

SERVICE LEVEL KEY TASKS 2008/09 – MONITORING REPORT – 2nd QUARTER – 30th SEPTEMBER 2008

Ref	Action	Target for 2008/09	Responsible Head of Service	Achievements to 30 th September 2008	Assess- - ment Against Target	Reasons if Not "On Track"
THEME 1: SAFER AND HEALTHIER COMMUNITIES						
Priority: Providing Safer Neighbourhoods						
EH 9	Increase the productivity of Safer Neighbourhood Warden Service and submit a growth bid to expand the number of wardens		Env. Services	<i>Service Development Bid to be made- September 2008</i>	Green	
Priority: Reducing the fear of crime						
SSDP 3	To develop and deliver annual Community Safety Communication Plans	Publish 15 press releases promoting successful Partnership initiatives	Leisure & Com Dev	<i>4 Press releases completed thus far inc: Liberation Day, Profile of the ASB Officer, Speedwatch launched in Repton and the success of the DPPO in Linton Road.</i>	Green	

SSDP 4	Deliver the Liberation Day event to raise awareness of Bogus callers amongst elder community	Hold Annual Liberation day event	Leisure & Com Dev	Event held (22 nd May 2008) with over 600 attendees. 96 % of people attending said it helped raise awareness of Bogus callers and 70% said it helped reduce their fear of crime.	Green	
EH 10	Secure high profile positive news items about Safer Neighbourhood Warden patrols that link into new Corporate Communications Strategy	(At least 10 news items throughout the year)	Env. Services	One completed	Amber	Likely to fail due to less interesting news items / repeated work
Priority: Supporting vulnerable people						
HS 1	Launch Homelessness Steering Group with Partners		Housing Services	Launched in May 2008	Green	
HS 2	Implement additional BME and Gypsy/ Travellers support process		Housing Services	Funding now secured Draft protocol being developed for reporting to committee	Green	
HS 3	Pilot Supported Lodging Scheme		Housing Services	Funding now secured Draft protocol being developed for reporting to committee	Green	
HS 4	Maintain RoSPA award standard for health and safety	Ongoing award of the standard	Housing Services	Standards adhered to and maintained. Next submission due in February 2009	Green	
HS 5	Deliver recommendations of Shelter quality audit of homelessness service		Housing Services	Audit carried out and report received. Housing Options study day held involving all staff to implement findings. Working to recommendations	Green	

HS 6	Implement referrals to National Probation Service for vulnerable tenants requiring decorating work following major works		Housing Services	<i>Launched in May 2008</i>	Green	
HS 7	Seek Committee approval for physical improvements to Smallthorn Place		Housing Services	<i>Meeting held with Crime & Disorder team to produce brief of requirements. Working with Architect to establish plans</i>	Green	
HS 11	Restructure Private Sector Lifeline / Telecare provision		Housing Services	<i>Work in progress £320K short in funding</i>	Amber	
SSDP 1	Produce a domestic violence education pack, specifically designed for use in schools and with youth groups	Produce and deliver education pack to secondary schools in the area	Leisure & Com Dev	<i>Pack in process of being developed by the DAAT group. Separate Pack also being developed in North of County. Attempts being made to link the two together.</i>	Green	

EH 7	Faster and higher quality provision of Disabled Facility Grants through;	<p>i) Work with Social services to make new prioritisation system as effective as possible.</p> <p>ii) Continue work to lobby central government and work with partners to secure more funding.</p> <p>iii) Promote uptake of new relocation grant</p>	Env Services	<p>i) A new Derbyshire wide prioritisation scheme has been introduced by DCC Social Services. Effectiveness of scheme is yet to be evaluated.</p> <p>ii) PCT funding secured for 2008/09</p> <p>iii) One relocation grant successfully completed. A further case is in progress.</p>	Green	
Priority: Tackling anti-social behaviour						
SSDP 5	To reduce Criminal damage and ASB that occurs within open spaces	Produce and deliver an action plan to tackle and reduce anti social behaviour in the urban based parks	Leisure & Com Dev	Benchmark data being collated	Green	
Priority: Providing more things for young people to do						

GF 4	Provide four new youth facilities for young people	Complete new build youth facilities from current budget allocation. If further capital is available deliver priorities from Play/Youth Facilities audit	Leisure & Com Dev	<i>Current programme of facilities on target for completion</i>	Green	
Priority: Improving the health and well being of the community						
SSDP 2	Work with Partner agencies including PCT to produce an education package to warn parents of the health implications associated with underage drinking	Design, produce and deliver education pack	Leisure & Com Dev	<i>To be raised and discussed at the VAL Group Meeting</i>	Green	
PD 8	Deliver the Get South Derbyshire Active Project	Deliver programme as agreed with Sport England	Leisure & Com Dev	<i>Posts appointed, action plan on target</i>	Green	
PD 9	Support National Play day	Arrange event(s) in South Derbyshire	Leisure & Com Dev	<i>Play Day event planned for 6th August 2008, - many partners attending event as well as S&YD provision.</i> 412 young people in attendance	Green	
PD 10	Implement South Derbyshire Play Partnership Strategy	Deliver Big Lottery actions as agreed	Leisure & Com Dev	<i>Strategy being implemented, Play Officer appointed. Action plan now to be updated.</i>	Green	

PD 11	Create Sports club directory for use by public	Directory available in hard copy and electronic formats.	Leisure & Com Dev	Information currently being finalised. Directory available by October 2008	Green	
EH 1	Develop, execute and evaluate risk targeted initiatives for Health and Safety working with the Health and Safety Executive Fit 3 Priorities in the areas of: -	a) Dermatitis in the catering Industry, b) Falls from heights c) Slips and trips	Env Services	<i>Planned and commenced a further working from heights initiative, prioritising the distribution of the ground force working from heights DVD.</i>	Green	

Priority: Combating climate change

EH 6	Utilise results/mapping of Aerial Thermal Imaging Survey to target and promote home energy efficiency improvements including:	<p>Mail out to identified occupiers of poorly insulated homes.</p> <p>i) Explore scope to link our information with Welfare Benefits and target low incomes, energy advice and seek assistance from fonder such as CERT</p> <p>ii) Roll out Carbon Footprint Village Project model to a further South Derbyshire Village</p> <p>iii) Set up at least one scheme with a rural landlord to improve heating and decency.</p>	Env Services	<p>i) <i>mail out to benefit recipients arranged- letters to go out mid October with advice session at council offices on 3rd November 2008. Complementary initiative with PCT & local Pharmacies also begins 3rd November for 1 week to provide/signpost customers to energy advice and assistance, free light bulbs.</i></p> <p>ii) <i>Carbon Footprint Village Project introduced in Overseal</i></p> <p>iii) Rural Landlord Scheme agreed with rural landlords. Survey work to commence in October 2008, Roll out with other rural landlords in quarter 3 & 4.</p>	Green	
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THEME 2: YOU AT THE CENTRE						
Priority: Improving the quality of the local environment						
GF 10	Swadlincote Woodland Forest Park-Improve Gallery Grid and Orchard Core Areas	Develop project and seek external funding for its delivery	Leisure & Com Dev	<i>Feasibility study underway</i>	Green	
GF 11	Develop Management Plan for Swadlincote Woodland Forest Park as a precursor to future entry for Green Flag Award	Produce plan in an agreed format	Leisure & Com Dev	<i>Plan being prepared</i>	Green	
GF 12	Deliver priority works to bank between upper and lower ponds at Midway Fishponds	Confirm funding and deliver works	Leisure & Com Dev	Funding made available to undertake detailed design works for submission to competitive tender.	Amber	This will be completed in Nov/ Dec.08. Will then have the necessary information to seek full funding
GF 13	Deliver environmental improvements at Midway Fishponds	If 'Breathing Spaces' bid is successful deliver community environmental project	Leisure & Com Dev	Breathing Spaces bid successful. 2 conservation action days held. Project delivery underway	Green	

GF 17	Enhance environmental provision at Coton Park, Linton	Work with partners to gain Local Nature Reserve status for the site and deliver management plan	Leisure & Com Dev	<i>Report prepared for EDS Committee</i>	Green	
PD 1	Increase public use of Forest Sites and Open Space	Link environmental education activities to 2 additional sites per year. Work with 10 partner organisations on public event development	Leisure & Com Dev	One completed. One at planning stage. Partnership events completed – April to September. List of Partners is available	Green	
PD 2	Development and mainstreaming of Environmental Education Project service	Develop and implement a Marketing Plan for the Environmental Education Project	Leisure & Com Dev	Currently collating information 1 st – 3 rd Quarters. Plan to be completed and implemented in the 4 th Quarter.	Green	
PD 3	Tree planting and habitat improvement projects	Involve 1 x parish council, 3 x district councils, 1-x businesses, 10 schools and 250 members of the public in habitat improvement and tree planting schemes. 2000 bulbs and trees planted and 3 sites improved per year	Leisure & Com Dev	<i>Event taking place in October 2008</i>	Green	
EH 11	Institute new legislative regime of Dog Control Orders to extend the controls on fouling and secure the cleanliness of critical areas such as children's playgrounds.		Env Services	Dog Control Orders (DCOs) for fouling in force. DCOs in certain areas for dogs on leads / banning dogs in force.	Green	

Priority: Increasing the number of people volunteering in the community

PD 12	Community Partnership - Implement the recommendations flowing from the review of the Council's support to the V& C sector	Action Plan implemented	Leisure & Com Dev	Report on current revenue funding programme pending	Green	
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THEME 3: HIGHER QUALITY SERVICES

Priority: Better Value For Money

HS 9	Establish detailed action plan for improvement of all 53 garage sites		Housing Services	<i>Report in progress. Committee e to consider proposals later in the year</i>	Green	
HS 14	Achieve ISO9001 accreditation		Housing Services	Research carried out. To be in place by March 2009	Green	
HS 8	Explore opportunities for expansion of TP framework to involve RSL tenants and communities		Housing Services	<i>Visit to Nottingham City carried out to explore tenant area inspectors</i>	Green	
HS 15	Establish leaseholder policy and promote better communications with leaseholders within Council stock		Housing Services	Baseline established and new pricing structure to be put in place	Green	
HS 16	Introduce a menu of services for local RSLs to utilise		Housing Services	<i>Work in progress</i>	Green	

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THEME 4: PROSPERITY FOR ALL						
Priority: Developing and expanding the local economy						
PD 5	With partners update Rosliston Forestry Centre (RFC) Strategy and Business Plan	New Strategy and Business plan in place	Leisure & Com Dev	<i>Initial meeting held</i> Business Plan agreed	Green	
PD 6	RFC retail operation reviewed	Forward strategy agreed by partners.	Leisure & Com Dev	<i>Operation reviewed by Executive</i> <i>Interim arrangements approved</i>	Green	
PD 7	Events programme developed at RFC Community Arena	6 events held	Leisure & Com Dev	4 events held - Two arts events (Midsummer Night's Dream & Last Night of the Proms), 1x5 for a £5 day event, 1x wedding.	Green	
Priority: Improving housing conditions						

EH 4	Improve supply of quality housing through;	Measures to engage landlords and raise standards. Forum, newsletter, accreditation scheme and Development and promotion of voluntary leasing scheme.	Env Services	<p><i>First Landlord Forum held in May 2008.</i></p> <p><i>First newsletter published (September 2008.)</i></p> <p><i>Leasing scheme established and first property due for completion in 6 weeks, which will provide 5 flats to be leased and managed by council.</i></p> <p><i>Further property in the pipeline</i></p>	Green	
EH 4a	Improve supply of quality housing through;	Implement Empty Homes Strategy including; engagement and enforcement over long term empty homes generally and specifically	Env Services	<p><i>New Empty Homes Strategy adopted in May 2008.</i></p> <p><i>Two long-term empty homes currently being renovated for sale or let through council's intervention.</i></p>	Green	
EH 4b	Improve supply of quality housing through;	The removal of Council Tax discount for long term empty properties.	Env Services	Revenue Department written a draft report but not yet reported to Committee.	Amber	
EH 5	Continue Progress Against Decent Home Standard for private sector Vulnerable Households by:	<p>i) Implementing Home Repair Plus Grant Scheme in partnership with Spirita Care & Repair</p> <p>ii) ii) Make the homes of 75 vulnerable households decent.</p>	Env Services	<p>i) <i>Home Repair Plus Grant Scheme introduced in April 08. Spirita currently undertaking surveys and seeking tenders from local contractors. First 4 cases completed</i></p> <p>ii) <i>Further contributions expected from Warmfront, equity release loans and enforcement activity</i></p>	Green	

HS 10	Complete Phase 2 of Physical Sheltered Housing Standards		Housing Services	Work in progress	Amber	
HS 12	Introduce mobile ICT technology to make efficiencies in repairs service		Housing Services	Initial meeting with Supplier held, quote received. Funding to be secured. Report to Committee in November	Green	
HS 13	Introduce repairs diagnostic tool for customers		Housing Services	Research undertaken. To be in place by March 2009	Green	

Priority: Identifying and meeting housing needs

HS 17	Complete new Housing Strategy		Housing Services	Work in progress. To be considered by Committee in March 2009	Green	
EH 8	Develop plans for bringing empty property back into use:	<p>I) Revise empty property strategy and develop action plan</p> <p>II) Implement action plan including a range of actions/enforcement activities to return target empty property to use.</p>	Env Services	<p>New Empty Homes Strategy adopted May 2008.</p> <p>Implementation of action plan underway. (See EH4 above)</p>	Green	

THEME 5: RURAL SOUTH DERBYSHIRE

Priority: Identifying and delivering priorities in rural areas

GF 1	Working with key stakeholders support the development and delivery of new built facilities in the Melbourne area	Identify location & requirements of a new facility	Leisure & Com Dev	<i>Work progressing</i>	Green	
GF 5	Make new provision for allotments in the Swadlincote urban area and support the identification of sites in rural locations, including Hilton	Work with Property Services, Planning Offices and other internal and external stakeholders to identify suitable locations	Leisure & Com Dev	<i>Preliminary investigations underway.</i>	Green	
GF 8	Identify new burial space in the Swadlincote urban area and support local attempts to provide additional burial space in the Etwall area	Work with Property Services and external stakeholders to identify and acquire suitable space	Leisure & Com Dev	<i>Some progress being made in terms of options becoming available in both areas but remains a pressing problem</i>	Amber	
PD 4	In partnership with SDCVS develop and deliver fundraising workshops to support the work of the voluntary and community sector	Deliver 2 funding workshops	Leisure & Com Dev	Funding Fair organised for 23 October 2008	Green	
Priority: Investing in rural community and recreational facilities						
GF 2	Continue to support the delivery of New Built Leisure Facilities at John Port School, Etwall	Fully establish revenue costs and management regime for new Centre	Leisure & Com Dev	<i>Work progressing</i>	Green	

GF 3	Complete new build play provision commitments from 2007/08 and if capital is available progress the upgrading of existing sites	If capital is available identify priorities for next tranche of work	Leisure & Com Dev	<i>Site works on target for completion. A 'waiting list' of sites compiled</i>	Green	
GF 6	Encourage community involvement in the development and management of parks, wildlife sites and woodlands	Develop Community Engagement programme for parks & open spaces	Leisure & Com Dev	<i>Community engagement programme being planned</i>	Green	
GF 7	Eureka Park – Parks for People Project (HLF funded project)	Successfully complete stage 1 feasibility works and submit bid to stage 2 of the scheme	Leisure & Com Dev	<i>Stage 1 works on target</i>	Green	
GF 9	Working with partners deliver improvements to the Sandhills Recreation area, Midway	Consult on report and agree programme and funding for its delivery	Leisure & Com Dev	<i>Master planning and consultation undertaken. Working with Partners in order to identify funding.</i>	Green	
GF 14	Provide new Built Leisure Facilities in the Swadlincote Urban Area	Working with key stakeholders, undertake initial feasibility work	Leisure & Com Dev	<i>Initial meetings with Leisure Officers held</i>	Green	
GF 15	Provide enhanced leisure and community facilities at Chestnut Avenue Recreation Ground, Midway	If capital becomes available, manage the delivery of new built facilities and other site improvement works	Leisure & Com Dev	<i>Feasibility meeting planned</i>	Green	
GF 16	Produce Marketing Plan for the Parks service	Produce a Marketing Plan including visitor satisfaction, promotion & publicity and interpretation.	Leisure & Com Dev	<i>Scoping meeting held. Work underway</i>	Green	

GF 18	PPG17 Open Space, Sport & Recreation Plan. Fully establish the strategic elements contained within PPG17 study in relation to open space, outdoor pitches and built facilities	Strategic elements considered and approved by committee	Leisure & Com Dev	<i>Report being considered by Committee (September 2008)</i>	Green	
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