them back into the general purpose stock. This involved sensitive and significant consultation work with the affected tenants.
Sheltered Housing	Works are ongoing to deliver on the vision agreed for the Sheltered Housing Service. Now that the receipts from the sale of the two redundant sheltered units at Bass's Crescent and Smallthorn Place have been received we can make some progress on delivering the vision in full.
Customer satisfaction	The results of a full 100% satisfaction survey of our customers were published at the start of the year. On a 45% response rate overall 86.6% of our customers are satisfied or very satisfied with the Housing Service with only 5.1% fairly or very dissatisfied. The positive results are an encouragement that we are heading in the right direction but we are not complacent and are striving for continuous improvement.
Option Appraisal process	Completion of the Option Appraisal process and achievement of 'sign off' by Government Office. Within that we established and consulted upon 'decent homes plus' standards relating to property condition.

Tasks that have changed scope or at risk of non-delivery during the year

Action	Explanation
Achieve Fit for Purpose in the assessment of the HRA Business Plan	Due to the delay in resolving the Option Appraisal process the timescale for completing the Business Plan has moved to July 05. Irrespective of when the plan is submitted it will not achieve the 'fit for purpose' standard as we cannot financially project the business beyond a 5/6 year timescale.
Solid fuel heating and appliance testing	We are committed to setting up an annual programme in this area. Our timescale for completion has slipped although it is anticipated that it will be in place by the end of June 2005.

2004/2005 Performance Indicators

	Best Value Indicator	Actual 2003/4	Target 2004/5	Actual 2004/5
BV63	Energy efficiency – the average SAP rating of local authority owned dwellings	60	60.5	64
BV66a	Local authority rent collection and arrears: proportion of rent collected	99.3%	100%	99.2%
BV74a	Satisfaction of tenants of Council housing with the overall service provided by their landlord	86.6%	86%	86.6%
BV74b	Satisfaction of black and minority ethnic tenants of Council housing with the overall service provided by their landlord	87.4%	None set	87.4%
BV74c	Satisfaction of non black and minority ethnic tenants of Council housing with the overall service provided by their landlord	86.5%	None set	86.5%
BV75a	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord – all tenants	64.9%	75%	64.9%
BV75b	Satisfaction of black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	67.2%	None set	67.2%
BV75c	Satisfaction of non black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	64.6%	None set	64.6%
BV164	Does the Authority follow the Commission for Racial Equality's code of practice in rented housing?	No	Yes	No
BV176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0	0	0
BV183a	The average length of stay of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need in: Bed and Breakfast accommodation (weeks)	4	4	2
BV183b	The average length of stay in as above in Hostel accommodation (weeks)	9	6	11.5

Local Performance Indicators

Local Indicator	Actual 2003/4	Target 2004/5	Actual 2004/5
Number RTB applications completed and properties sold	124	120	70
Average time (upon receipt of all relevant info) in days to advise new applications of positions on waiting list	5	5	6
Number of homeless persons accepted as priority need and unintentionally homeless	160	160	82
% Emergency Repairs completed in target time (1 - 3 days)	91	95	87

Local Indicator	Actual 2003/4	Target 2004/5	Actual 2004/5
% non-urgent Responsive Repairs completed in target time (9 - 56 days)	72	85	55
% SH tenants receiving 5 visits (where agreed) every 10 days	100	100	100
% SH Scheme fire alarms tested once a week	100	100	100
% of calls to CCU answered within 30 seconds	95	95	94.1
% of calls to CCU answered within 60 seconds	98	98	97.6
% tenants involved with Tenant Participation who are over 65	41	45	No data
% tenants involved with Tenant Participation who are under 25	1.78	2.5	No data
Number of tenants attending training/consultation meetings	900	700	220
The average weekly cost per local authority dwelling of management	£8.24	£8.87	£8.74
The average weekly cost per local authority dwelling of repairs	£15.88	£15.16	£15.86
Average relet times for local authority dwellings let in the financial year (days)	45	22	78
% of rent lost through local authority dwellings becoming vacant	2.0	1.6	Not yet available

Lessons learned

The Option Appraisal is on ongoing process. Unless there is a fundamental change in the Government imposed negative subsidy position we all agree that transfer is more about 'when' than 'if'. This inevitably means there is a gap in our vision for the future which is affecting service provision now i.e. the opportunities to develop the business and service our limited when all available resources are geared towards balancing the books.

We've improved service delivery across all our main areas of provision but now need to make real improvement in our day-to-day responsive repair service. The overall success of the Business is linked inextricably to the success of the repair function. The current renewal plan for the responsive repair side of the business needs to be made to work or we will need to look at other means of service provision in that area.

RL 25.5.5

COMMUNITY AND LEISURE DEVELOPMENT DIVISION SERVICE PLAN 2004/2005

FINAL REPORT

SERVICE DESCRIPTION

The Community and Leisure Development Service seeks to improve the social, economic and recreational quality of people's lives by supporting the development of a healthier, safer and socially inclusive community, through the provision and development of facilities and opportunities.

This is achieved through work in Community Safety, sports development, cultural activity and development, environmental education, health improvement and development and Community Partnership work as well as general partnership working to deliver projects and opportunities which gain added benefit to the Council and the community.

THE YEAR IN CONTEXT

2004/5 has been an important year with the formation of the new Division from the previous Community and Leisure Development service and the Grounds and Facilities section of the Technical Services Department. Even with this disruption there has been a period of continued development with partnership working dominating the agenda and officers progressing projects which delivered improvements in the quality of life of local people and communities.

In terms of external funding and partnership work, the Division secured the posts of Youth Engagement Through Sport Officer and the Get Active In The Forest project. Over £1,500,000 was attracted in the form of grant aid, sponsorship and partnership working to deliver work in leisure facilities, crime reduction, sports development, health improvement, environmental education, community regeneration and developments at Rosliston Forestry Centre.

Partnerships continued to be forged/strengthened with OPRA, Sharpe's Heritage Trust, The National Forest Company, South Derbyshire and Derbyshire Dales PCT, People Express, Forestry Commission and Derby and Derbyshire Economic Partnership.

In terms of challenges the balance has always been to manage the needs of the community with the officers that are available to deliver the work of the Council. The Community Safety officers have had to deal with a flood of anti social behaviour complaints which the community are now directing towards the Council and its partners.

A further challenge has been the need to support the development and administration of the South Derbyshire Local Strategic Partnership Business Plan, and specifically the £150,000 funding that requires distribution to projects in the District.

To date this challenges have been met.

ACHIEVEMENTS

ACTION	OUTCOMES
Crime and Disorder	<p>The 2002-5 South Derbyshire Crime and Disorder Strategy third year action plan was delivered. Seven Action Teams have been meeting and focussed work has resulted in less burglary, car crime, as well as overall crime than the previous year.</p> <p>The 2004 Crime and Disorder Audit was published and the 2005-8 Crime and Disorder Strategy produced.</p> <p>Community Engagement work resulted in the staging of the Districts second Liberation and School Safety Days.</p>

Cultural Strategy	<p>Significant work has also been undertaken in developing procedures to deal with anti social behaviour.</p> <p>South Derbyshire Cultural Forum held its first event at Sharpes Pottery.</p>
Community Partnerships	<p>The Community Partnership grant scheme allocated £130,000 to local projects.</p> <p>County Compact agreed and signed up to.</p>
Rosliston Forestry Centre	<p>The Get Active in the Forest project secured over £1,000,000 towards the development of three further log cabins, redevelopment of the buildings and provision of trails and equipment to increase participation.</p>
Sports Development	<p>South Derbyshire teams had their most successful Derbyshire Youth Games.</p> <p>South Derbyshire Sport became constituted and held its first awards presentation event.</p> <p>Youth Needs Survey was completed and used to produce the Youth Facilities Plan.</p>
Playschemes	<p>An expanded playscheme service was delivered which resulted in a better quality and safer experience for children and staff.</p>
Environmental Education	<p>The partnership with the National Forest Company, Rolls-Royce and EMDA enabled increased delivery to schools and communities of environmental education activity and Rolls Royce confirmed a further three years sponsorship..</p>
Community Projects	<p>Support was given to NEXT STEP (against domestic abuse) to submit a Big Lottery bid for the development of a drop in centre.</p>
Walking The Way To Health / Get Active In The Forest	<p>The highly successful project reached the end of its initial funding in November but was relaunched as the Get Active In The Forest project with a far wider remit to increase physical activity participation across the District.</p>

UNFINISHED TASKS

ACTION	EXPLANATION
Crime and Disorder	<p>Section 17 - Audit and Strategy preparation took priority over Section 17 work.</p> <p>Anti Social Behaviour Strategy.</p>
Community Partnership	<p>CCTV Deployment – delays in completing study due to responding to Anti Social Behaviour complaints taking priority.</p> <p>Neighbourhood Wardens – delays in completing study due to emergence of Police Community Support Officers and the potential role they could play in patrolling and enforcement.</p> <p>Local Compact delayed whilst LSP Community Plan</p>

Rosliston Forestry Centre – long term management contract	developed. Negotiations complete. Contract documentation being prepared .
Sports Development – Strategy Development	Sports Development Strategy not completed. Support to South Derbyshire Sport and the development of the Strategic Sport Group seen as more of a priority.

2002/2003 PERFORMANCE INDICATORS

INDICATOR Best Value	2003/04 (actual)	2004/05 (target)	2004/05 (actual)
BV 126 Domestic Burglaries per 1,000 households	10.3	8.1	7.1
BV 128 Auto Crime per 1,000 population	9.9	8.8	8.15
BV 177 The %age of LA expenditure on legal and advice services quality marked			
Local			
The %age of residents who said that they felt 'fairly safe' or 'very safe' after dark whilst outside			
Violent Crime per 1,000 population	11.86	10.96	11.85
Criminal Damage per 1,000 population	13.53	10.96	13.68
No. Schools/participants receiving Environmental Education (at Rosliston Forestry Centre or other sites)			
Percentage of participants satisfied with the Environmental Education activity they had received			
Number of visitors to the Rosliston Forestry Centre			

LESSONS LEARNED

A significant problem for the Division is having the capacity to deliver the scale and number of projects that have been successful in being awarded funds. A need for improved project management is required plus consideration of the staffing resource required to deliver a project. If it is deemed that the Division does not have the capacity to deliver the project itself then the option of bidding for extra money for buying in the support should be considered. This is most relevant to capital projects such as youth play equipment and building projects where procurement and consultation are very time consuming.

One of the main issues for the Division has been in maintaining services and officer posts that are funded through short term agreements but prove highly successful in delivering the Council's key aims. This continues to give uncertainty to staff and finding alternative sources of funding takes up considerable officer time to secure.

The biggest area of success but also of use of staff time has been the development of partnerships to deliver community based work. The added benefit of partnership working has enabled significant investment to be brought into the District and services to be reviewed and delivered in more affective ways. However it does mean that tasks are put back and delayed which are key to future delivery and performance management. For example customer satisfaction systems have not been put in place, management contract documentation has not been completed at Rosliston Forestry Centre (operationally and development wise it continues successfully).

The balance of time between the development of new services funding and day to day management requires continuous review and monitoring.

**TECHNICAL SERVICES DIVISION
SERVICE PLAN 2004/2005**

FINAL REPORT

SERVICE DESCRIPTION

1.1 The Division covers the work of 2 units: Grounds & Facilities & Waste & Cleansing

The Grounds and Facilities unit has responsibility for the management, maintenance and development of the Council's urban parks, cemeteries, open space, common land, outdoor sports pitches, play areas and allotment sites. In addition to this the Unit manage the Town Hall, Council owned village halls and the contracts covering the management and development of The Green Bank Leisure Centre and Swadlincote Market. The Unit also has responsibility for the Council's statutory and discretionary land drainage functions and ancillary services during flooding. The Council's main public events, the Festival of Leisure and the 'Switch On' of the Christmas Lights are also managed by the Unit, which also offers advice to a variety of statutory and voluntary organisations on a range of recreation related issues.

The Waste & Cleansing Unit's main responsibilities are the collection of domestic and commercial waste, recycling and the cleansing of roads and public areas both directly and in conjunction with parish lengthsman. In providing these services, the Unit has responsibility for the management and maintenance of a vehicle fleet of 46 (includes those used for grounds maintenance). In addition to these services the Unit has responsibility for the maintenance of over 140 bus shelters, the erection of street nameplates and litter bins, the 'day to day' management of public car parks, clearing of road gullies and weed spraying and the operation of public toilets (3 in partnership with parish councils). The Unit also has responsibility for removing fly tipping on public land and the highly successful 'Clean Team'.

1.1 The services of the Division are provided to a wide range of internal and external customers with the largest customer base being the general public. In addition, external customers include parish councils and private companies (trade and clinical waste). Services are also undertaken for Derbyshire County Council (grounds maintenance, gullies and weed control).

1.2 The Division is also very much involved in partnership working. These include, Parish Councils, The National Forest, community groups, most notably 'Friends of Parks Groups', sports clubs, the Derbyshire and Peak Park Sport and Recreation forum and local schools in the development of new facilities. While we have contractual relationships with SLM and MIL, an important part of these relationships has been partnership working over new developments. The Division also has a fairly major involvement in action groups under the Crime & Disorder Partnership, including motorcycle action and youth nuisance and through these groups involvement with the Police and Youth Service.

THE YEAR IN CONTEXT

The main service related challenges faced by the Division were:

Waste & Cleansing Unit

- The challenge of meeting the Council's statutory recycling targets.
- Meeting the challenges of the new regulations regarding the processing of waste into compost.
- Continuing to meet the challenges of the new tipping arrangements following the closure of the Bretby Landfill Site (both the operational and financial implications).

<p>Implement the restoration proposals for Maurice Lea Memorial Park</p> <p>In partnership with others, development of a recreation and conservation area on the ex coal stacking site at Coton Park</p> <p>Address shortfalls in South Derbyshire Facilities Strategy</p> <p>Work with other divisions to improve the quality of open space & play provision throughout the District</p> <p>Improve land drainage infrastructure to minimise flooding risk throughout District</p> <p>Continue to develop the market operation in Swadlincote</p>	<p>Delivery of capital works on programme.</p> <p>Public meeting on restoration proposals well attended, first meeting of 'Friends Group' scheduled for November 04.</p> <p>Groundworks at site completed.</p> <p>Some additional funding obtained but still a funding gap in the region of £40k to fully complete all elements of the project.</p> <p>Project to deliver All Weather Training Pitch at Pingle School on schedule.</p> <p>In conjunction with Planning, consultants appointed to undertake Planning Policy Guidance (PPG17) review of open space and leisure facilities.</p> <p>Delivery of DEFRA funded flood alleviation works on programme.</p> <p>Meeting scheduled for early Nov. 04 to review contractual arrangements for Market.</p>
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UNFINISHED TASKS

ACTION	EXPLANATION
<p><u>Waste & Cleansing</u></p> <p>Implement a plan to reduce instances of fly tipping</p> <p>Develop and implement a Litter Action Plan</p> <p><u>Grounds & Facilities</u></p> <p>Progress development of new leisure facilities to meet the needs of the growing population in the north west of the District</p> <p>Continue the development of Swadlincote Urban Forest Park</p> <p>Improve maintenance standards in urban parks, recreation areas and cemeteries</p>	<p>Two out of the four members of staff in the Waste Development Team tendered their resignations in October 2004. The Action has been carried forward into 2005/06.</p> <p>The Service Development Proposal was not selected for funding. Revised plans have been developed for Members' consideration in June 2005.</p> <p>Partners have concluded that the project to provide a new leisure centre on the John Port School site is unachievable.</p> <p>No progress made with seeking a specialist partner to work with the Council on the development of the site.</p> <p>While work continues on seeking further burial space for Gresley & Etwall Cemeteries looks unlikely that this will be resolved by the end of this financial year.</p>

2004/2005 PERFORMANCE INDICATORS

BEST VALUE INDICATORS	2003/04 (actual)	2004/05 (target)	2004/05 (actual)
BVPI 82a - Total tonnage of household waste arisings - percentage recycled.	9.20%	7.80%	11.34%
BVPI 82b - Total tonnage of household waste arisings - percentage composted.	8.30%	10.50%	12.95%
BVPI 84 - Kg of household waste collected per head.	450	461	475
BVPI 86 - Cost of waste collection per household	£41.20	£42.04	£42.04
BVPI 91 - Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	88.70%	90%	98%
<i>BVPI 199 - Percentage of relevant land falling below accepted levels of cleanliness as defined under EPA 1999.</i>	34%	32%	27%
LOCAL INDICATORS			
<i>Number of collections missed per 100,000 collections of household waste.</i>	12	12	14
<i>Percentage of missed household waste collections put right by the end of the relevant period.</i>	89%	97%	95%
<i>Percentage of other public complaints put right by the end of the relevant period.</i>	89%	97%	90%
<i>Percentage compliance with the requirements set for the refuse and recycling services.</i>	94%	93%	97%
<i>Percentage compliance with the requirements of the street cleansing service.</i>	93%	93%	93%
<i>Percentage of litter bins correctly emptied on the prescribed day.</i>	81%	93%	86%
<i>The number of repeat failures per 100,000 household waste collections.</i>	1	1	0.7
<i>The average time taken to remove fly tips.</i>	1	1	0.5
<i>Public complaints about the refuse service (per month).</i>	28	35	34
<i>Public complaints about the street cleansing service (per month).</i>	0.5	3	0

LESSONS LEARNED

Waste & Cleansing Unit

The Unit has enjoyed a successful year in maintaining high levels of service as shown by the Performance Indicators information. The Recycling/Composting achievement is particularly pleasing in that it reflects not only the efforts of the staff but also of the community. The importance of community engagement will impact increasingly on the Unit as recycling/composting, waste minimisation and cleaner streets initiatives are developed in the future. The Waste & Cleansing Unit is fortunate to have such skilled, experienced, committed, enthusiastic and hard working staff to meet the challenges that lie ahead.

Clean Streets: Comparisons of BV199 performance were available for the first time during the year and our streets were seen to be in the worst quartile. Whilst outturn figures for 2005/6 show an improvement that would lift us out of the bottom quartile, if that quartile remained static, it is reasonable to anticipate a nationwide improvement. Whilst CIPFA figures show spending on street cleaning is low compared to other authorities in Derbyshire there is a clear need to target continual improvement whilst maintaining the low cost base.

ENVIRONMENTAL HEALTH SERVICE PLAN 2004/2007

ANNUAL REPORT (MAY 2005)

SERVICE DESCRIPTION

The Division was divided into 4 units, Commercial and Licensing, Environmental Protection and Private Sector Housing & Housing Strategy. Most functions are statutory and these include: -

- Regulating Standards relating to Food, Health & Safety, which includes the substances and premises.
- Corporate Health and Safety
- Various licensing functions, includes Private Hire Vehicles, Animal Boarding etc
- Investigation and Enforcement of Service Requests for contaminated land, pollution, public health, noise, air quality and other nuisances along with Abandoned Vehicles
- The provision of services dealing with stray dogs, dog fouling & pest control.
- Dealing with enforcement of travellers on Council owned land and management of short stay gypsy sites.
- Improving private sector housing stock through delivery of grants, enforcement and promotion of energy efficiency.
- Co-ordinating the Councils Housing Strategy, Housing Needs Surveys and work on Supporting People

THE YEAR IN CONTEXT

The main challenges faced by the Department were:-

- To assimilate Waste and Cleansing Functions formerly part of Technical Services
- On going Implementation of the Contaminated Land Strategy.
- Implementation of the new customer call centre for initial enquiries for the service and re-shaping procedures to fit, e.g. Pest Control appointment system and abandoned vehicles
- Further development of the Environmental Health Computer System. (FLARE)
- Integration of disabled adaptations service in the public and private sector.
- Setting up a risk based Health & Safety and Food Based inspection Regime
- Preparation for the implementation of the new Licensing Act
- Development of key Health & Safety Policies, procedures and risk assessments
- On-going refurbishment of Lullington Cross Roads Short stay gypsy caravan site
- The commissioning and completion of the South Derbyshire House Condition and Energy Survey in 2004. The report suggest the energy efficiency performance of the private sector housing stock is below the national and regional average. This will impact on the decent home target and requires substantial investment to reduce the number of households in fuel poverty.
- Extension of the Decent Home Standard to include all private sector dwellings together with targets for vulnerable people.

The main opportunities faced by the Department were

- To link in with other key health professionals to drive the government's health promotion and ill-health prevention agenda.
- To use the FLARE computer system to improve efficiency, performance management and E-Government compliance.

- To use the Housing Regulatory Reform Order to reprioritise capital resources spending.
- Working with key agencies to develop gypsy traveller policies throughout Derbyshire.
- Working with partners to produce a new "Housing Strategy" for the district.

ACHIEVEMENTS

The following table outlines the main key tasks undertaken and the outcomes.

ACTION	OUTCOMES
EH Regulating Services (EH4)	All enforcement work is monitored by the unit managers using the FLARE computer system. Any Notices or prosecutions are approved by the appropriate manager to ensure it is in line with the Enforcement Procedure. Some of the actions are reported within this table. Any variations to the policy or procedures are reported as necessary.
Food Enforcement	So far this year we have inspected 96% (258 out of 269) of High Risk food premises, due for inspection and 70% (115 out of 160) of low risk premises. We have been active on enforcement work and with successful prosecutions and evidence for further case currently awaiting legal advice.
Health & Safety Enforcement	Of the Premises considered High Risk for Health and Safety due for inspection we have inspected 96% (28 out of 29). Whereas 30% (379 out of 592) low risk premises due an inspection Successful legal proceedings against 2 businesses were completed amounting to fines and cost of over £10,000 . This level of performance was despite being short staffed in the commercial team for 6 months of the year.
Abandoned Vehicles	We dealt with 173 enquiries regarding abandoned vehicles this year and physically remove 64 vehicles. This is in comparison to 289 enquires in 2003/4 and 472 in 2002/3. We have additionally this year collected 28 vehicles under the vehicle disposal scheme.
Inspection of IPPC Part B pollution control premises (EH9)	All 49 PPC installations have been inspected in accordance with the risk rating system. The large Toyota A2 permit application has also been determined and issued.
Air Quality	Air Quality Progress Report compiled, submitted to and accepted by DEFRA. The findings of the report indicate that pollution levels are currently below the National Air Quality Objectives.
Dog Warden Service	From April the Dog Warden has dealt with 88 Stray dogs and 75 dog fouling complaints. Regular patrols are maintained of the Hot Spot areas with new, highly visible "this area is being monitored" signage. Further work is being undertaken to improve the numbers of fixed penalty notices served for dog fouling.
Pest Control	1566 Pest Control Treatments were completed during the past 12 months. The highest requests for service were 680 wasp nests, 533 rats & 249 mice treatments.
Private Hire	New Private Hire conditions will be brought to committee in the near future. The new flare computer system is in operation and has improved the efficiency of the administration side and brought about financial savings.
Butchers shops, Infectious Disease animal boarding tatooisists and ear piercing	All butchers licences were completed on schedule, and the Food Standards Agency (FSA) have reported a national improvement in food Hygiene standards in butcher's shops since licensing commenced. However it is likely that the Licensing of Butchers shops will be phased out in January 2006 but we await a decision from the FSA.
Sampling of private water supplies	All samples taken analysed and brought to the attention of owner. All necessary remedial action taken.
New Liquor Licensing Regime (EH6)	The Statement of Licensing Policy was completed on schedule and was approved by full Council. So far in excess of 400 application forms have been sent out to premises likely to require licences under the Licensing Act 2003. Despite additional letters and press releases we have still only received 41 personal applications and 10 premise applications as of 25 th May 2005.

Bonfire Licensing Scheme	Work completed collaboration with other Derbyshire Authorities and Derbyshire Fire and Rescue to minimise risk.
Contaminated Land (EH8)	On-going site investigations in line with the Contaminated Land Strategy. 79 sites have been assessed, 42 individual site appraisals in progress. We are waiting for 72 site appraisals to be received. Development of GIS system and FLARE to manage data being collated ongoing.
Complaint Work including noise, dust, etc	611 Service Requests have been dealt with. 1 successful noise prosecution, 74 Statutory Notices served.
Planning Consultations	275 Planning consultations have been received and responded to - 98.5% within 28 days.
Publicity (EH3)	Programme drawn up. Web site information developed. Environmental Health Calendar profiling work of the department sent to all properties within the District in May 04. Noise awareness day reported in Burton Mail. Intruder Alarm key holder register campaign ran with officers posting out forms on District.
Commission and complete House Condition & Energy Survey of Private Sector Stock (EH10)	Fordham Research Ltd completed the survey and provided full information and analysis. This will inform a revised Strategy for Private Sector Renewal to ensure interventions are directed the issues of greatest need.
Develop Landlord Accreditation Scheme Develop Rent deposit scheme(EH12)	Accreditation scheme developed and launched. Rent deposit scheme developed jointly with Housing Dept as alternative to existing Rent Guarantee scheme available through Derbyshire Housing Aid. Accreditation and Rent deposit schemes were launched jointly at a public meeting with local landlords.
Decent Homes – establish a baseline number of vulnerable households in non decent homes (EH13)	Baseline established by stock condition survey as 68.8% of homes occupied by vulnerable meet decent home standard. Action plan to address the target in PSA7 of 70% of vulnerable households in decent homes by 2010 to be included in revised Private Sector Renewal Strategy.
Establish action plan for bringing empty property back into use (EH14)	Action plan drafted, empty property grant (£100K pilot scheme) established. During the year 5 empty properties were returned to occupation through Council intervention. NB The house condition survey shows proportion of empty homes in the district is half the national average of 3.3%.
Commission and complete Home Energy Efficiency Scheme to contribute towards HECA target. (EH 15)	Heatstreets scheme piloted in southern parishes (DE11 & 12 postcodes) offering discounted or free energy efficiency improvements in partnership with Powergen. 208 households received loft, cavity or hot water tank insulation, 83% of these received benefit and were at risk of fuel poverty. The scheme will be extended to further district parishes over the next three years and will attract 55% match funding from Powergen and other sources. The HECA return for 2003/04 reported energy savings of 1.17% for the district, due to Council action.
Gypsy/Traveller Policy (EH16)	Derbyshire traveller issues working group are formulating a gypsy traveller needs survey to help inform policy decisions. This has been delayed due to deferred Gov't guidance. On completion, group to the develop Derbyshire wide policy on gypsies.
Housing Strategy (E18)	<ul style="list-style-type: none"> - A new Housing Strategy for 04 – 09 has been approved by GOEM as "Fit for Purpose", the first District Council in Derbyshire to achieve this. - BME Housing Needs Study completed. - Gypsy Housing Needs assessed for those travellers on static sites. Derbyshire wide research to be undertaken to assess housing needs of those that stop-off in the district to help inform policy decisions including planning applications. - Rural Parish Surveys –SDDC has joined a partnership with 4 other RSLs. The Surveying has commenced in Hilton Parish and to continue over a 3-year period. Committee have selected East Midlands Housing Association has their preferred rural housing partner.

UNFINISHED TASKS

ACTION	EXPLANATION
(EH17) Noise Policy Review	The Chartered Institute of Environmental Health Noise Management Guide final report has not been published (it is expected in Autumn 2005). Once finalised this can then form the basis of a review of the noise procedures and policy of the Authority.
(EH5) Quality Standard for Environmental Health	This issue was delayed due to a 14 months vacancy for the Head of Environmental Services post. Having reviewed the Quality Mark Standard the new Head of Services has decided that Charter Mark is a more appropriate standard for Environmental Services. Systems and evidence will be gathered during the year to target accreditation early in 06/7

2004/2005 PERFORMANCE INDICATORS

BEST VALUE INDICATOR	2003/04 (actual)	2004/05 (target)	2004/05 (actual)
BV166 This indicator is a test of whether the Division has written enforcement policies, planned enforcement activities, consultation and satisfaction levels, responsive enforcement activities and appropriate resources	100% all procedures, policies, customer satisfaction surveys and enforcement activities in place.	100%	100% all procedures, policies, customer satisfaction surveys and enforcement activities in place.
BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	$22.75 \times 100 = 1.16\%$ 1961	0.70%	$\frac{8}{1148} \times 100 = 0.7\%$
BV64 The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority	5	8	7
LOCAL INDICATOR	2003/04 (actual)	2004/05 (target)	2004/05 (actual)
Number of service requests responded to within 5 working days.	98.9%	95%	99.5%
Number of pest control treatments dealt with within 3 working days.	Not available	96%	99.5%
Achieve 100% satisfactory responses to all customer service questionnaires - satisfactory, good and above. (target 100%)	93.5%	70%	90%
Number of High Risk Food Premise Inspections as a percentage	96%	100%	96%
Number of High Risk Health & Safety Inspections as a percentage	96%	100%	96%
Number of inspections undertaken for IPPC installations in accordance with risk based inspection targets.	100% (45 full inspections of 41 installations)	95%	100%
Achieve a minimum of 95% grant budget spend	98%	95%	100%

Lessons Learned

- Liquor Licensing; Against the trend of other local authorities to purchase brand new off the shelf licensing packages we decided to remain with the same computer system that we presently use for all environmental health functions. At no cost to the Authority and with the assistance of Flare software systems we have managed to produce a system that so far has proved excellent in regard to information input and retrieval, whilst other Local Authorities are having problems with their systems (new is not always best). We now scan in all documents onto the computer system and are virtually paper less and are able to E-Mail information directly to Police and other consultee's with little effort.
- Staffing; The long predicted shortage of EHO's has now started to exhibit itself more strongly with two consecutive adverts failing to attract suitable applicants. Further efforts will be needed to make posts more attractive or alternatively to use staff with other qualifications to undertake similar work.
- Disabled Facilities Grants: The extent of delays in the cross agency system of providing these grants has emerged during the year. Measures to make dramatic improvements have been prepared for member endorsement. Strenuous efforts will be made in 2005/6 to implement these plans.
- The "Fit for Purpose" Housing Strategy must be supported by an on-going programme of Housing Needs Surveys. This is also essential if external funds are to be secured from partners such as the Regional Housing Board, Housing Corporation and Supporting People to deliver affordable housing and in order to justify demands on Developers under S106 Planning provisions. Further work is needed including the identification of sufficient funds to resolve the issue.