



F B McArdle
Chief Executive
South Derbyshire District Council,
Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH.

www.southderbyshire.gov.uk
@SDDC on Twitter
@southderbyshiredc on Facebook

Please ask for Democratic Services
Phone (01283) 595722/ 595848
Typetalk 18001
DX 23912 Swadlincote
Democratic.services@southderbyshire.gov.uk

Our Ref
Your Ref

Date: 1 June 2021

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Grove Hall**, Greenbank Leisure Centre, Civic Way, Swadlincote, DE11 0AD on **Thursday, 03 June 2021** at **18:00**. You are requested to attend.

Yours faithfully,

A handwritten signature in black ink that reads "Frank McArdle".

Chief Executive

To:- **Labour Group**

Councillor Rhind (Chair), Councillor Mulgrew (Vice-Chair) and Councillors Pegg, Richards and Shepherd.

Conservative Group

Councillors Ackroyd, Churchill, Corbin, Ford, Hewlett and Smith.

Independent Group

Councillors Dawson and Roberts.



AGENDA

Open to Public and Press

- | | | |
|-----------|---|------------------|
| 1 | Apologies and to note any Substitutes appointed for the Meeting. | |
| 2 | To note any declarations of interest arising from any items on the Agenda | |
| 3 | To receive any questions by members of the public pursuant to Council Procedure Rule No.10. | |
| 4 | To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11. | |
| 5 | CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2020-2021 QUARTER 4 – (1 JANUARY TO 31 MARCH) | 4 - 39 |
| 6 | SERVICE PLANS 2021-22 | 40 - 85 |
| 7 | GREEN HOMES GRANT – LOCAL AUTHORITY DELIVERY PHASE 2 | 86 - 90 |
| 8 | HOMELESSNESS AND ROUGH SLEEPING STRATEGY | 91 - 153 |
| 9 | HOUSING DOMESTIC ABUSE POLICY | 154 - 181 |
| 10 | COMMITTEE WORK PROGRAMME | 182 - 186 |

Exclusion of the Public and Press:

- 11** 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.

- 12** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 13** SERVICES AND SUPPORT FOR HOMELESS PEOPLE – EXTENSION OF CONTRACT
- 14** REVIEW OF CULTURAL AND COMMUNITY SERVICES

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 5
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700) ALLISON THOMAS (EXT. 5775)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2020-2021 QUARTER 4 – (1 JANUARY TO 31 MARCH))	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That the Committee considers 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

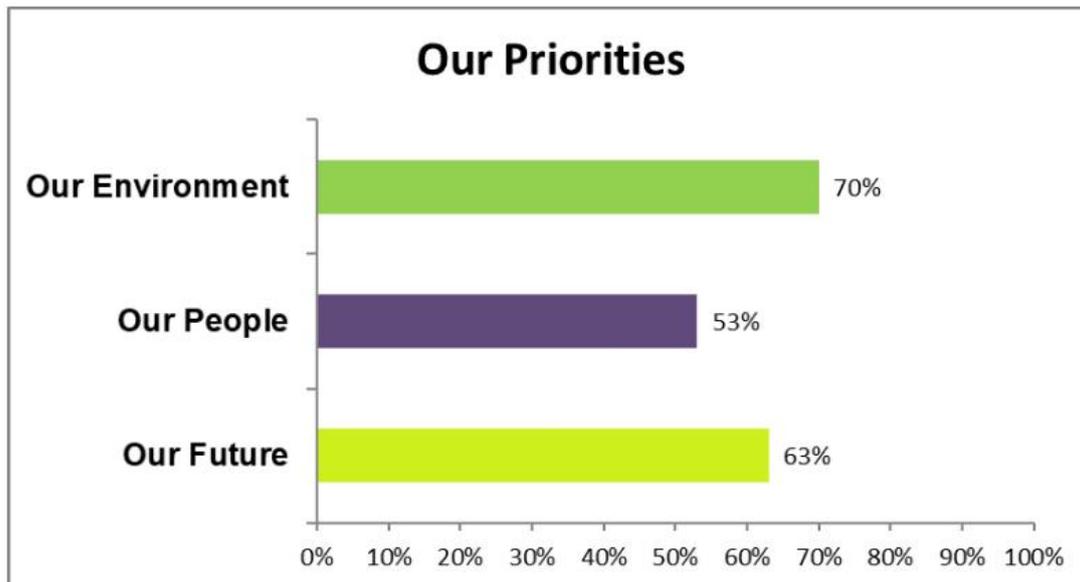
- *Engage with our communities*
- *Supporting and safeguarding the most vulnerable*



4.0 Detail

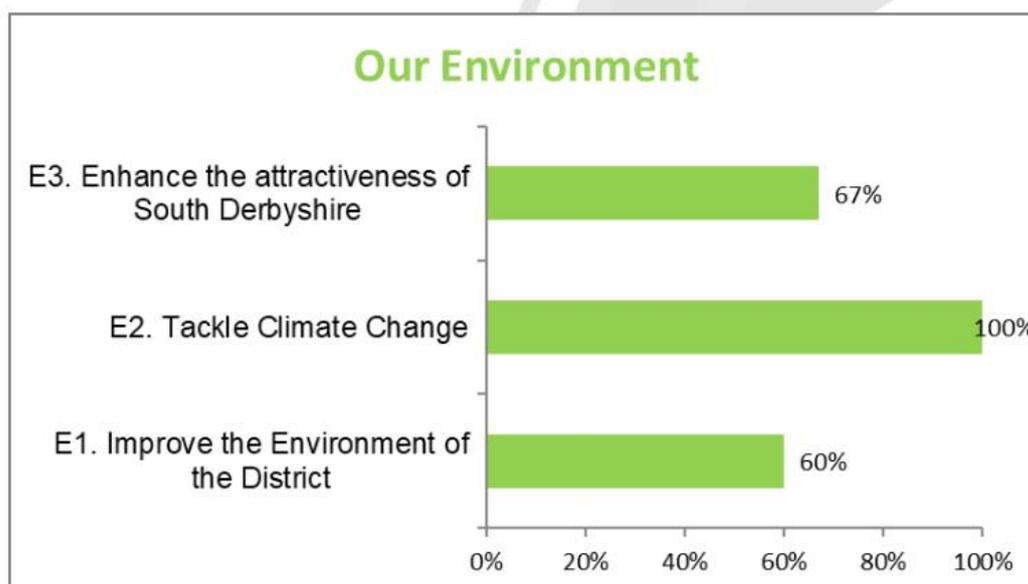
4.1 Overall Council performance against the priorities– Quarter 4 2020-2021.

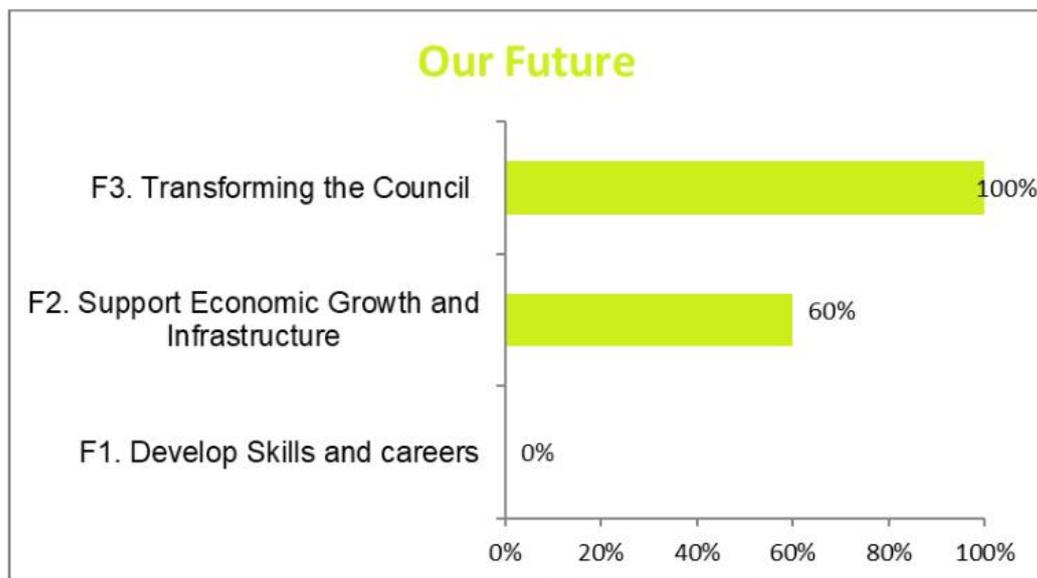
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter 4 2020-2021.

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, 17 are green, one is amber, 14 are red and three are grey.

Overall, 60% of the key aims within the Corporate Plan are on track. 70% are on track for Our Environment, 53% are on track for Our People and 63% are on track for Our Future.

4.4 This Committee is responsible for overseeing the delivery of seven Corporate measures

Below outlines the three measures for this Committee that are on track (green) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks.
- 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 two measures that are not on track (red) for the quarter:

- Number of Anti-Social Behaviour (ASB) interventions by type.
- Average time taken to re-let Council homes.

The Covid-19 pandemic during 20-21 has had an impact on the annual overall Council performance. However, this should not detract from the positive work that continues to be undertaken.

There have been a lot of successes over the past year, and these should be recognised.

- **P2.1A - Number of households prevented from Homelessness**

- ✓ Completed a comprehensive review of the Homelessness and Rough Sleeping Services.
- ✓ Presented the Draft Homelessness Strategy to the Housing and Community Services Committee.
- ✓ Secured sufficient temporary accommodation to support the Governments “Everybody In” rough sleeping initiative during the Covid-19 pandemic.

- **P2.3A - Deliver the Planned Maintenance Housing programme over four years**

- ✓ Continued to deliver roofing and Planned External Maintenance contracts during the pandemic.
- ✓ Delivered kitchen, bathroom and rewiring renewals safely during the pandemic.
- ✓ Achieved satisfaction levels of 91% for planned improvement works.
- ✓ Continued to deliver boiler swaps, heating works and gas safety inspections safely during the pandemic.

- **E3.2A - The number of Green Flag Awards for South Derbyshire parks**

- ✓ Maintained green flag accreditation at two park sites, Church Gresley’s Maurice Lea Memorial Park and Swadlincote’s Eureka Park. Successfully submitted Swadlincote Woodlands for judging in 2021 taking the number of sites submitted in 2021 to three.

- **P1.1A - Number of new and existing Community Groups supported**

- ✓ Ongoing support provided to community groups and organisations and their volunteers, working closely with the CVS partnership, delivering support from staff across the service area to the food distribution hub for vulnerable residents in the District.

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 description of each performance measure including mitigating actions and actions to sustain and 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**
- 4.8 The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register and risk mitigation plans for the relevant departmental Risk Register. 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(s) detail a risk matrix to summarise how each identified risk has been rated.

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

Key risks impacting on this Committee are detailed in **Appendix C**, Service Delivery Risk Register, alongside the treatment and mitigating actions in place to manage these risks.

The following provides a summary of the risks that have changed since the last quarter for this Committee.

- SD1 - Loss of income to the Housing Revenue Account. The mitigating actions have been updated to include the approval of the revised Income Management Policy and a successful audit review of the rent recovery process.
- SD3 – Safety Standards. The mitigating actions have been updated to include an update on the implementation of contracts to deliver all aspects of property safety.



- SD4 – Universal Credit. The text within the mitigating actions has been updated to reflect that the increase in rent arrears as a result of Covid 19 has now started to level out.
- SD6 – Ageing Infrastructure at Rosliston Forestry Centre. Mitigating actions have been updated to include work commencing on the delivery of capital projects and the vision for the site may need to be reviewed in light of the pandemic.
- SD9 – Melbourne Sport Park. The mitigating actions have been updated to include improvement made to infrastructure on the site.
- SD15 - Leisure Centres. Mitigating actions have been updated to confirm the Council’s application for the National Leisure Recovery Fund has been successful.

Please refer to the Service Delivery Risk Register in **Appendix C** for further detail.

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 Index
Appendix C – Service Delivery Risk Register



Priority	Key Aim	Outcome	PI Ref	How success will be measured	(Q4) Jan 20 - Mar 20 Outturn	April 20 - June 20 (Qtr. 1)	April 20 - September 20 (Qtr. 2)	April 20 - December 20 (Qtr. 3)	April 20 - March 2021 (Qtr. 4)	Annual Target 2020-2021	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	126 kgs	250 kgs	355 kgs	460kgs	Sustain during Yr1 (404kgs)	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
			E1.1B	% of collected waste recycled and composted	Cumulative (Apr-Mar) 45% Q4 (Jan-Mar)39%	53%	52%	49%	47%	Sustain during Yr1 (45% or >)	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate	E1.2A	Number of fly tipping incidents	714 (total figure for 2019/20)	Q1 - Target ≤ 179 Actual - 260	Q1-2 Target ≤ 357 Actual - 528	Q1-3 Target < 536 Actual - 732	Q1-4 Target < 714 Actual - 1003	< 714	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
			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+.	Reported Bi-Annually in Q1 and Q3	Survey to be undertaken in Q4 20-21.	A full report will be provided in Q1 21-22.	Report survey in Q1 21/22	>95%	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E1.3 Enhance biodiversity across the District	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.	First Report due October 2020. No qualifying decisions in Q1.	66.7%	66.7%	66.7%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS	
	E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030	E2.1A	Reduce South Derbyshire District Council carbon emissions	No update required for Q4. First update to be provided Q1 2020-21.	The three targeted C&EAP actions for Q1 are all complete	Six targeted C&EAP actions for Q1-2. Three have been completed. Three are long term projects which are all now in progress and on-track	Nine targeted C&EAP actions for Q1-3. Four have been completed. Five are long term projects which are all now in progress and on-track	Zero further actions for Q4. All actions for the year have been completed or are long term actions which are on-track	Achievement of Actions contained in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	Matt Holford, Head of Environmental Services	Allison Thomas, Strategic Director, Service Delivery	E&DS	
		E2.2 Work with residents, businesses and partners to reduce their carbon footprint	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.	78%	89%	100%	100%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS	
	E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit	E3.1A	Increase Swadlincote Town Centre visitor satisfaction	49% of respondents would recommend Swadlincote Town Centre - May 2019.	Update due Q3	Update due Q3	55% of respondents would recommend Swadlincote Town Centre - Sep/Oct 2020	Updated in Q3	50%	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M	
		E3.2 Improve public spaces to create an environment for people to enjoy	E3.2A	The number of Green Flag Awards for South Derbyshire parks	2	Action planning scheduled for later in the year	Dialogue commenced about potential and preferred sites.	Swadlincote Woodlands and Newhall Park identified as most likely new sites. Management plan for Swadlincote Woodlands to be updated in Q4 to aid future submission.	Three sites have been submitted for the award. Maunce Lea and Eureka parks and Swadlincote Woodlands which is a new site.	Four Year Target - 4	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, Strategic Director, Service Delivery	H&CS	
			E3.2B	Proportion of good quality housing development schemes	92%	Reported Annually in Q4	Reported Annually in Q4	Reported Annually in Q4	Data unavailable due to post being vacant since August 2020	90.0%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, 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	28	66	113	153	Proxy	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, 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	Cumulative (Apr-Mar) 2,893 ASB reports	ASB reports in Q1: Target ≤ 849 Actual - 1776	ASB reports in Q2: Target <800 Actual - 1084 Cumulative Target <1649 Actual - 2860	ASB reports in Q3: Target <540 Actual - 960 Cumulative Target <2893 Actual - 3820	ASB reports in Q4: Target <704 Actual - 1413 Cumulative Target <2893 Actual - 5233	'Moderate' or 'High'	Matt Holford, Head of Environmental Services	Allison Thomas, 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	64	127	203	265	Proxy	Paul Whittingham, Head of Housing	Allison Thomas, 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	Q1 Target - 125 interventions Actual - 108	Q1&2 Target - 210 interventions Actual - 216 (Data not yet complete)	Q1-3 Target - 245 interventions Actual - 247	Q1-4 Target - 300 interventions Actual - 276	300 interventions	Matt Holford, Head of Environmental Services	Allison Thomas, 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	Draft plan tabled at H&W Group and approved by the group	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners and support across partners to support the Covid response	Ongoing delivery against the action plan across the partnership.	100% of actions delivered	Mary Bagley, Head of Cultural and Community Services	Allison Thomas, 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	35%	88.95%	95.60%	114.10%	100% against the annual plan 2020-21	Paul Whittingham, Head of Housing	Allison Thomas, Strategic Director, Service Delivery	H&CS	
			P2.3B	Develop and deliver the Public Buildings programme over four years	Project Plan for 2020-21 developed	Software tested and calibrated	Condition surveys on the five largest assets have been completed	Carried out further surveys on 12 more of the Public Buildings portfolio.	Carried out further surveys on 12 more of the Public Buildings portfolio.	Planned maintenance programme for phase one to be created.	Steve Baker, Head of Corporate Property	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M	
			P2.3C	Average time taken to re-let Council homes	Q4 157 days YTD 122 days	Q1 Target 21 days Q1 Actual 206 days	Q2 Target 21 days Q2 Actual 209 days	Q3 Target 21 days Q3 Actual 192 days	Q4 Target 21 days Q4 actual days 200	Median Quartile Performance (Benchmark via Housemark)	Paul Whittingham, Head of Housing	Allison Thomas, 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	South Derbyshire's ranking in the Social Mobility Commissions Social Mobility Index increases	311	Reported Annually in Q4	Reported Annually in Q4	Reported Annually in Q4	No new data available	Ranked >311 on the Social Mobility Index	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M		
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	1,219 Covid-19 business grants forms, 1,282 council tax & benefits forms and 12,343 online web form submissions. 14,844 in total (annual figure).	4,474	10,174	16,103	22,242	Upward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M		

Priority	Key Aim	Outcome	PI Ref	How success will be measured	(Q4) Jan 20 - Mar 20 Outturn	April 20 - June 20 (Qtr. 1)	April 20 - September 20 (Qtr. 2)	April 20- December 20 (Qtr. 3)	April 2020 - March 2021 (Qtr. 4)	Annual Target 2020-2021	Head of Service	Strategic Lead	Committee				
C	Working with commu	P3. Deliver Excellent Services	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.	No visitors due to Covid-19	No visitors due to Covid-19	No visitors due to Covid-19	No visitors due to Covid-19	Downward trend in Face to Face interactions	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, 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 95,896 (cumulative April-March)	22,387	44,701	69,812	98,099	Downward Trend	Elizabeth Barton, Head of Customer Services	Kevin Stackhouse, 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	Total FACEBOOK fans: 26,369, total TWITTER followers: 7,971, No Instagram account yet, total ALL SOCIAL MEDIA fans: 34,340. Social Media queries: 182	Total FACEBOOK fans: 27,919, total TWITTER followers: 12,005, No Instagram account yet, total ALL SOCIAL MEDIA fans: 39,924. Social Media queries: 190	Total FACEBOOK fans: 30,157, total TWITTER followers: 12,566, No Instagram account yet, total ALL SOCIAL MEDIA fans: 42,723. Social Media queries: 206	Total FACEBOOK fans: 31,222, total TWITTER followers: 12,628, No Instagram account yet, total ALL SOCIAL MEDIA fans: 43,850. Social Media queries: 245	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, 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.	Reported annually in Q4	The employee survey has been postponed until early 2021	The employee survey has been postponed until 2021/22	The employee survey has been postponed until 2021/22	No target for Yr1.Baseline Data only	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M			
			P3.4B	Number of apprenticeships	4 (1.2% of head count)	4 (1.2% head count) (3 vacancies currently, one advertisement active, mitigating factors updated)	4 (1.2% head count) (actions taken towards funding new apprenticeships despite Covid hardships)	5 (1.5% head count) (New Business Admin L3 in HR, planning in place for apprentice opportunity in Operation Services)	5 (1.47% head count)(New ICT Apprentice, plans in place for others detailed in linked document)	>2.3% of head count	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M				
			P3.4C	Average number of staff days lost due to sickness	10.65 (cumulative April - March)	3.68	8.01	11.6	12.93	Downward Trend	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M				
			P3.4D	% of employees that consider that the Council has a positive health and safety culture	No Q4 update for 19/20. First Staff survey to take place in 20/21.	Reported annually in Q4	Reported annually in Q4	The employee survey has been postponed until 2021/22	The employee survey has been postponed until 2021/22	No target for Yr1.Baseline Data only	Fiona Pittam, Head of Organisational Development & Performance	Kevin Stackhouse, Strategic Director, Corporate Resources	F&M				
			OUR FUTURE	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	Reported Annually in Q4	Reported Annually in Q4	32,000	More than Q4 2019/20	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M	
						F1.2 Support unemployed residents back into work											
					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)	2885 sqm	Reported Annually in Q4	Reported Annually in Q4	Reported Annually in Q4	4,140 sqm	12,269.5 sqm	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
							F2.1B	Total Rateable Value of businesses in the District	£67,486,786	£67,528,690 (NB. This is the Total Rateable Value of premises rather than the income received through the collection of Business Rates)	£67,316,577 - Total Rateable Value fallen, arising from a change in national regulations relating to cashpoints and surgeries	£67,379,221 - Q3 is an increase on Q2, but remains below levels prior to the change in national regulations	£67,341,926 - Total Rateable Value decreased from last quarter which in the main was due to a large number of appeals that have now been processed by the Valuation Office Agency	More than Q4 2019/20	Mike Roylance, Head of Economic Development and Growth	Frank McArdle, Chief Executive	F&M
						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%	100%	100%	100%	90% within 8-13 weeks or as agreed with the applicant	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, Strategic Director, Service Delivery	E&DS
F2.2B	% of planning applications determined within the statutory period	93%					94%	99%	98%	98%	>90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, 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.	Reported Annually in Q4	Reported Annually in Q4	Reported Annually in Q4	94%	90%	Steffan Saunders, Head of Planning and Strategic Housing	Allison Thomas, 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	All projects on track and have enjoyed some focused attention and a few large projects in particular have had major milestones reached.	Committee report (F&M 29th April) outlines details of the year end position.	Deliver 100% against action plan	Anthony Baxter, Head of Business Change and ICT	Kevin Stackhouse, 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	See progress in detailed performance report.	See progress in detailed performance report.	Form a working group & Action Plan	Adrian Lowery, Head of Operational Services	Allison Thomas, Strategic Director, Service Delivery	F&M					



Corporate Plan 2020-2024

Performance Measure Report Index

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: May 2021

Page 12 of 186



Our Environment | Our People | Our Future

www.southderbyshire.gov.uk

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 12 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
- 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 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- 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

OUTCOME: E3.2 - Improve public spaces to create an environment for people to enjoy

Measure and Ref	E3.2A - The number of Green Flag Awards for South Derbyshire parks		Committee	H&CS	
Definition	<p>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</p> <p>The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and across the world.</p> <p>The green spaces are judged annually through their management plan and a site visit by external Green Flag Judges on the 27 different Green Flag criteria under the following eight headings:</p> <p>A Welcoming Place; Healthy Safe and Secure; Well Maintained and Clean; Environmental Management; Biodiversity; Landscape and Heritage; Community Involvement; Marketing and Communication; Management.</p>		Why this is important	<p>To ensure that everybody has access to quality attractive green and open spaces. Green Flag standard green spaces are important for mental and physical health and wellbeing, children’s development and play, natural heritage including ecosystems and biodiversity and the economic benefits of adjacent residential and industrial premises. To ensure that these spaces are appropriately managed and meet the needs of the community they serve. To establish standards of good management and to promote and share best practice amongst the green space sector.</p>	
What good looks like	<p>The purpose of this PI is to see an upward trend over four years increasing the sites managed to Green Flag standard by 100%. The Green Flag Awards will be reported annually in quarter three of each year following the judging of the green spaces over the summer period.</p>		Mitigating actions	<p>Action plans following the Green Flag Judges recommendations fully completed each year, up to date management plans for the green spaces written each year, support for the volunteers and Friends’ Groups and a good standard of management and maintenance throughout the year.</p>	
History with this indicator	<p>At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.</p>				
2019/20 baseline data		Two Green Flag Parks in 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21					



2021/22	4 Green Flag Parks by 2024				
2022/23					
2023/24					
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
<p>Q4 - Swadlincote Woodlands has been submitted for judging in 2021 taking the number of sites submitted in 2021 to three.</p> <p>Further applications including for Newhall Park are planned for next financial year.</p>				<p>Dialogue commenced about potential and preferred sites. Park condition discussed and monitored at service meetings.</p>	
Benchmarking		Not applicable			



PRIORITY: OUR PEOPLE

OUTCOME: P1.1 - Support and celebrate volunteering, community groups and the voluntary sector

Measure and Ref	P1.1A - Number of new and existing Community Groups supported	Committee	H&CS
<p>Definition</p>	<p>The number of Community Groups supported by the District Council. Support will include:</p> <ul style="list-style-type: none"> • Assistance with setting up a new group • Providing advice and support on developing constitution, policy, legislation, seeking external funding, safeguarding, accessing training and coaching. • Referrals to other third-party agencies • Providing Financial support through Community partnership Scheme and Safer Neighbourhood Grants • Assisting with events and initiatives • General support through attending meetings, helping with promotion or obtaining third party support for group. • Neighbourhood Planning <p>The Services that are asked to record their support with Community Groups are those that will regularly work with Community groups, namely:</p> <ul style="list-style-type: none"> • Environmental Health • Housing (Community Engagement / Tenants Participation) • Communities Team • Cultural Services • Active Communities and Health • Economic Development • Environmental Development / Education • Planning (Neighbourhood Planning) 	<p>Why this is important</p>	<p>The Service offers support to Community Groups however this is not always recorded to gauge the level of impact on the Community.</p>
<p>What good looks like</p>	<p>First year will be benchmarking and then see an increase in the numbers of groups supported.</p>	<p>Mitigating actions</p>	<p>Communities Team Manager to contact relevant staff to remind to input into Spreadsheet</p>
<p>History with this indicator</p>	<p>N/A</p>		
<p>2019/20 baseline data</p>		<p>N/A</p>	



	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy	28	66	113	153
2021/22	Upward trend				
2022/23	Upward trend				
2023/24	Upward trend				

Performance Overview – quarterly update

During Q4 – 40 Community Groups were Supported
Providing support to the following areas.

1. Advice / Support with delivering an Event / Initiative
2. Advice / Support with setting up a Community Group
3. Advice/ Support with finding External Funding
4. Advice/ Support with Project Development
5. Advice/ Support with setting up Constitution
6. Community and Environmental Partnership Grant
7. General assisting i.e.: attendance at meetings
8. Neighbourhood Planning
9. Other: please provide information
10. Referral to 3rd Party Organisation
11. Safer and Stronger Neighbourhoods Grant
12. Support with Training / Coaching

Community groups to receive support Q4 included:

Aston on Trent Church
Aston on Trent Parish Council
Butterfly Volunteer Group
Castle Gresley Parish Council
Coton in the Elms Parish Council
Egginton Parish Council
Elvaston CC
Etwall Parish Council
Eureka Park Bowls Club

Actions to sustain or improve performance

4th Quarter figure (40) slightly down on Q3 (47) but nine of the Community Organisations were assisted by more than one Service on separate issues. This was also during a full Lockdown for the entirety of Q4.



<p>FairMeadows school Findern Parish Council Grow Outside CIC Hartshorne Parish Council Hilton Parish Council Hatton Parish Council Melbourne Parish Council Melbourne Wildcats Centre Melbourne Arts Natioanl Forest Company Netherseal Parish Council Newhall Litter Picking Group Newton Solney Parish Council Old Post Centre Newhall Overseal PC People Express Pingle Academy Prince Trust Rosliston Forestry Centre Community Group Repton Parish Council Senior Tennis Group - Maurice Lea Park Smsiby Parish Council South Derbyshire Cricket Development Group St Wilfreds Youth Group Stenson Fields Parish Council Sustrans Swad Joggers Walton on Trent Parish Council Weston on Trent Parish Council Willington Parish Council Woodville Parish Council</p>	
<p>Benchmarking</p>	<p>Not applicable</p>



PRIORITY: OUR PEOPLE

OUTCOME: P1.2 - Help tackle anti-social behaviour & crime through strong and proportionate action

Measure	P1.2A - Number of ASB interventions by type compared to the overall reported incidents of various forms of anti-social behaviour.				Measure Ref	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					Mitigating actions	Type of Interventions to help tackle anti – social behaviour includes: <ul style="list-style-type: none"> • Penalty notice • Legal notice • Prosecution / injunction
		Number of Enforcement Actions compared to baseline					
	Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions		
		> 10% Decrease	High	High	Moderate		
No significant change		Moderate	Moderate	Moderate			
	> 10% Increase	Moderate	Minor	Minimal			
History with this indicator	No historical monitoring of this indicator						
2019/20 baseline data		2019/20 baseline data is unavailable. In 2018/19 an estimated 3500 reports of relevant forms of Anti-social behaviour (ASB) were received and an estimated 47 formal legal interventions were made.					
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)		
2020/21	'Moderate' or 'High'	Minimal	Minimal.	Minimal	Minimal		
2021/22	'Moderate' or 'High'						
2022/23	'Moderate' or 'High'						



2023/24	'Moderate' or 'High'				
<p><u>Performance Overview – quarterly update</u></p> <p>Q1 target for reports of ASB < 849, actual reports 1776 Q2 target for reports of ASB < 800, actual reports 1084 Q3 target for reports of ASB < 540, actual reports 960 Q4 target for reports of ASB < 704, actual reports 1413</p> <p>The data for 2020-21 has, across the entire year, been significantly distorted by the impacts of COVID-19 and therefore cannot be considered to be representative of a deterioration in ASB in South Derbyshire.</p>			<p><u>Actions to sustain or improve performance</u></p> <p>Implementing systemic change in response to the unique circumstances of COVID-19 is not considered to be proportionate or sustainable. Many of the issues created by the circumstances will never recur. Nevertheless, Council officers involved in these services will look to embed the positive changes and impacts which COVID-19 forced upon services into how they are delivered in future.</p>		
Benchmarking		Level of crime rate (per 1,000 population) and Number of ASB Police calls for Service (per 1,000 population)			



PRIORITY: OUR PEOPLE

OUTCOME: P2.1 - With partners encourage independent living and keep residents healthy and happy in their homes.

Measure	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. The Homelessness Reduction Act 2017 places duties on local authorities to take reasonable steps to assist households to ensure that accommodation does not cease to become available. These are known as <i>Prevention cases</i> . It also places duties on local authorities to take reasonable steps to assist households to secure suitable accommodation when it becomes available. These are known as <i>relief cases</i> .	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 with this indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.	Mitigating actions	<p>Not all B&B's have fully re-opened, there is a slow phased return to normal operation. This has meant sourcing alternative provision. During Christmas pressure provision was made directly with the IBIS at Willington and a provider in Nottingham. People approaching can have pets and not all providers will accept placements. The Council made extra use of its own stock to build in resilience.</p> <p>In line with Government advice not to have any households sleeping rough, issued in the last week of March 2020 the Council immediately identified three further units of accommodation from its general needs stock that could be made readily available for rough sleepers, hospital discharge or early prison released. This number</p>



					<p>is fluid and is being closely monitored to match demand. The Council has incurred costs which are currently being managed.</p> <p>Discussions were held with Derbyshire Housing Officer Group (DHOG) members and neighbouring authorities regarding collaboration and alternative provision, although the conclusion was to make a block booking of five rooms at a Bed and Breakfast in Burton on Trent.</p>
2019/20 baseline data		During Q4 a total of 103 cases were either prevented or relieved.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy measure to show service activity	64 cases 19 cases ended in prevention and 45 cases ended in relief	63 cases 21 cases ended in Prevention and 42 cases ended in Relief (YTD 127 cases – 40 cases ended in Prevention and 87 cases ended in relief)	76 Cases 19 cases ended in Prevention and 57 Cases ended in relief. (YTD=203 cases – 59 cases ended in Prevention and 144 cases ended in relief)	62 cases -16 ended in prevention - 46 ended in relief (YTD = 265 cases -75 cases ended in prevention and 190 in relief)
2021/22	Proxy measure to show service activity				
2022/23	Proxy measure to show service activity				
2023/24	Proxy measure to show service activity				



Performance Overview – quarterly update

Q4 Overview 16 cases ended in Prevention.

The prevention action is detailed below:

- 6 ended in prevention
- 6 Registered providers
- 1 lost contact
- 1 Friend & Family
- 1 relief
- 1 withdrew
- 1 went to SDDC
- 5 Private rent

46 cases were ended in relief.

- 5 went to full duty
- 4 had a non priority
- 2 Friends & Family
- 11 Registered providers
- 2 private rent
- 1 HMO
- 6 lost contact
- 9 supported housing -
 - 1 accepted by another LA
 - 1 went to secure hospital
 - 1 withdrew
 - 3 went to SDDC

Actions to sustain or improve performance

Covid-19 is still impacting on the service.

The Council is continuing to see a high number of households accessing supported accommodation which reflects a high number of households that require this support.

Owing to Covid-19 a decision has been taken that it is not appropriate for night shelters to operate. This may well place additional demand and resource on the service. The Travelodge has re-opened, but planning is difficult at present owing to rises in localised pockets of Covid-19 cases and national changes in management of the virus at local levels.

Legislation remains in place regarding evictions, and as yet, there is no confirmation of a date from the Government. Dates keep being extended and therefore this is somewhat “open-ended” at present. There is also a massive court backlog of cases to be dealt with. When eviction hearings do restart and Warrants enforced, the Council may face a significant increase in approaches. The Council has expanded its temporary accommodation due to ongoing demand because of the pandemic and winter pressures. The Council has already experienced a spell when Severe Weather Emergency Protocol (SWEP) was introduced. There is a reduced number of appropriate local bed and breakfast accommodation. A high number of cases are being supported. It should also be noted that owing to ongoing legal restrictions in relation to evictions that concern is being expressed that once lifted, there will be a high level of demand for this service. The Council has retained and expanded with the addition of a further three Emergency Temporary Accommodation properties over this Quarter to build in resilience for Covid and winter pressures. It is envisaged that the Housing Solutions team shall start to return



	<p>some of the Emergency Temporary Accommodation to stock as it becomes available. The Council's retention of its own housing stock has proved invaluable to meet its legal duties during Covid.</p> <p>The Council has also had winter pressures during this quarter which means that households that may not ordinarily be accommodated would be in adverse weather accommodated until the weather improves. The Council is still working with "everyone in "considerations under priority need. YTD the Council has closed 265 cases and has 135 active cases being supported and considered.</p> <p>SWEP has now ended as of 31 March 2021. Figures are currently running at a relative parallel; there is a minimal decreased. However, trends are exceedingly difficult to anticipate at present. The Council is currently exploring partnership working to find solutions for long-term complex needs / revolving door cohorts who approach the Housing Service for support. The team has had some great wins over this quarter / the past year in joint working with other professionals in finding supported placements i.e. finding appropriate accommodation some of which has been out of area, but it should be noted this is time-intensive.</p>
Benchmarking	The service was benchmarked against other Derbyshire Councils as part of the review of Homelessness and Rough Sleeping which was presented to Housing and Community Services Committee in January 2021



PRIORITY: OUR PEOPLE

OUTCOME: P2.2 - Promote health and wellbeing across the District

Measure and Ref	P2.2A - Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group			Committee	H&CS
Project detail	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.
	The current key themes are: <ul style="list-style-type: none"> • Health inequalities between different communities are reduced • People make choices in their lifestyles that 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. • (Note these will be updated in March/April 2020) • Deliver 100% of the actions identified 			Mitigating actions	The action plan for the Health and Wellbeing Group will be developed before the end of the 2019/20 financial year and then presented to the wider group in the next scheduled meeting in 2020/21. Actions achieved in each quarter will be reported.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)	
2020/21	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	
<u>Project Overview:</u> <u>Quarterly update</u> SAIL Officer in post and started at the start of Q4. Winter Wellbeing booklet produced and distributed to most vulnerable. Work taking place around Covid-19 recovery planning across partners and a mental health partnership group is working collectively to connect preventative and primary care work, and an action plan is being developed.				<u>Actions to sustain or improve performance</u> Ongoing assessment and work to identify the opportunities for the Health and Wellbeing Group and action plan during Covid-19 pandemic.	



Leaflet produced on support available and distributed through vaccination centres and with council tax letters to every household.

Recognition of Community Heroes supporting the Covid-19 response will take place through the South Derbyshire Awards which was launched in Q4, due to take place in Q1 of 2021-22.

Covid Information Connectors being recruited and supported through CVS across the District.

Some projects unable to be delivered due to Covid-19.

Food bank and digital learning support through Citizens' Advice has been provided.

Various groups in South Derbyshire have accessed Public Health Covid-19 emergency funding.

Review of small grants scheme administered by CVS.



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 - Improve the condition of housing stock and public buildings.

Measure and Ref	P2.3A - Deliver the Planned Maintenance Housing programme over four years			Committee	H&CS
Project detail	Deliver 100% of the planned maintenance project over four years 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. These works can be funded through either capital or revenue and will all be either procured appropriately as contracted work or completed by the in-house Direct Labour Organisation. The plan will change annually subject to stock condition surveys and any other property fitness assessment. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.			Why this is important	To ensure that Council properties are being maintained through a programme of planned and contracted works
				Mitigating actions	Contracts for the maintenance of dwellings in order to comply with all relevant legislation and guidance Programme revised to set deliverable targets based on current environment /supply chain
Project Action Plan	Q1 (Apr-June)	Q2 (Apr - Sept)	Q3 (Apr - Dec)	Q4 (Apr 20 - Mar 21)	
2020/21 Projected Spend	£680,525.00	£1,361,050.00	£2,041,575.00	£2,722,100	
2020/21 Actual Spend	£239,752.99	£1,210,720.32	£1,951,974.16	£3,104,732	
Project Overview: Quarterly update					Actions to sustain or improve performance
During Q4, £1,152,757 in quarter spend against a target of £680,525, which represents an 169% of target in quarter spend. (Note: these values at Year End now include new kitchens or bathrooms identified and fitted as part of the VOID programme).					Negotiations with contractors have ensured that they have capacity to meet spend targets by



YTD progress stands at 114% due to the commencement of the delayed Fire Door programme and Replacement Doors programmes at properties on Midland Road, Swadlincote. The majority of live programmes have progressed at a sufficient pace to regain and in some instances, exceed the planned position. The inclusion of the value of Kitchen and Bathroom replacements on VOID properties has led to a significant increase in spend.

switching programmes from internal to external works where necessary.

COVID-19 restrictions that were in place have impacted on the ability to obtain access to properties and has had significant impact on the materials supply chain and the availability of contractors', staff and tradespeople. As these have become less restrictive work has progressed at a near normal pace, and additional resources have been utilised to allow programmes to continue.

Additional workstreams have been added to the Planned programme during the year.

Programme for 2020/2021.

Kitchens	C1107	KRCT	MRA	£4,500.00	95	£	427,500.00	Melbourne
Bathrooms	C1107	BARP	MRA	£3,700.00	40	£	148,000.00	Midway, Newhall
Roof Coverings	C1107	ROOF	MRA	£7,000.00	100	£	700,000.00	Midway
Windows	C1107	PVCU	MRA	£3,800.00	30	£	114,000.00	District wide
Doors	C1107	DRRN	MRA	£580.00	20	£	11,600.00	ADHOC
Rewires	C1107	DER	MRA	£2,800.00	121	£	340,000.00	District wide
Active Fire Protection - Installs	C1107	AFP	MRA	£2,083.33	24	£	50,000.00	District wide
Passive Fire Protection - Fire Doors	C1107	PFP	MRA	£8,000.00	100	£	800,000.00	District wide
Heating Installs	C1107	HIAU	MRA	£3,100.00	110	£	341,000.00	District wide
Communal Doors (Bamford)	C1107	COMDR	MRA	£40,000.00	2	£	80,000.00	Urban Swadlincote
Conversions	C1107	CONV	MRA	£20,000.00	3	£	60,000.00	Etwall & Swadlincote
Home from Home	C1107	HFM	MRA	£90,000.00	1	£	90,000.00	Newhall



Overall HRA Budget	£2,584,550.00
Annual HRA Forcasted Spend	£2,591,400.00
Variation to Budget	£6,850.00
Overall MRA Budget	£2,535,000.00
Annual MRA Forcasted Spend	£2,722,100.00
Variation to Budget	£187,100.00

Spend 20/21	April - June	April- Sept	April - Dec	April - Mar
HRA	£ 647,850.00	£ 1,295,700.00	£ 1,943,550.00	£ 2,591,400.00
MRA	£ 680,525.00	£ 1,361,050.00	£ 2,041,575.00	£ 2,722,100.00
DFG's	£ 198,093.75	£ 396,187.50	£ 594,281.25	£ 792,375.00

There is currently £258,500 in the pipeline for Disabled Facilities Grants.



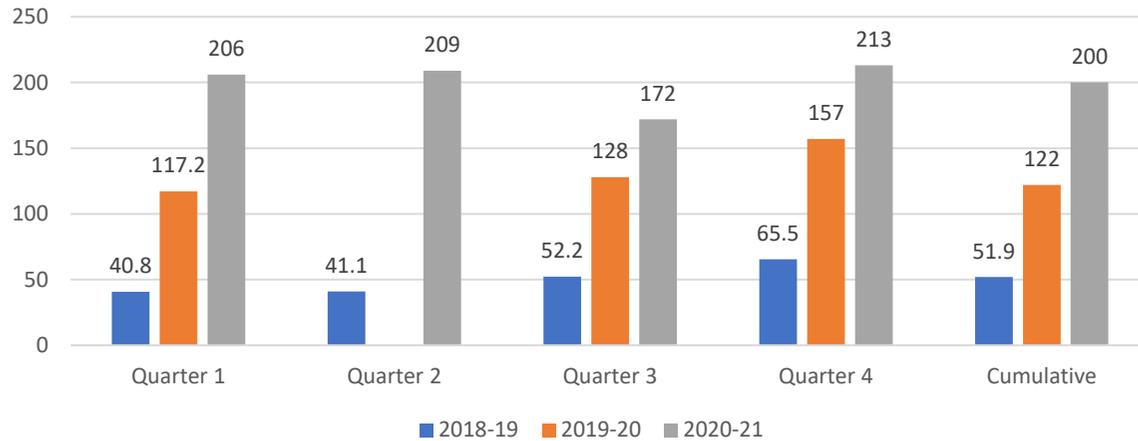
PRIORITY: OUR PEOPLE

P2.3C OUTCOME: Average time taken to re-let Council homes

Measure	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 with this indicator	This is a new indicator, in the previous Corporate Plan performance was reported for day-to-day responsive properties and excluded properties which had undergone major works, for example a new kitchen, new bathroom or a re-wire. For the current Corporate Plan (2020-24) this indicator will report against the average time to re-let <u>all</u> Council homes.			Mitigating actions	
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.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Median Quartile Performance	206 days average all properties (COVID-19)	209 days average all properties (Covid-19)	192 average all properties (Covid-19)	200 average all properties (Covid-19)
2021/22	Median Quartile Performance				
2022/23	Median Quartile Performance				
2023/24	Median Quartile Performance				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
Total no of properties let during Q4: 48				The easing of restrictions in Q4 has allowed for NOVUS to accelerate its work on properties and also for the Council to let properties to general need applicants rather than just in emergencies. The Council and NOVUS have redeployed resources to complete work on properties and to relet the	
Quarter 4 = 48 properties over 10,234 days = average 213 days					



Average time taken to re-let Council homes



greater number of properties that are being completed. Improvement in quality of older properties being returned by the Council's contractor does mean a longer void period. Failed damp proof courses are being identified. 90-95% of all void property has undergone a full re-decoration. Noticeable improvement in quality of returned properties. The most recent lockdown impacted on the amount of property delivered during Q4. With the exception of four Batch 50 properties which are awaiting inspection for confirmation of re-wire, all identified Batch 50 properties were returned at the end of the financial year. Allocations Team continue to work through void properties to have them advertised, matched and offered to enable property to be simultaneously viewed and signed up when returned from the contractor. Five new build houses were handed over at Tithebarn Drive, Overseal and two at Cross Close, Overseal at the end of March 2021.

Benchmarking

This performance indicator will be benchmarked with Housemark once performance data has been validated.



SERVICE DELIVERY RISK REGISTER (AS AT Q4 2020/21)

Risk	Rating and current position	Risk treatment	Mitigating actions	Change since last quarter	Risk Owner
<p>SD1 - Loss of income to the Housing Revenue Account</p>	<p>Rent reduction controls relaxed and rent increase now in place. Reduction of income through the Impact of COVID19 on Universal Credit (UC) claims is now greater.</p> <p>Likelihood is high and impact is now moderate</p>	<p>Treat the risk through continuous action and review.</p>	<p>A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented.</p> <p>Increased focus on collection of rent and other housing debt.</p> <p>New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies.</p> <p>The uptake of UC has continued to rise sharply through the pandemic. The impact on Council tenants' arrears increased and has now levelled out.</p> <p>The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review.</p>	<p>No change to rating. Mitigating actions updated</p>	<p>Housing Services</p>
<p>SD2 - Failure to collect financial contributions or to enforce the delivery of obligations within Section 106 Agreements.</p>	<p>Failure to collect financial contributions or to enforce obligations within Section 106 Agreements. Slight increase in likelihood of requests to defer payments or review viability of development schemes in response to COVID-19 impacts.</p> <p>Likelihood is unlikely but the impact is significant.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Implementation of new software is now complete.</p> <p>Team Leader overseeing the process with dedicated officer monitoring and reviewing progress of agreements relating to 'live' sites.</p> <p>The Service has been recently audited and has put in place actions to address the minor recommendations.</p> <p>Continued use of District Valuer in vetting additional requests for viability review. Discretion over enforcement or payment plans can ensure collection of fees over longer period if cashflow a problem for developers.</p> <p>Page 33 of 186</p>	<p>No change to rating or mitigating actions</p>	<p>Planning and Strategic Housing</p>

			Once S106 funds are received, Planning Policy team send regular reminders to colleagues including external bodies to minimise the risk of S106 money going unspent.		
SD3 – Safety standards	<p>Failure to comply with basic safety standards in flats/blocks with communal areas.</p> <p>Work has been undertaken to put specialist fire asbestos, legionella contracts in place.</p> <p>Likelihood is medium and impact has potential to be significant.</p>	Treat the risk through continuous action and review.	<p>Revised and updated Housing Safety policies were agreed by Housing and Community Services Committee in November 2020 for safety regarding:</p> <ul style="list-style-type: none"> • Fire • Lift • Electrical • Gas • Asbestos • Legionella <p>A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area.</p> <p>Contracts are in place to deliver property improvements for all aspects of property safety.</p>	No change to rating, mitigating actions updated	Housing Services
SD4 – Universal Credit	<p>Loss of income to the Housing Revenue Account through full roll out of Universal Credit (UC) from November 2018.</p> <p>There is still uncertainty as to the financial impact of this, but the Council has plans in place working with internal/ external stakeholders to manage this process.</p> <p>Likelihood is high and the impact is moderate.</p>	Treat the risk through continuous action and review.	<p>Welfare Reform Group, including key internal/external partners, meets on a monthly basis to manage roll-out against an agreed action plan.</p> <p>Invested in I.T. solutions to maximise opportunities to collect income and support those in financial difficulty.</p> <p>The Impact of COVID19 on Council tenants has seen a rise in the number of UC Claimants although the rate of increase slowed as lockdown was eased.</p> <p>Delays in UC payments have led to a rise in rent arrears. The Housing Service, in partnership with the Department for Work and Pensions (DWP), has made operational changes to mitigate this risk. The increase in rent arrears during the pandemic has now begun to level out.</p>	No change to rating, mitigating actions updated	Housing Services

<p>SD5 – Reduction in funding for Cultural and Community Services</p>	<p>Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.</p> <p>There is likely to be additional funding needed to replace income lost through Covid-19.</p> <p>Likelihood is moderate and the impact is moderate</p>	<p>Treat the risk through continuous action and review of funding streams and Cultural and Community Services Restructure.</p>	<p>Forward budget planning over a number of years. Approvals for reserve spend to secure staffing positions up to March 2021 initially for Active Communities.</p> <p>Maintain current funding contribution that the Council makes towards the Active Communities service.</p> <p>The Council receives an annual agreement from the Police and Crime Commissioner (PCC) for £25,000 per year Community Safety Funding.</p> <p>The Council receives £35,000 per year Basic Command Unit funding from the Chief Superintendent. This is received annually with no long-term commitment.</p> <p>Rolls Royce new three-year sponsorship of the Environmental Education Project confirmed.</p> <p>Continually seek external funding opportunities to support service delivery. This will extend to Covid-19 new funding pots.</p> <p>Successful partnership funding has been achieved with the Green Social Prescribing Programme.</p> <p>Government Funding for the Leisure Centres has been received.</p> <p>Monthly assessment of income lost through Covid-19 restrictions on service.</p>	<p>No change to rating some success in mitigating actions</p>	<p>Cultural and Community Services</p>
<p>SD6 - Ageing infrastructure at Rosliston Forestry Centre</p>	<p>Need to upgrade Infrastructure at Rosliston Forestry Centre.</p> <p>Regular meetings held at operational and strategic levels with the Forestry Commission.</p> <p>Likelihood is moderate but the impact would be moderate.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Condition survey updated as part of procurement exercise for new contractor.</p> <p>Focus on implementing infrastructure requirements identified in external consultant's report.</p> <p>Capital Programme bid successful with the majority of the projects needed supported.</p> <p>Work commenced on the delivery of capital projects.</p>	<p>No change to rating. Mitigating actions updated.</p>	<p>Cultural and Community Services</p>

			<p>Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM).</p> <p>Engage tenants and keep Senior Leadership Team informed</p> <p>Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public.</p> <p>Vision for site to be reviewed in light of the pandemic.</p>		
SD7 - Failure to meet housing delivery targets set out in the five-year supply.	<p>Failure to meet housing delivery targets.</p> <p>Local Plan is in place which sets out the five-year supply. Latest monitoring for 19/20 indicates the Council was performing above target.</p> <p>Likelihood is low but could move to moderate in light of COVID-19 impacts pushing delivery back in the Plan period, but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Monitoring/review of performance ongoing.</p> <p>Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development.</p> <p>Develop action plan(s) where necessary.</p> <p>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 c.1300 were completed in 2019/20 - work to accelerate progress on two sites continues.</p> <p>Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects.</p>	No change to rating, latest published five-year housing land supply amended from 5.92 to 5.76 years.	Planning and Strategic Housing
SD9– Melbourne Sports Park	<p>Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.</p> <p>MSP negatively affected by Covid-19 with no income generation for 3+ months. Some external grants success to support this impact but not all.</p>	Treat the risk through continuous action and review.	<p>Regular Artificial Grass Pitch (AGP) Steering Group meetings.</p> <p>Matter under regular review at MSP Board meetings. Key funder in attendance at AGP steering group meetings.</p> <p>MSP Board not meeting business plan income targets so close monitoring required.</p> <p>Scheme to deliver additional car parking on site completed. Elements of Drainage scheme on MSP site and adjacent landowners virtually complete. Works in road making good progress. Improved rugby pitches</p>	No change to rating, mitigating actions updated.	Cultural and Community Services

	Likelihood is low /medium, but the impact would be significant.		<p>playability should increase income generation from bar and catering.</p> <p>Work started on three new tennis courts and work planned in Spring for improvements to third rugby pitch and training area. These projects should aid future viability.</p>		
SD11– Tree Management	<p>Failure to manage the Council's tree stock in line with adopted Tree Management policy.</p> <p>Likelihood is low but the impact would be significant.</p>	Treat the risk through continuous action and review.	<p>Review of approved Tree Management Policy completed. New Tree Strategy and Policy planned to go to Committee in summer 2021.</p> <p>Implementation of the Cultural and Community Services restructure will enable greater staff resources for tree work.</p>	No change to rating or mitigating actions.	Cultural and Community Services
SD12 –Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.	Treat the risk through continuous action and review	<p>Building condition survey is being updated and a planned maintenance programme put in place by Head of Corporate Property.</p> <p>Complete the necessary works identified in external consultant's report.</p> <p>Improvements made to pool pipework and roof.</p> <p>Ensure that there is capital funding to complete the necessary works.</p>	No change to rating, mitigating actions updated.	Cultural and Community Services
SD14- Performance of kerbside recycling contractor	The sub-contractor collecting materials on behalf of the recycling contractor went into liquidation in February. The Council implemented contingency plans and the collections are now being delivered by the Council. The recycling contractor continues to deal with the collected materials and is committed to	Treat the risk through continuous action and review	<p>The Council has stepped-in to deliver the collection element of the contract at short notice. Additional vehicles have been hired and agency workers employed. Contingency Plans should be sufficient to deliver the service with minimal disruption for the foreseeable future. Interim arrangements beyond the current contract term are being developed as per Committee's endorsement. The uncertainty around recycle reprocessing costs could result in costs to the Council escalating. Progress is being made on the tender process for a replacement contractor.</p>	<p>Rating changed from red to green.</p> <p>Actions updated</p>	Operational Services

	undertake this role until the contract end date.				
SD15 Leisure Centres	Due to the National Lockdowns and control of coronavirus measures there is a risk that the Council's Leisure Centre provider can no longer sustain its business.	Treat the risk through continuous action and review	Application to Government for National Leisure Recovery Fund successful and distribution being arranged. Monthly assessment of Leisure Provider's finances and assessment of Council support through monthly contract meetings. Contingency plans are also being developed should the contractor not be in a position to deliver the contract at short notice.	No change to rating. Mitigating actions updated.	Cultural and Community Services

SERVICE DELIVERY RISK MATRIX				
Likelihood				
4 High		SD1, SD4, SD15		
3 Medium		SD5	SD3, SD12,	
2 Low		SD6	SD7, SD9, SD11	
1 Unlikely		SD14	SD2	
	1 Minor	2 Moderate	3 Significant	4 Catastrophic
	Impact			

Risk Description

SD1 Loss of income to the Housing Revenue Account

SD2 Failure to collect financial contributions/enforce obligations within S106 Agreements.

- SD3** Safety standards
- SD4** Universal Credit
- SD5** Reduction in funding for Cultural and Community Services
- SD6** Ageing infrastructure at Rosliston Forestry Centre
- SD7** Failure to meet housing delivery targets set out in the five-year supply.
- SD9** Melbourne Sports Park
- SD11** Tree Management
- SD12** Green Bank Leisure Centre
- SD14** Performance of kerbside recycling contractor
- SD15** Leisure Centres

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 6
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	ALLISON THOMAS (EXT. 5775)	
SUBJECT:	SERVICE PLANS 2021-22	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Service Delivery Directorate's Service Plan be approved as the basis for overall service delivery over the period 1 April 2021 to 31 March 2022.

2.0 Purpose of Report

2.1 To consider the Service Plan for Service Delivery, attached at **Appendix A**.

3.0 Detail

3.1 Service Plans are a key part of the Council's Performance Management Framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Equality, Diversity and Inclusion Strategy as well as performance objectives established for employees.

3.2 The Service Plan contains information about:

- The Directorate
- Service performance, including key measures and projects
- Equality, diversity and inclusion actions
- Workforce and budget information
- Partnerships.

3.3 The Service Plan reflects the current priority themes and outcomes within the Corporate Plan 2020-24 and Sustainable Community Strategy 2009-29.

3.4 The Service Delivery Directorate's Service Plan is presented to the Housing and Community Services Committee and the Environmental and Development Services Committee.

3.5 The Service Plan covers a one-year period and will be reviewed in March 2022 to link in with the Corporate Plan and Sustainable Community Strategy.

3.6 Progress reports on the Service Plan will be made to elected members as part of the Performance Management Framework monitoring process.

4.0 Financial and Corporate Implications

4.1 All implications are detailed in the Service Plan.



5.0 Community Implications

5.1 All implications are detailed in the Service Plan.





South
Derbyshire
District Council



Service Plan 2021/22

Service Delivery Directorate

Contents

Introduction	3
Service structure	8
Service operations	9
Cultural and Community Services	10
Environmental Services	18
Housing Services	22
Operational Services	28
Planning and Strategic Housing	33
Workforce	41
Budgets	42
Partnerships	44

Introduction

The Corporate Plan

The Corporate Plan 2020-2024 sets out the values and vision for South Derbyshire District Council and outlines its priorities for delivering services.

The three key priorities are:

- Our environment
- Our people
- Our future.

The Plan sets out how the Council can make South Derbyshire a great place to live, visit and invest.

The Corporate Plan focuses on the issues that are important to residents, on national priorities set by the Government and on the opportunities and challenges resulting from the changing social, economic, health and environmental aspects of South Derbyshire.

It links the Council's strategic priorities and objectives directly to the activities of each service area through annual service plans that are subject to ongoing monitoring in line with the Council's performance management framework.

The Council is divided into three directorates: Chief Executive's, Corporate Resources and Service Delivery and each produces its own annual service plan.

This plan, covers the financial year 2021/22 and demonstrates how services will be delivered, making the most effective use of available and future resources.

Our values

The Council's values show the behaviour that is expected from every employee in everything it does, including how the Council works with others.

Our values are:

Together we will:

- **Take pride in our place**
We will promote responsible behaviour and are committed to creating a more sustainable District.
- **Have respect for everyone**
We will listen, be honest and act with integrity at all times.
- **Achieve excellence in all we do**
We will take pride in our District, always striving for continuous improvement.

The importance of service planning

While Council budgets are constrained, there are ever-increasing pressures and demands to do more with fewer resources, particularly during the response and recovery phases of the COVID-19 pandemic.

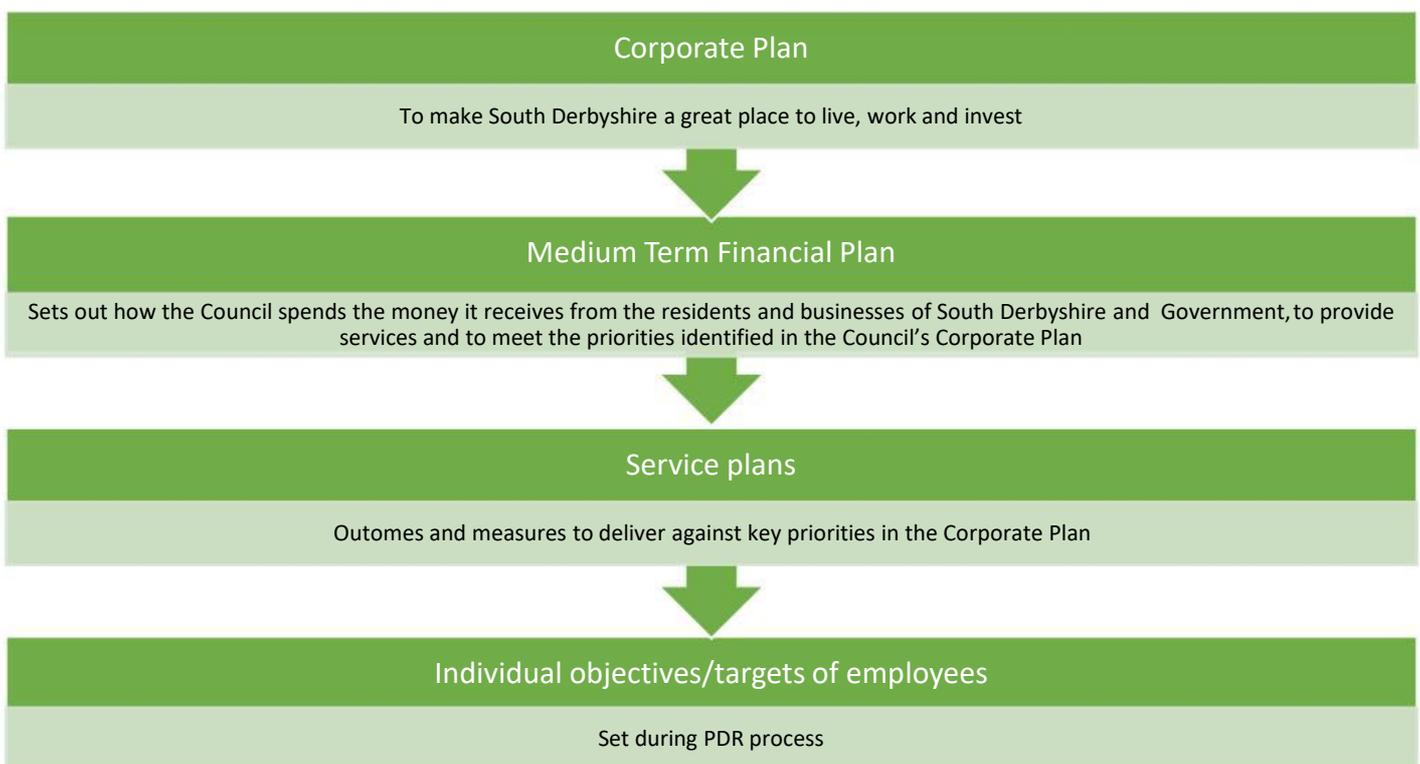
It is essential that services are well planned, with the capability to evolve to meet the needs of residents, local businesses and other stakeholders.

This allows the Council to identify requirements and resources required including technology, workforce, funding, capital infrastructure and information management.

Performance Management Framework

The Performance Management Framework enables the Council to monitor the progress it is making towards the achievement of its Corporate Plan.

The framework consists of four levels.



The Council's performance is reported on a quarterly basis and is available on the Council's website: www.southderbyshire.gov.uk/performance.

Managing risks

The Council's Risk Management Framework sets out a consistent and robust framework for managing corporate risks. From this, service risk registers are managed, monitored and reviewed on a regular basis to provide operational governance and control around the delivery of services.

Council resources are organised to deliver value for money services for residents, community groups, local businesses and stakeholders. The Council identifies and manages risks that might affect service delivery through regularly reviewing performance and taking action where required.

Monitoring and review

This plan will be monitored on a quarterly basis as part of the Council's Performance Management Framework to monitor service delivery, identify any risks and put in place any actions to develop and improve services.

Key aims

All priorities and activities carried out by the Service Delivery directorate complement the Corporate vision 'to make South Derbyshire a great place to live, visit and invest.'

Through the Service Plan, all corporate action plans and performance measures for the Directorate contribute to the corporate themes of:

Our Environment - Keeping a clean, green District for future generations

Our People - Working with communities and meeting the future needs of the District

Our Future - Growing our District and our skills base

The strategic aims for the directorate are outlined in each service area.

Equality, diversity and inclusion

The Council is committed to the principles of equality, diversity and inclusion in employment and the delivery of services and is keen to celebrate the diversity of people who live and work in South Derbyshire.

The Council's Equality, Diversity and Inclusion Strategy and Action Plan for 2021-2025 sets out commitments to equality for the next four years and outlines how the Council will ensure that all its services and employment opportunities are provided with fairness and accessible to everyone.

Following an extensive programme of consultation five key objectives have been identified for the next four years. They are to:

- Encourage and enable a skilled and diverse workforce, to build a culture of equality, diversity, and inclusion in everything we do.
- Demonstrate inclusive leadership, partnership, and a clear organisational commitment to being a leader in equality, diversity, and inclusion in the District.
- Involve and enable diverse communities to play an active role in society and put the residents' voice at the heart of decision-making.
- Deliver responsive services and customer care that is accessible and inclusive to individuals' needs and respects cultural differences.
- Understand the District's diverse communities and embed that understanding in how policy and practice are shaped across the Council.

The following actions are cross-cutting and all service areas will contribute towards:

- Continue to carry out an employee risk assessment should an employee's circumstances change in relation to any of the protected characteristics and put in place reasonable adjustments where necessary.
- Carry out an equality impact assessment when considering new or changes to existing policy, service or processes in terms of how it might impact on different groups of people.
- Develop the Council's website to signpost people to services that are delivered in partnership with other organisations.

Each service area has actions that relate to the key objectives in the Equality, Diversity and Inclusion Strategy and Action Plan. The Council will report annually on its performance and outcomes that have been achieved against each of the five objectives outlined above and communicate this to elected members, residents, community, voluntary and faith-based group groups, and partners.

COVID-19 response

2020/21 saw unprecedented challenges faced by South Derbyshire District Council and Local Government as a result of the COVID-19 pandemic.

Each service area contributed to the response and the recovery phase of the pandemic. Some of the key actions taken are listed below:

- Redeploying staff so that refuse and recycling collections in South Derbyshire were carried out rather than suspended
- Supporting elderly and vulnerable residents through the Careline and supported living services
- Supporting Council tenants and leaseholders by delivering essential repairs, maintenance, and improvements to their homes and properties
- Carrying out necessary adaptations to facilitate discharge from hospitals and to enable residents to continue living in their own homes
- Providing premises and volunteers to support the most vulnerable residents through making and delivering food parcels in partnership with volunteer organisations
- Providing premises and staff to support the rollout of the COVID-19 testing and vaccination programme
- Rolling out technology to allow agile working including allowing Council and Committee meetings to be held and allow the press and public to attend the meetings
- Continuing to support local businesses by administering and delivering more than £15 million in COVID-19 grants
- Making Test and Trace payments totalling £101,500 to people on low incomes who had to self-isolate
- Reducing residents' council tax by up to £300 per household via the Hardship Fund in appropriate cases to the sum of £503,729. This supported working age residents who claimed Council Tax Support in 2020/2021
- Expanding the environmental protection inspections to cover COVID-19 restrictions and providing advice and support for local businesses
- Providing staff and residents with the latest information on lockdown and social distancing requirements
- Providing appropriate support to schools to enable key worker parents to continue to operate.

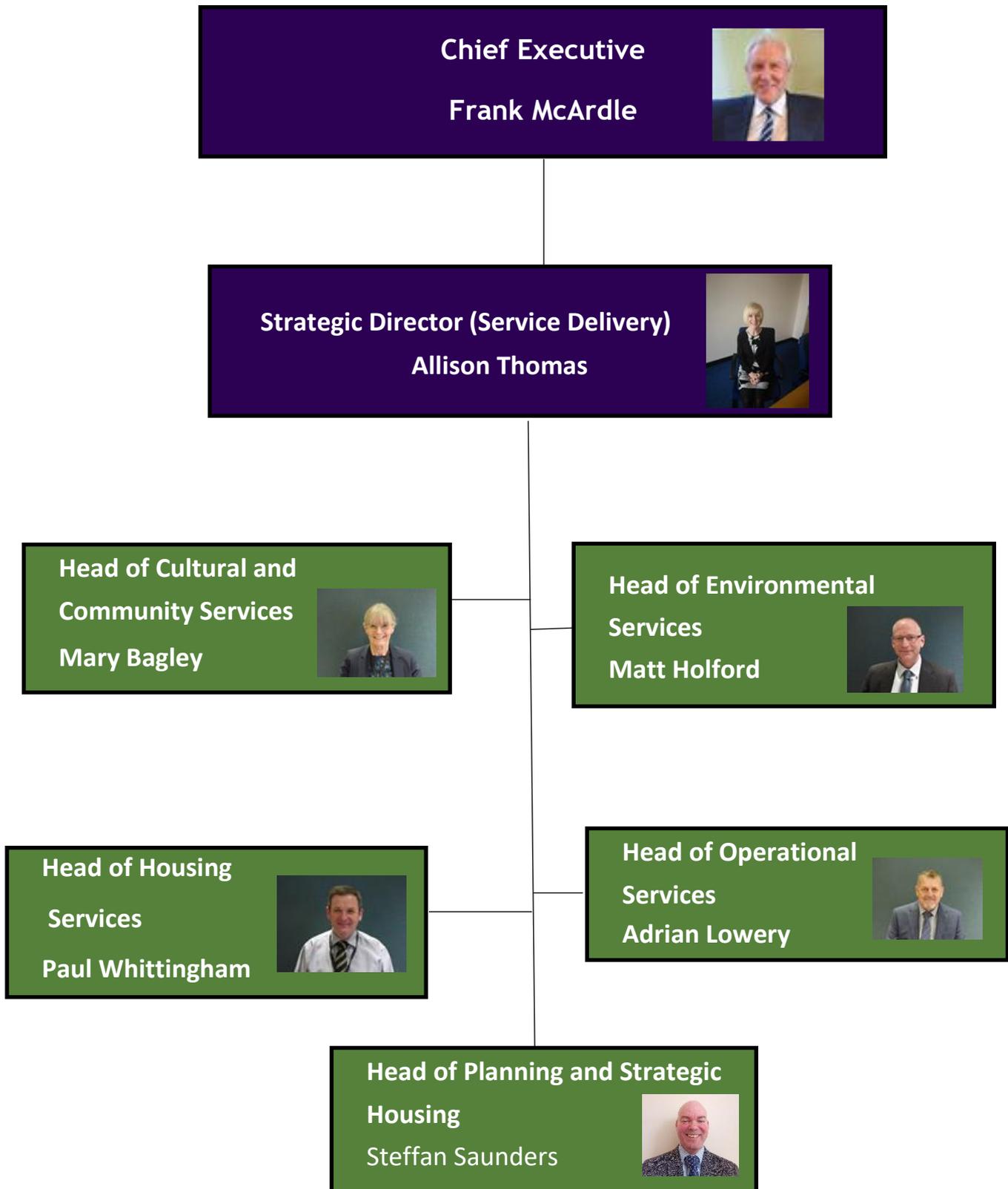
In 2021/22, the Council will continue to work on a recovery plan as and when lockdown measures are lifted.

The impact of the pandemic and other challenges to the national and local economy will mean that resources will be restricted. The Council will have to prioritise and focus actions and resources on the things that are most important for the people of South Derbyshire.

The Council will continue to respond to the pandemic, drawing on lessons learned for the future.

Service structure

The structure of the Service Delivery directorate, showing each Service area, is shown below:



Service operations

A significant part of the work carried out by the Directorate is statutory; however, non-statutory work also contributes significantly to ensure the Council operates within its statutory and regulatory powers.

A breakdown of the services carried out in the directorate is set out below:

Statutory

- Asbestos regulations (Housing Services)
- Biodiversity duty - Natural Environment and Rural Communities Act 2006 (Cultural and Community Services)
- Building Control (as part of the Central Building Control Partnership)
- Closed churchyards re Burial Act 1853 (Cultural and Community Services)
- Common Duty of Care under the Occupiers Liability Act 1957 (Cultural and Community Services)
- Conserving and enhancing the natural environment (Cultural and Community Services)
- Reducing Crime and anti-social behaviour (Cultural and Community Services)
- Safeguarding (Cultural and Community Services)
- Dangerous structures (Planning and Strategic Housing)
- Development management (Planning and Strategic Housing)
- Designated Waste Collection Authority (Operational Services)
- Disabled facilities grants (Housing Services)
- Dog control services (Environmental Services)
- Environmental Protection Act (Operational Services, Environmental Services)
- Evicting illegal encampments on South Derbyshire District Council owned land (Environmental Services)
- Fire Safety Regulations (Housing Services)
- Food hygiene compliance (Environmental Services)
- Gas safety checks on Council-owned houses (Housing Services)
- Homelessness duty (Housing Services)
- Controlling Infectious disease outbreaks (Environmental Services)
- Investigating and controlling environmental crime - fly tipping, litter, anti-social behaviour, dog fouling (Environmental Services)
- Investigating and resolving public health, noise and pollution complaints (Environmental Services)
- Legionella regulations in Council-owned homes (Housing Services)
- Maintaining the housing register (Housing Services)
- Maintaining the Council's vehicle operator's licence (Operational Services)
- Monitoring and managing air quality/land contamination (Environmental Services)
- Planning enforcement (Planning and Strategic Housing)
- Planning policy - generation of on-going policy for the control and management of development and the delivery of housing (Planning and Strategic Housing)
- Principal litter authority (Operational Services)
- Regulating health and safety legislation in lower risk businesses (Environmental Services)
- Regulating pollution from industrial sites (Environmental Services)
- Taxi testing (Operational Services)

Non-Statutory

- Providing advice on the environmental and public health impact of planning applications (Environmental Services)
- Built conservation and heritage (Planning and Strategic Housing)
- Children's play provision (Cultural and Community Services)
- Civic duties and events (Cultural and Community Services)
- Community engagement and development (Cultural and Community Services)
- Maintenance of the Council's environmental management systems (Environmental Services)
- Cultural and public events (Cultural and Community Services)
- Delivering affordable housing (Planning and Strategic Housing)
- Delivering a Homeless Strategy (Housing Services)
- Delivering a Housing Strategy (Planning and Strategic Housing)
- Delivering new Council housing (Planning and Strategic Housing)
- Electrical testing on Council-owned housing (Housing Services)
- Environmental education (Cultural and Community Services)
- Flooding and drainage (Cultural and Community Services)
- Managing and providing leisure, sport, forestry centre and community facilities (Cultural and Community Services)
- Managing the Council's Better Care Fund allocation (Strategic Planning and Housing)
- Maintaining bus shelters (Operational Services)
- Maintaining public conveniences and street furniture (Operational Services)
- Monitoring housing needs and commissioning related research (Planning and Strategic Housing)
- Monitoring and managing Section 106 agreements (Planning and Strategic Housing)
- Managing and developing parks, open space, cemeteries and trees (Cultural and Community Services) including delivering the Park Life programme
- Providing pest control treatments (Environmental Services)
- Providing compliance advice and support to the local business community to support business growth (Environmental Services)
- Providing active communities and health (Public) services (Cultural and Community Services)
- Supporting the voluntary and community sector (Cultural and Community Services)

Cultural and Community Services

This Service includes the Communities, Cultural Services and Active Communities and Health Teams.

Communities Team

The Team is responsible for delivering the work of the local statutory Community Safety Partnership (CSP) and the delivery of its 2020-23 Community Safety Partnership Plan. The South Derbyshire Community Safety Partnership brings together several partner agencies who work together to deliver projects and initiatives that will help prevent and reduce crime and disorder in South Derbyshire.

The priorities set out in the Partnership Plan are delivered in accordance with the Derbyshire Constabulary Strategic Threat and Risk Assessment. The priorities set out in the 2020-23 Partnership Plan are:

- Anti-Social Behaviour (ASB)
- Protecting those most at risk
- Organised crime

The Anti Social Behaviour Officer investigates complaints received from members of the public and uses tools and powers from the Anti-Social Behaviour, Crime and Policing Act 2014 to take enforcement and can also use a range of early intervention measures.

The Communities Team also coordinates the six local Public Area Forums attended by Derbyshire Police and Council staff and through which funding is provided for local crime reduction projects.

The Team provides support and advice to the voluntary and community sectors in relation to funding sources, bid writing and funding strategy and project development. It also administers the Council's revenue support for local communities, with a total of more than £298,000 granted to eight local organisations across the voluntary and community sector. The grants are managed through a rolling three-year service level agreement.

The Team also manages the Community and Environmental Partnership Grant scheme, through which £250,000 capital funding is available to support community-based projects until 2023.

South Derbyshire District Council is committed to safeguarding children and vulnerable adults and the Communities Team is responsible for ensuring the Council meets its statutory Safeguarding responsibilities. This includes making sure all staff receive adequate training on safeguarding and know what action to take should they have a cause for concern.

The Communities Team also ensures the Council adheres to its responsibilities around Modern Slavery, Domestic Abuse, Hate Crime and Prevent.

Cultural Services

Leisure facilities: The Team is responsible for the client management of Green Bank Leisure Centre and Etwall Leisure Centre that are operated by Active Nation. It is also responsible for the management and development of community facilities and Swadlincote Town Hall. The Service

also leads the development of projects contained within the Open Space and Facility Development Strategy.

Parks, open space and cemeteries: The Team is responsible for the management of three urban parks covering approximately 15 hectares, the 30 hectare Swadlincote Woodland Forest Park, 47 equipped play areas owned by the Council, public open space that currently occupies an area in the region of 60 hectares, six cemeteries, various closed churchyards, 11 football pitches, eight allotment sites and large areas of common land. The Team manages the tree stock on these sites and supports other services across the Council, through its involvement in the process of land adoption including consultation, design, adoption, management and use of Section 106 resources. The care of parks is supplemented by a Park Life programme that develops activities, events and community engagement within them.

Land drainage: The Team is responsible for the Council's statutory and discretionary land drainage functions as the land drainage authority, ancillary services during flooding and for investigating flooding events.

Rosliston Forestry Centre: is owned and managed in partnership with the Forestry England. It has attracted more than £3 million in external funding over the past 15 years and draws in around 190,000 daytime and overnight visitors per year. Management of the site has been taken back in-house on an interim basis while the vision for the site and the appointment of a new external contractor is being assessed.

Cultural and Public Events: Providing an annual events programme which is kept under review to ensure it continues to reflect corporate and community priorities and opportunities and this year in particular from the altered circumstances caused by the COVID-19 pandemic.

Environmental Education: Based at Rosliston Forestry Centre, the Environmental Education Partnership between the Council, Rolls-Royce plc and the National Forest develops the knowledge, understanding and respect of the environment by young people and adults. In addition to hosting school and other group visits, the Team manages events, co-ordinates the Environmental Forum and Cultural Forum, leads on the local Forest Schools initiative and delivers contracts for the Woodland Trust and others.

Active Communities and Health

Active Community Development: The Team is involved in developing infrastructure, through partnership working, to enable local people to become involved in physical activity, sport and recreation as a vehicle for health improvement, social inclusion and community development. This is principally undertaken through the Council's membership of Active South Derbyshire and Active Derbyshire. This area of work also supports capital projects to ensure that site development plans will achieve funder's outcomes, along with maximising opportunities of new and existing facilities to improve and deliver physical health and wellbeing opportunities.

Play Development and Provision: The Team delivers a range of outreach provision for young people in the District throughout the year. This is made possible by working in partnership with Parish Councils and key partners such as South Derbyshire Community Safety Partnership to provide a comprehensive offer, particularly over the school summer holidays.

Public Health Development and Improvement: The Team leads on health promotion and improvement to improve the overall health and wellbeing of residents. It also delivers a range of Public Health Contracts including "Exercise by Referral and working in partnership with the

Derbyshire County Council’s Live Life Better Service” and works with public health partners to manage the local Health and Wellbeing Group.

Get Active in the Forest is a project which engages local people in activities including walking, cycling, outdoor pursuits and archery. The Project oversees the Walking for Health Scheme across the District and manages the National Forest Walking Festival in partnership with the National Forest Company and Economic Development and Growth Team. The Get Active Project’s aim is to engage the least active in the District to increasing their physical activity levels, but also delivers social and community cohesion through a wide range of volunteers.

Active Schools Partnership: The Team is commissioned by primary and secondary schools in the District to deliver the Active Schools agenda. This includes sport competitions and festivals, curricular and extra-curricular activity, leadership and volunteering, physical activity programmes and teacher training.

Cultural and Community Services Performance

The service measures below support the delivery of the Corporate Plan 2020-2024.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E1. Improve the environment of the District	E1.3 Enhance biodiversity across the District.	Recruit to all positions in the Service following the structural review.	Complete	Not complete	c/f
		Delivery of Biodiversity Action plan through the working group.	Complete	Initial work carried out	Action Plan updated and delivered
E2. Tackle Climate Change	E 2.2 Work with residents, businesses and partners to reduce their carbon footprint	Environmental Forum - development and promotion of support network for environmental volunteering.	Development of network and forum	Adaptations to Service due to CV-19	Delivery of forum
		Environmental Education Project business and action plan.	Plan devised and delivered	Adaptations to Service due to CV-19	Delivery of action plan
		Delivery of Cycle Initiatives including Bikeability and Learn to Ride. Target 515 Bikeability places, 200 Balanceability places.	500 Bikeability 300 Balanceability	95 Bikeability 278 Balanceability (affected by Covid)	500 Bikeability 200 Balanceability (changes to funding)
		Take up of Modeshift Stars Active Travel programme to all schools.	N/A	New for 21-22	30% take up
E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit.	Anti-Social Behaviour (ASB) in the Swadlincote Town Centre Lower Super Output Area (LSOA).	<200 reported Police incidents	178 reported Police Incidents	<170

	3.2 Improve public spaces to create an environment for people to enjoy.	Devise a South Derbyshire standard for parks and open spaces based on the green flag award.	Develop a basic park standard	Basic Standard in development. two new parks have been added to the Green Flag standard for 2021/22	Complete basic park standard
		Encourage businesses to sponsor floral displays on traffic islands in the District	Delayed due to CV-19	Delayed due to CV-19	100%
		Deliver a range of Capital Projects across the District	N/A	New for 21-22	100% plan completed

Our People

Working with communities and meeting the future needs of the District

Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
P1. Engage with our communities	P1.1 Support and celebrate volunteering, community groups and the voluntary sector.	Number of hours that volunteers work directly for South Derbyshire District Council (Annual measurement).	Not available	1,693 hours	Upward Trend
		Financial support through Community Partnership Scheme and Safer Neighbourhood Grants - Number of Community Organisations to receive financial support - to show an upward trend.	Baseline	14 Community Organisations received Grant funding (5 through Community Partnership Scheme and 9 through Safer Neighbourhood Grants)	TBC
		South Derbyshire Awards to celebrate voluntary sector. Number of volunteers celebrated through nominations- to show an upward trend. (Baseline 118).	Awards delivered	Awards delayed due to CV-19. Taking place in Q1 of new year	Community Heroes Awards delivered
		Number of active volunteers in the District	proxy	CVS currently do not record number of the volunteers	Not being carried forward
	P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action.	Number of ASB Police Calls for Service (per 1,000 population) Figure to be shown in comparison with other Derbyshire Districts.	Baseline for 20/21	37.92 per 1000 population	37.00 ASB Calls per 1000 population
		Level of crime rate (Total Crime) (per 1,000 population) Figure to be shown in comparison with other Derbyshire Districts.	Baseline for 20/21	51.28 per 1000 population	50 crimes per 1000 population

P2. Supporting and safeguarding the most vulnerable	P2.2 Promote health and wellbeing across the District.	The Health & Wellbeing action plan to include an action around the % of physically active adults in the District. May be delayed in plan creation due to CV-19 and PH lead.	Action plan evolved and delivered	Action plan adopted and evolved due to Covid -19. 100% of what could be delivered has been	Action Plan delivered
		Support delivery of the South Derbyshire Health & Wellbeing action plan. Produce health and wellbeing plan to include action around the % physically active adults in the District.			
		Develop and adopt a new Active South Derbyshire Strategy	N/A	New for 21-22	Completed
		Options appraisal on Leisure Centre management to inform future delivery linked to the Corporate Plan.	N/A	New for 21-22	Completed

Our Future

Growing our District and our skills base

Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
F1. Develop skills and careers	F1.2 Support unemployed residents back into work.	Supporting young people to access leadership and volunteering opportunities to develop their skills to enhance employment prospects and career aspirations.	No ACH leadership delivery due to Covid	0	30
		Deliver a range of education courses to support staff and voluntary groups and organisations e.g. first aid, safeguarding, mental health first aid.	N/A	New for 21-22	70
F2. Support Economic Growth and Infrastructure	F2.3 Influence the improvement of infrastructure to meet the demands of growth.	Apply for relevant funding streams to deliver opportunities across South Derbyshire.	N/A	New for 21-22	Amount of funding secured from external source- Annual return

Cultural and Community Services equality, diversity and inclusion actions 2021-2025

The Council has an Equality, Diversity and Inclusion Strategy and Action Plan 2021-2025. Progress against the Action Plan will be reported in the Equality, Diversity and Inclusion Annual Report.

Cultural and Community Services is responsible for supporting and delivering the following actions from the Plan:

- Ensure the Council delivers cultural events which are inclusive of the diverse community, inclusive of our local communities and our communities over the boundary.
- Review the effectiveness of the community grants programme for voluntary, community and faith-based groups to ensure that it meets the needs of our communities.
- Review parks and open spaces to enable access for people with a disability.
- Deliver the Safer Homes and Sanctuary Scheme services to improve home security for victims of crime and domestic abuse.
- Develop internal safeguarding information to assist Council Officers with making safeguarding referrals.
- Develop an approach with partners to use community programmes to reduce social isolation and improve mental health, particularly amongst groups that live in rural areas, are elderly or have limited access to other support networks.
- Data collected on harassment and hate crime is monitored and analysed with appropriate action taken to address the issues identified.
- Continue to monitor harassment and hate crime and analyse with appropriate action taken to address the issues identified.
- Use the older persons survey, to address the specific needs of the elderly population particularly around housing, social care and health and wellbeing.
- Continue to promote inclusion and develop support for children and young people from marginalised groups such as LGBTQ+, children with disabilities, Gypsies and Traveller communities and young carers.
- Work with partners to raise awareness and support action around digital exclusion.

Cultural and Community Services will work with Organisational Development and Performance to jointly support and deliver the following action from the Plan:

- Signpost staff, residents, customers and partners to digital support services.



Environmental Services

The Service comprises four Teams:

The **Business Compliance Team** carries out food hygiene, health and safety and infectious disease control in accordance with the Council's duties by law. This involves checking compliance in local businesses as well as offering advice to help them achieve their maximum potential.

The Team also investigates infectious disease outbreaks, accidents at work and complaints about unsafe business practices. During 2020/21 the work of the Team shifted almost entirely to dealing with the implications of COVID-19 pandemic.

The Team was a central part of the Outbreak Control Teams (OCT) investigating all COVID-19 outbreaks across South Derbyshire and helped businesses across the District to comply with the frequent change of COVID-19 regulations. The Team also took legal action against the small numbers of businesses who intentionally broke the regulations.

The **Environmental Protection Team** carries out the Council's legal duties to prevent and control environmental pollution. The Team investigates complaints about many forms of environmental pollution with the aim of finding a sustainable solution. The Team also proactively monitors local environmental conditions such as air quality, land contamination and noise levels to help influence local decision-making in a way which maintains and improves environmental standards.

The **Community Safety Enforcement Team** is on the front-line of making the District's streets safer and cleaner by enforcing laws and changing behaviour around anti-social behaviour, dog control and environmental crime. The Team investigates incidents of possible environmental crime, such as fly-tipping and dog fouling. It also works closely with the Police to directly prevent and intervene in incidents of anti-social behaviour as well as offering a reassuring uniformed presence in parks and open spaces.

The **Public Health and Private Sector Housing Team** works closely with owner-occupiers and private landlords to raise housing conditions, improve domestic energy efficiency and ensure that legal standards are being met in all private stock. The Team uses a mixture of legal interventions, grants and other funds to help home-owners make their own houses safe as well as making sure that landlords are keeping rented houses fit to live in.

The Service also provides the Council's own environmental management function which aims to ensure that all of the services provided by the Council and its suppliers meet the highest possible environmental standards and help continued certification to the ISO14001 Environmental Management standard. It also provides the central co-ordinating function of the Council's Climate Emergency response, through which the Council aspires to make all of its activities carbon neutral by 2030 and to help make all of South Derbyshire carbon neutral by 2050.

Key aims

One of the priorities of the Corporate Plan 2020-24 is 'Our Environment'. This has markedly increased prominence in a lot of the Environmental Service's work and is reflected in the Corporate and Service plans. In addition, much of the work in Environmental Services is driven by national and international law and from statutory guidance issued by various Government departments and agencies. This work over the next year will largely be determined by changes at this level.

The Service will aim to directly contribute to the Corporate Plan priorities by:

- Taking the lead in enabling the Council to become carbon neutral by 2030 and the South Derbyshire District by 2050
- Continuing to reduce fly tipping incidents
- Making a significant contribution to reducing reported levels of anti-social behaviour
- Helping take families out of fuel poverty.

The Service will also aim to:

- Take all possible measures to prevent the spread of Covid-19, through proportionate regulation of public health law and collaboration with all other agencies to investigate and respond to outbreaks
- Maximise the proportion of food businesses with the top food hygiene rating
- Continue the increase in the number of food businesses in the District
- Help local food businesses understand how to deal with new laws about food allergies
- Support and deliver litter clean-up events
- Work with Swadlincote Town Centre businesses to tackle anti-social behaviour
- Carry out further consultations to consider the need for new Public Spaces Protection Orders for controlling dogs
- Maximise the benefits of Town Centre parking in Swadlincote
- Find ways to improve air quality and to implement proposed new laws to control air pollution
- Minimise the public health impact of exposure to environmental noise
- Increase the use sustainable travel by Council staff and people accessing Swadlincote Town Centre
- Influence services across the Council to improve their environmental performance
- Improve the services offered to support vulnerable people or prevent residents falling into vulnerability to reduce the cost burden on the NHS
- Bring more long-term empty homes back into occupation
- Ensure that the energy efficiency of rented residential properties meet legal standards
- Increase income from providing consultancy services and re-invest this in improved services to residents
- Develop and improve the Civica database to drive improvements in efficiencies.

Environmental Services performance

The service measures below support the delivery of the Corporate Plan 2020-2024.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2032.	Delivery of relevant targets and actions contained in the Climate Emergency Action Plan (Jan 2020).	Four Committed Actions	Four Actions, In Progress or Complete	TBD**
	E2.2 Work with residents, businesses and partners to reduce their carbon footprint.	Delivery of relevant actions and targets in the proposed Derbyshire Environment and Climate Change Framework or its equivalent.	Five Committed Actions	Five Actions, In Progress or Complete	TBD**
E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit.	% of food businesses with a Food Hygiene Rating Score of 5.	86%	88.6%	86%
		Number of registered food businesses active in the District.	800	930	850
		Develop a Swadlincote Town Centre parking permit policy.	Get EDS approval for parking policy	No policy produced	Get EDS approval for parking policy
	3.2 Improve public spaces to create an environment for people to enjoy.	Manage complaints about noise measured as the number of complaints per 1000 head of population.	< 5.0 per 1000 head of population	6.3 per 1000 head of population	<5.5 per 1000 head of population
		Publish an Annual Status Report on compliance with national air quality standards and long-term trends in air quality across South Derbyshire.	ASR approval by DEFRA	ASR approved by DEFRA	ASR approval by DEFRA
Our People					
Working with communities and meeting the future needs of the District					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
P1. Engage with our communities	P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action.	Produce an annual Enforcement and Compliance Report to publish comparative evidence of the regulatory activity carried out by the Council.	EDS approval of report	EDS approval on 6 July 2020	EDS approval of report

P2. Supporting and safeguarding the most vulnerable	P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	Number of interventions to address Category 1 HHSRS hazards in private sector households (the estimated number of households with Cat 1 hazards will soon be published in the Housing Stock Condition survey).	Stock condition survey estimates 5157 Cat 1 hazards	196 housing interventions complete	180
		Number of interventions completed to bring empty homes back into occupancy.	10	1	10
	P2.3 Improve the condition of housing stock and public buildings.	Number of EPC certificates meeting the legal standard of A to E in the private rented sector.	97.4% (147 identified as non-compliant)	99.8% (eight identified as non-compliant)	99%

** At the time of publishing the 2021 Climate and Environmental Action Plan was still in preparation and due to be published in June 2021

Environmental Services equality, diversity and inclusion actions 2021-2025

The Council has an Equality, Diversity and Inclusion Strategy and Action Plan 2021-2025. Progress against the action plan will be reported in the equality, diversity and inclusion annual report.

Environmental Services will contribute to the Council-wide equality, diversity and inclusion actions.

Housing Services

Housing Operations

The Housing Operations Team allocates and manages Council-owned properties in a fair and transparent manner, to provide landlord services that are both compliant with regulation and offer customers and tenants services that are considered to be best practice in the region.

The Team will do this through:

- Allocating Council properties transparently
- Delivering Housing advice and homelessness services that allow greater engagement with customers, in line with the Council's Homelessness and Rough Sleepers Strategy
- Providing supported housing services for vulnerable people through the Careline and other support services
- Engaging with communities to establish the needs of customers and to develop community cohesion and resilience in line with the Council's Housing Customer Engagement Strategy
- Delivering housing management services to help sustain tenancies, and make the best use of Council stock
- Enforcing tenancies to manage breaches of tenancy and anti-social behaviour
- Managing estates to ensure the upkeep of communal areas and facilities to agreed standards
- Maximising income from rent and collecting former tenant and sundry debt
- Utilising the Better Care Fund allocation to promote independence and prevent hospital admissions

Housing Services Team (repair and improvement)

This Team is responsible for the repair and improvement of Council-owned properties for rent, in line with the Council's Housing Asset Management Strategy and the provision of services to other residents who require their property to be adapted for their use.

This will be demonstrated by:

- Developing a modern day-to-day repairs service that responds to the needs of customers
- Developing a long-term evidence-based Property Improvement Plan
- Ensuring that buildings and land are safe, secure and compliant with all safety regulations
- Maximising income by minimising the time property is vacant
- Improving services to the public who require their homes to be adapted
- Ensuring that repair and maintenance services are delivered in an efficient manner to maximise value for money.
- Improving the energy efficiency and carbon footprint of Council homes.

Key aims

Over the next five years, the Service will face several challenges including changes brought about by welfare reform, climate change, the Housing and Planning Act and the Social Housing White Paper.

To manage this there is a need to ensure that income is maximised through rent collection and that the services are efficient and effective and meet the increased expectations of customers. The housing sector is seeing a channel shift towards online delivery of services and needs to modernise the services that are delivered to meet expectations.

To address these issues the Service aims to:

- Restart services for tenants including carrying out non-urgent repairs and reducing the number of VOIDS following the COVID-19 pandemic
- Address the future of Careline/supported housing
- Maximise rent collection through Universal Credit
- Provide tenants with easy access to services by modernising systems and mobilising the workforce
- Improve the use of digital technology to enhance service delivery
- Deliver against the objectives set out in the Asset Management Strategy
- Carry out research and develop a plan to improve the energy efficiency and carbon footprint of Council homes
- Develop a new model for delivering Supported Housing Services
- Deliver the Housing Community Engagement Action Plan and introduce new measures to gather customer data and feedback to inform future service delivery
- Implement upgraded allocations software to better manage the housing register
- Deliver the Homelessness and Rough Sleeping Strategy Action Plan
- Ensure funding opportunities are maximised to deliver front-line housing services
- Work with registered provider partners to ensure a consistent approach to the management of social housing is maintained across the District.

Housing Services Performance

The service measures below support the delivery of the Corporate Plan 2020-2024.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030.	Have an energy rating of C or above by April 2030 for all SDDC housing Stock.	10%	24.3%	35%
Our People					
Working with communities and meeting the future needs of the District					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
P2. Supporting and safeguarding the most vulnerable	P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	Rent Collected from current and former tenants as a % of rent due (excluding arrears b/f).	>99.52%	101.16%	Benchmark 20/21 Median Q4 (HouseMark)
		Rent arrears of current tenants as a % of the rent due.	<2.5	4.81%	<2.5
		Former tenant arrears as a % of the annual rent debit.	<1.72%	0.78%	Benchmark 20/21 Median Q4 (HouseMark)
		Tenancy Welfare Visits to vulnerable tenants.	Impacted by COVID-19	Impacted by COVID-19	Impacted by COVID-19
		Total number of adaptation referrals in the pipeline.	proxy	110	proxy
		Satisfaction with Council Adaptations.	>95%	Impacted by COVID-19	>95%
		Satisfaction with Private Adaptations.	>95%	92.86%	>95%
		Council Adaptations - For extensive major works. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work.	47 weeks	55 weeks	47 weeks

		Council Adaptations - For level access showers/stair lifts. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work.	33 weeks	39 weeks	33 weeks
		Private Adaptations - For level access showers/stair lifts. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off of the adaptation work.	31weeks	20 weeks	31 weeks
		Private Adaptations - For extensive major works. Average time taken from the point of receiving the referral by the Housing Adaptations Officer to the completion and sign off the adaptation work.	55 weeks	47 weeks	55 weeks
		Average length of stay for all households in Bed & Breakfast.	proxy	2.73 weeks	proxy
		% of successful introductory tenancies.	>85%	96.26%	>85%
P2.3 Improve the condition of housing stock and public buildings.		Tenant Satisfaction with Improvement Schemes (planned maintenance, kitchens, bathrooms, re-wires, heating, roofing).	>90%	91%	>90%
		Average number of calendar days taken to complete responsive repairs (all void work is excluded).	10.15 days	17.75 days	Benchmark 20/21 Median Q4 (HouseMark)
		% of all contractor jobs completed on time.	>90%	93%	>90%
		% properties with a valid Annual Gas Safety Certificate (G15C0).	100%	99.79%	100%
		Average length of time for current voids.	<21 days	128 days	<21 days
		Average re-let time taken for major works only.	72.4 days	245 days	Benchmark 20/21 Median Q4 (HouseMark)
		Average time taken to re-let local authority homes (days) (excluding major voids).	<21 days	151 days	<21 days

		% of residents very or fairly satisfied with the quality of new home.	>90%	No data	>90%
		Tenant Satisfaction with Responsive Maintenance	New	New	>95%
		% repairs completed on time by DLO and Contractors	New	New	>85%
P3. Deliver Excellent Services	P3.1 Ensuring consistency in the way the Council deal with service users.	Housing correspondence answered within 10 working days.	>95%	97%	>95%

Following the approval of the Social Housing White Paper, the following service measures are being developed and will be introduced during 2021-2022.

Keeping properties in good repair

- Decent Homes Standard compliance

Maintaining building safety compliance with health and safety obligations

- Gas safety, electrical safety, fire safety, asbestos safety, water safety, lift safety
- Tenant satisfaction with the health and safety of their home

Effective handling of complaints - number of complaints relative to the size of the landlord

- % of complaints resolved within agreed timescale
- Tenant satisfaction with landlord's complaints handling

Respectful and helpful engagement

- Number of complaints relating to fairness and/or respect
- Tenant satisfaction that their landlord listens to their views and takes notice of them
- Tenant satisfaction with landlord's engagement with tenants

Responsible neighbourhood management

- % of communal areas meeting the required standard
- Number of complaints relating to communal areas
- Tenant satisfaction with landlord actions to keep communal areas clean and safe
- Tenant satisfaction with landlord contribution to the neighbourhood associated with their home
- Number of complaints relating to anti-social behaviour
- Tenant satisfaction with landlord's handling of anti-social behaviour
- Tenant overall satisfaction with the service their landlord provides

Housing Services equality, diversity and inclusion actions 2021-2025

The Council has an Equality, Diversity and Inclusion Strategy and Action Plan 2021-2025. Progress against the Action Plan will be reported in the Equality, Diversity and Inclusion Annual Report.

Housing Services is responsible for supporting and delivering the following actions:

- Enhance the online process for applying to join the housing register and for viewing and expressing an interest in vacant Council properties.
- Provide direct on-line access to housing rent accounts and repair ordering.
- Host the multi-agency welfare group which will continue to support tenants and other residents through the on-line Universal Credit process to minimise delays in processing claims.
- Work with partners to develop a joined-up telecare service that enables vulnerable or elderly people to retain their independence.

Operational Services

Street Scene Team

The Council is a designated Principal Litter Authority and has a statutory duty to keep public open spaces, streets and footpaths free from litter, refuse, fly-tipping and weeds. This is carried out by the Street Cleansing Service. The Team carries out various cleansing activities, from mechanical sweeping to manual removal of fly-tipping.

The Team removes graffiti from public locations and, on request, from private property. The Service aims to remove offensive graffiti within 24 hours of it being reported.

The Team also maintains, services and makes repairs to Council-owned bus shelters, public conveniences, litter bins and street furniture and the replacement/provision of street name plates.

The Team's work is subject to an independent Local Environmental Quality Survey undertaken bi-annually on behalf of the Council by Keep Britain Tidy.

Grounds Maintenance services are carried out as the Council's main contractor. Primary internal clients are Cultural and Community Services and Housing Services and the main external clients are Derbyshire County Council and local parish councils.

Maintenance services are provided on the Council's main parks, two of which currently hold Green Flag status. The Service works closely with clients to deliver a range of soft landscaping services including grass cutting, weed control, sports pitch maintenance, fine turf maintenance, grave digging and cemetery maintenance, playground equipment inspections and repairs, as well as arboriculture services.

Services are delivered, in accordance with agreed Council Service Standards, on public open spaces, highway verges, play areas, parks and recreation grounds, housing open plan areas and sheltered housing schemes.

The Team is currently trialling a number of approaches to improving biodiversity from changes to the maintenance regime of roadside verges.

Waste and transport Team

The Council is a designated Waste Collection Authority and has a statutory duty under the Environmental Protection Act 1990 to arrange for the collection of household waste and the collection of commercial waste if requested.

The statutory duties include the need to provide for the collection of a minimum of four different waste streams for the purposes of recycling, these being paper, glass, metals and plastics. This includes the duty to recycle and/or compost more than 50 per cent of all household waste collected by 2020, the Council recycled/composted 45 per cent in 2020. It is likely that this figure will be increased to 65 per cent by 2030.

An independent review of Waste services determined that there should be no changes to the core waste collection service until after the enactment of the Environment Bill around 2023 with the

exception of the removal of the Saturday Freighter Services and consultation on the removal of the remaining local recycling centres due to misuse and contamination.

In addition, the Council is a national pilot for the Podback, coffee pod recycling scheme which will commence in May 2021 and run for a three-year period alongside the household general waste and garden and food waste collections.

A three-bin collection service is provided for most households. This is made up of a green bin for dry recyclable waste; a brown bin for garden and food waste and a black bin for waste that cannot be recycled. They also provide a service to collect bulky household waste items, for which an extra charge is made, and an additional service for the collection of health care waste for residents being treated at home.

The Council provides a commercial waste service to more than 400 local businesses with a range of bin sizes/recycling options available.

The Council is required to maintain an operating licence for all vehicles over 3.5 tonnes and currently has 15 vehicles. These vehicles are subject to specific operating and maintenance regimes and the Council must satisfy the Traffic Commissioner that it complies with all requirements of its licence. Two mechanics repair, service and maintain the Transport Fleet which is made up of 82 vehicles and 85 items of small plant, used by eight different service areas within the Council.

The Council is now operating a further six recycling vehicles until October 2021. There may be a requirement to continue to operate these additional vehicles until 2023/24.

The Council is investing in route optimisation software which will assist in increasing the fuel efficiency of the services it provides. A tender exercise has been concluded and a route optimisation project will commence in April 2021. The project will optimise all current waste collection services on an as is basis. Once developed the system will then be used to constantly update and optimise routes as the property count increases.

There is an expectation that route optimisation will see around a 12.5 % reduction in fuel usage and should reduce working times and increase workforce morale.

Key aims

Over the next five years, Operational Services will ensure it is able to continue delivering services that people want and will use, against a backdrop of increased expectations and a fast-growing population.

The Service has carried out a review of waste collection services with the intention of improving recycling services and delivering the Government's Resources and Waste Strategy. The Council's Environmental and Development Services Committee has agreed in principle to a new waste collection service to be implemented sometime post 2023, upon enactment of the Environment Bill. The proposed new service will be based on the following general service standards;

- Three weekly collection of residual waste
- Weekly separate collection of food waste
- Separate alternating collections of paper and card in a wheeled bin, glass, metals and plastics in a wheeled bin on a three weekly alternating collection.

- Fortnightly collection of organic waste.

The service will continue to evolve to meet the challenges faced within the local authority sector, keeping the communities and residents of the District at the heart of what it does and aims to achieve.

The Service will aim to:

- Reduce the amount of residual waste collected
- Deliver increased recycling and composting of any waste collected
- Provide clean streets and improve the built environment
- Improve the aesthetics of the District through soft landscaping and grounds maintenance
- Maintain the vehicle fleet in accordance with industry requirements
- Deliver a trial of maintenance changes to roadside verges to increase biodiversity and encourage the growth of wildflowers
- Deliver an interim recycling service based on the current service standards from October 2021 until clearer guidance is received on the implementation of the Environment Bill
- Work towards a new Waste Collection service as agreed in principle by the Council's Environmental and Development Services Committee, including three weekly residual, weekly food waste and three bin recycling collections by 2024
- Deliver a route optimisation project to improve efficiency on waste collection services.
- Commence the collection of coffee pods for recycling as part of the Podback scheme developed by the leading coffee pod suppliers
- Conclude the Service restructure agreed by Committee in 2020
- Conclude a tender exercise for the provision of a recycling collection and processing contract from 2021 to 2023
- Remove the remaining recycling bring sites from service following local consultations.

Operational Services performance

The service measures below support the delivery of the Corporate Plan 2020-2024.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E1. Improve the environment of the District	E1.1 Reduce waste and increase composting and recycling.	Number of missed collections per 100k collections.	120	71.22	70
		% of bins rejected as contaminated per 100k collections.	2.5%	3.2%	2.5%
		% of trade waste collections completed on scheduled date.	N/A	N/A	New - baseline to be established

		% of trade refuse enquiries resulting in new custom.	N/A	N/A	New - baseline to be established
	E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate.	% of fly tips cleared within 24 hours.	>60%	65%	>65%
		Average time taken to clear reported Fly-tips.	2.5 days	2.25 days	2 days
		% of streets swept in accordance with scheduled sweeps.	>90%	77%	>90%
		% of surveyed areas at grade C or above.	>90%	99%	>95%
		% of grass cutting completed in accordance with scheduled cuts.	>90%	70.92%	>90%
E3. Enhance the attractiveness of South Derbyshire	E3.2 Improve public spaces to create an environment for people to enjoy	Evaluate wildflower trials	N/A	New for 21/22	Publication in the 21/22 Annual Report
Our People					
Working with communities and meeting the future needs of the District					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
P3. Deliver Excellent Services	P3.1 Ensure consistency in the way the Council deals with its service users.	Implement Delivery Service review	N/A	New for 21/22	Complete review

Operational Services equality, diversity and inclusion actions 2021-2025

The Council has an Equality, Diversity and Inclusion Strategy and Action Plan 2021-2025. Progress against the Action Plan will be reported in the Equality, Diversity and Inclusion Annual Report.

Operational services will contribute to the Council's cross-cutting measures under the Equality, Diversity and Inclusion Action Plan 2021-25.

Planning and Strategic Housing

Planning Services

As a result of the population growth, the Planning Service has experienced significant increases in the volume and complexity of planning applications over the last five years. Despite some slowdown in progress on the largest sites due to the covid pandemic, overall housing completions remain high and these are likely to increase significantly once the economy recovers following the Covid-19 restrictions.

Preparing and monitoring the statutory Local Plan sets out the long-term growth strategy for South Derbyshire. This includes identifying how essential infrastructure will be provided and funded.

The Policy Team works closely with adjacent authorities in the wider Derby Housing Market Area (HMA) on strategic issues such as housing, employment, transport and the environment. Specialist advice and support is provided in relation to more than 700 listed buildings and 22 conservation areas and on the quality of design of major proposals to secure design excellence. The Council has an adopted Local Plan to cover development in the District through to 2028 although background work has started to look beyond this period. Following the Government's Planning White Paper proposals which were published in August 2020, work on the Local Plan review will need to include initial consultation on options.

The Development Management Team dealt with almost 1,500 planning applications in 2020. The diverse nature of the District means that a wide variety of applications are received. Officers, under the scheme of delegation, determine approximately 90% of applications. The remainder are determined at the Planning Committee.

Free, informal advice is provided to developers and householders. The Council will be implementing a pre-application charging schedule following Committee approval. Development Management also deals with planning appeals, along with Tree Preservation Orders and consent for works to trees, and diversions and stopping up of footpaths.

An average of 300 planning enforcement complaints regarding potential contravention of planning and associated legislation are investigated each year.

The Building Control service is provided by the Central Building Control Partnership (a partnership of six local authority Building Control Teams) for South Derbyshire. This Partnership is meeting its aims and objectives and has maintained income levels and market share.

Strategic Housing Team

The **Strategic Housing Team** is responsible for the delivery of new affordable housing through the planning process, the Council's own new-build programme and the direct acquisition of new-build homes for use as social housing.

The Strategic Housing function overarches all tenures (social housing, private housing and private rented sector) within the District. Through research and partnership working the Team delivers new schemes and initiatives that raise housing standards, improve the thermal comfort of homes and the quality of life for residents across the District.

In 2019/20 new evidence was commissioned in the form of a new Strategic Housing Market Assessment to provide better evidence for the Council to secure a need-led mix of housing on new developments across the District. This work has been completed and is being used to ensure development management decisions and S106 negotiations are based on up-to-date evidence on housing need.

Strategic Housing services are summarised below:

- Explore methods of delivering new affordable homes, including working in partnership
- Deliver affordable housing
- Assist in the negotiation of Section 106 agreements and planning conditions to ensure the appropriate mix of new housing is built within the District
- Commission research to inform future investment and policy decisions
- Compile and co-ordinate the delivery of the housing strategy
- Work with registered provider partners to deliver affordable housing sites across the South Derbyshire
- Tackle health inequality through housing interventions.

Key Aims

The key aims of Planning and Strategic Housing service for the coming year are:

- Continue the programme of improvements identified in the Planning Service Review including the implementation of new software.
- Deliver key supplementary planning and development plan documents and with Housing Market Area partners
- Continue the preparation for a review of the Local Plan including initial consultation on options.
- Continue the improvement of the management of Section 106 agreements.
- Increase the proactive monitoring and support of housing delivery, especially the largest strategic sites.
- Further improve the design quality of development in the District and secure environmental improvements.
- Work in conjunction with health and social care partners to deliver joined up services that tackle health and housing inequality.
- Deliver more adapted housing, supported housing and extra care housing to meet the needs of the ageing population.
- Ensure the continued success of the Central Building Control Partnership.
- Deliver 150 new affordable homes within the District.
- Produce a health and Housing Strategy for 2021-23
- Deliver schemes under Better Care Funding allocation that enable people to live independently for longer
- Deliver new Council housing through land negotiation and S106 bids.

Planning and Strategic Housing Performance

The service measures below support the delivery of the Corporate Plan 2020-2024.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E1. Improve the environment of the District	E1.3 Enhance biodiversity across the District.	Recruit a section 106 Project Officer.	In post	Recruitment to this post is incorporated in the Cultural and Community Services restructure	
		New tree planting to be 10% on all sites irrespective of location in the district	60%	Achieved on all sites withing the National Forest**	60%
		Review the S106 Guide for Developers	N/A	New for 21-22	Complete
E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit.	Commence the Swadlincote Conservation Area Character Statement Review		Impacted by COVID-19***	
Our Future					
Growing our District and our skills base					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
F1. Develop skills and careers	F1.1 Attract and retain skilled jobs in the District.	Encourage developers to utilise employees from within District and Job Training schemes/partnership with Colleges and Schools through use of informative	100%	Achieved on all relevant planning proposals****	
F2. Support economic growth and infrastructure	F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets.	Speed of validating applications - applications to be processed to point of valid/not valid within a set timeframe within 10 working days	70%	26% 10 days or less 19% (11 to 15 days) 27% (16 to 20 days) 28% 21 days or more	

		Consult on the Local Plan Review issues and options	N/A	New for 21-22	
	F2.3 Influence the improvement of infrastructure to meet the demands of growth.	Annual report on S106 agreements.		This was reported to January 2021 EDS Committee.	N/A
F3. Transforming the Council	F3.2 Source appropriate commercial investment opportunities for the Council.	Investigate pre-application charging - report to E&DS Committee.		This was reported to EDS and Finance committee in March 2021. Agreed to introduce pre-application charging schedule.	NA

**Do not have complete data for the remainder of the District, however this will be available in 21/22.

***Due to current restrictions and an increase in caseloads the update still needs to be undertaken. A photographic survey of the conservation area has been undertaken in preparation of the review being undertaken which is likely to commence this summer.

****In 2021/22 a note will be included on decision notices signposting this initiative.

Planning and Strategic Housing equality diversity and inclusion actions 2021-2025

The Council has an Equality, Diversity and Inclusion Strategy and Action Plan 2021-2025. Progress against the Action Plan will be reported in the Equality, Diversity and Inclusion Annual Report.

Planning and Strategic Housing is responsible for supporting and delivering the following actions from the Plan:

- Review planning consultation practices to encourage and enable groups that are not currently engaged in the planning process.
- Use building regulation to ensure that developments meet the necessary standards for disabled access and other accessibility standards.
- Use the Council's Local Plan to develop best practice in terms of accessible homes.

- Work in partnership with transport services to improve the accessibility of the transport services to people that live in rural areas. As part of planning proposals for new development or new site allocations.

Council-wide service measures

The Tackling Climate Change actions in the 2020/21 Service Plans reflect the Staff Travel Plan actions which were approved by the Council in January 2020.

Our Environment					
Keeping a clean, green District for future generations					
Key Aim	Outcome	Service Measure	20-21 Target	20-21 Outturn	21-22 Target
E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030.	Continued reduction in the 'grey' miles travelled in delivering the service compared to 2018/19 baseline.	7% reduction on grey miles 2018/19	Q3 2020/21 "grey" miles show a 60% reduction in mileage - this could be largely impacted due to COVID.**	Total 12% reduction from 2018/19 to 2021/22
		Measure and compare grey miles travelled by all relevant staff in the service for comparison against baseline mileage.	N/A	Complete	Not c/f for 2021/22
		Develop with relevant staff, appropriate actions to reduce grey mileage over the next 3 years.	Impacted by COVID-19	Impacted by COVID-19	Not c/f for 2021/22 but will be incorporated into reshaping the Council's services.
		>30% of staff in the service to be either working flexibly or travelling to work sustainably by 2021.	>30%	36%* of staff are working flexibly between home and the office. Whilst 20% envisage working from home full time after COVID	To be confirmed following review of Q4 data.
		Develop an action plan to enable as many staff members as possible to work flexibly or travel to work sustainably.	Impacted by COVID-19	Impacted by COVID-19	Not c/f for 2021/22 but will be incorporated into reshaping the Council's services.
		Reduction in the quantity of fleet diesel used compared to 2018/19 baseline.	5% reduction on 2018/19 data	4.19%	3.8% reduction in the quantity of fleet diesel used compared to 2018/19 baseline.***
		Measure and compare fleet diesel consumption by all relevant vehicles and staff in the service to baseline mileage.	N/A	Complete	Not c/f for 2021/22
		Develop an action plan to reduce diesel mileage over the next 3 years.	N/A	Complete	Action Plan will be managed through the Transformation Project

		Monthly Environmental Performance Report to be completed by each service (including environment data required for carbon reporting for relevant service areas)		New measure for 2021-22.	
--	--	--	--	--------------------------	--

* At the time of publishing the outturn data for quarter four 2020-2021 was not available. Therefore, quarter three data has been provided (April 20 - December 2020.)

**The current trajectory for Q4 2020/21 “grey” miles is to be estimated to be around 38% reduction compared to 2018/19

***2020/21 missed target by 0.81% = Therefore adding this to 3% additional target this year = 3.8% reduction to achieve the total 10% reduction goal by 22/23 in the Staff travel plan

The impacts of COVID-19 from March 2020 has changed where and how the Council works and how staff commute to and travel for work.

The scale of this impact means the current Staff Travel Plan actions do not adequately reflect the changes in travel behaviours. The contents of the Staff Travel Plan will be revised following further staff consultations and the outcomes of reshaping the Council services following the COVID-19 pandemic.

Workforce

In terms of workforce development, an annual training and development plan is produced after Performance Development Reviews are held. Agile and homeworking opportunities are provided, that are considered crucial to motivate and engage high-performing staff.

As of April 1, 2021, 221 staff are employed in Service Delivery.

A breakdown is shown in the following table:

		Full time equivalent	Number of employees
Service Delivery	Cultural and Community Services	28	33
	Environmental Services	16	18
	Housing	57	61
	Operational Services	81	82
	Planning & Strategic Housing	23	26
	Strategic Director	1	1

Budgets

Revenue budget 2021/22

The Directorate's budget for 2021/22 is outlined in the following table:

Service	Budget (£)
Housing	-606,957
Environmental Services	776,466
Operational Services	4,261,954
Cultural and Community Services	2,281,214
Planning and Strategic Housing	793,800
Total	7,506,477

Capital budget 2021/22

The Directorate's capital budget for 2021/22 is outlined in the following table:

Service	Budget (£)
Housing	3,478,000
Environmental Services	203,000
Operational Services	114,569
Cultural and Community Services	1,760,527
Planning and Strategic Housing	130,000
Total	5,686,096

Housing Revenue account

Revenue budget 2021/22

Service	Budget (£)
Housing	-879,799
Environmental Services	0
Operational Services	0

Cultural and Community Services	0
Planning and Strategic Housing	65,735
Total	-814,064

Capital budget 2021/22

Service	Budget (£)
Housing	2,683,000
Environmental Services	0
Operational Services	36,673
Cultural and Community Services	0
Planning and Strategic Housing	0
Total	2,719,673

Partnerships

The directorate's significant partnerships are outlined below:

Partnership	Main purpose
Active Schools Partnership	Partnership approach to delivering the National, County and Local outcomes for young people's health and wellbeing across the Schools network and beyond.
Active South Derbyshire	Partnership of bodies having an interest in promoting physical activity, sport, recreation, and health in the District.
Building Control Partnership	Partnership of Local Authority Building Control Services operating in the Midlands area.
Citizens Advice South Derbyshire	Debt advice for tenants.
D2N2 Better Business Regulation Partnership	Collaboration of businesses and regulatory authorities to promote economic growth through positive regulatory outcomes.
Derbyshire Waste Partnership	Delivery of the Derbyshire Waste Management Strategy.
Derbyshire Police	Respond effectively to crime and ASB.
Derbyshire Traveller Issues Working Group	Co-ordinating a county wide approach to dealing with Gypsies and Travellers.
East Staffordshire Borough Council	Compostable waste processing contract.
Emergency Planning	Shared service delivery with Derbyshire County Council to ensure civil resilience.
Etwall Joint Management Committee	Partnership between South Derbyshire District Council, John Port School and County Council to operate the Leisure Centre.
External contractors	Delivery of planned and responsive service contracts and capital improvements.
Home Improvement Agency	Provide support to vulnerable households to improve house conditions.
Homes England	The Council has investment partner status with Homes England to deliver new build Council housing across the District.
Housing Market Area Partners	Working closely with adjacent authorities (Derby City and Amber Valley) in the wider Derby Housing Market Area on strategic issues

	such as housing, employment, transport and the Green Belt.
Local Energy Area Partnership	Provide advice and guidance on a range of carbon reduction initiatives.
Melbourne Sporting Partnership	Sports club, Parish and District Council partnership that is developing facilities and opportunities at the Cockshut Lane Recreation Ground.
Nottinghamshire Consortium	Refuse vehicle procurement framework.
P3	Provision of homelessness temporary accommodation.
Registered Providers	Working with housing organisations to develop affordable housing across the District.
Rosliston Forestry Centre Executive	Partnership with the Forestry Commission to operate the Forestry Centre.
South Derbyshire Community Safety Partnership	Statutory partnership to reduce the level of crime and disorder.
South Derbyshire CVS	Support on community projects and welfare reform.
South Derbyshire Partnership	Statutory partnership of public, private, and voluntary sector to promote the District. The Partnership has theme groups which focus on health, community safety and sustainable development.
Swadlincote Cultural Partnership	Partnership of public, private, and voluntary sector organisations that work to promote the heritage and environment of Swadlincote.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR - SERVICE DELIVERY	EXEMPT PARAGRAPH NO: Not Exempt
MEMBERS' CONTACT POINT:	MATT HOLFORD – HEAD OF ENVIRONMENTAL SERVICES	DOC:
SUBJECT:	GREEN HOMES GRANT – LOCAL AUTHORITY DELIVERY PHASE 2	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS02

1. Recommendations

- 1.1 That the Committee endorses the bid made to the Midlands Energy Hub for £425,000 for the Green Homes Grant – Local Authority Delivery Scheme Phase 2.

2. Purpose of Report

- 2.1 To advise the Committee of the content of a bid made to the Midland Energy Hub to invest in the housing stock in South Derbyshire under the Green Homes Grant – Local Authority Delivery Scheme Phase 2 (GHG – LAD Phase 2) and the proposed next steps.

3. Background

- 3.1 The GHG – LAD Scheme was launched in September 2020 by the Department for Business, Energy & Industrial Strategy (BEIS) to save households money, cut carbon and create green jobs. GHG – LAD Phase 1 allocated £200million to local authorities to co-ordinate improvements to both privately owned and local authority owned housing.
- 3.2 In December 2020, with the approval of this Committee, South Derbyshire District Council submitted a bid for £586,500 under the GHG – LAD Phase 1b.
- 3.3 In February 2020, the Council was informed that this bid had been successful. The Council has now initiated a project to deliver thermal insulation improvements to an estimated 220 properties in accordance with the terms of the approved bid. GHG – LAD Phase 1b must be completed by 30 September 2021.
- 3.4 A further £300million has now been made available to local authorities administered through the eight regional energy hubs through a scheme called Green Homes Grant – Local Authority Delivery Phase 2.
- 3.5 Under GHG – LAD Phase 2, the Midlands Energy Hub (MEH) has provisionally allocated funding to each local authority on a pro rata basis in accordance with the

relative overall Energy Performance Certificate (EPC) ratings of the entire housing stock in each Council area.

- 3.6 South Derbyshire District Council has been notified by MEH that a total of £425,000 has been allocated to the area of South Derbyshire.
- 3.7 It is a decision for each Council as to whether they have the capacity and willingness to accept the allocation and to deliver the GHG LAD Phase 2 project.
- 3.8 In order to receive the GHG LAD Phase 2 funding, the Council was required to sign and return a Grant Acceptance Letter by the 15 April 2021 and then submit detailed proposals about the intended delivery of the scheme by 24 May 2021.
- 3.9 The scheme must be 50% completed by 30th September 2021 and 100% completed and paid for by 31 December 2021.
- 3.10 If targets are not met in these timescales there are no penalties. Within reason, there may be flexibility and any underspend must be returned to MEH.
- 3.11 Following approval by the Council's Senior Leadership Team, the Council submitted an Approval Letter and detailed proposals of a project to secure the release of the allocated £425,000 of GHG – LAD to Phase 2 funding.
- 3.12 At the request of MEH, the Council has also indicated a willingness and potential capacity to deliver an additional £815,000 of domestic property insulation work in the event of any underspent allocations elsewhere in the midlands.

4. GHG – LAD Phase 2 Scheme Details

- 4.1 Homes that qualify for funding assistance under the Scheme must meet the following criteria;
 - They must have an Energy Performance Certificate (EPC) rating of D to G, although the scheme will favour those rated E to G.
 - Qualifying households must have a combined household less than £30,000.
 - The scheme favours interventions in properties which are 'off-gas' (i.e. not on the gas network).
- 4.2 The Scheme offers the following funding;
 - The eligible measures are any energy efficiency and / or heating measures compatible with the government's Standard Assessment Procedure (SAP) for energy performance. This includes but is not limited to wall, loft and floor insulation, low carbon technologies such as air and ground source heat pumps and solar photovoltaics. Fossil fuel heating systems are not permitted.
 - The work must bring the property up to an EPC of C.
 - The funding will provide up to £10,000 per owner occupied property (taken as an average of all interventions). For private rented or social rented properties, the funding is up to £5,000 per property with the expectation that the landlord contributes a third of the cost.

5. South Derbyshire GHG – LAD Phase 2 proposals

- 5.1 South Derbyshire District Council completed a comprehensive, desktop housing stock condition survey in 2019 which obtained property level data of all 44,210 properties on the District.
- 5.2 This dataset identified that 23,723 properties in South Derbyshire (53.7%) have a current EPC rating. A total of 4,288 (18.1%) of current EPC ratings are in the range E to G of which 67.6% are owner occupied (2,900), 26.1% are rented (1,119), 6.3% are social housing (269).
- 5.3 Of the 4,019 owner-occupied and rented properties with an EPC rating of E to G, 877 owner-occupied and 444 private rented are in locations which are categorised as falling within an IMD deprivation decile 1 to 5. 125 of these properties are assessed as being 'likely' to 'extremely likely' to contain a category 1 hazard for excess cold under the Housing Health and Safety Rating Scheme.
- 5.4 The highest numbers of properties with an EPC rating of E to G and in deprivation decile 1 to 5 are in the following postcode areas:
- DE11 0SQ – Parliament Street, Newhall
 - DE11 7DX – Station Road, Woodville
 - DE11 8DQ – Moira Rd, Woodville
 - DE11 9EG – Swadlincote Lane, Church Gresley
 - DE11 9NB – Oxford Street, Church Gresley
 - DE12 6RF – Coton Park, Linton
- 5.5 22.5% of the housing stock in South Derbyshire is defined as 'off-gas' including high numbers in the four wards within which the six postcode areas above are located.
- 5.6 The District also contains a relatively high number of park homes, many of which are occupied by low income households in off-gas locations. The Council does not have metrics of the existing EPC ratings or probable Category 1 excess cold hazards in this cohort or properties, but officers' experience of this group suggests a probable high level of fuel poverty.
- 5.7 The GHG – LAD Phase 1b bid submission was based on delivering the following improvements within the private sector stock:
- 30 External Wall Insulation installations
 - 80 Cavity Wall Insulation installations
 - 100 Loft Insulation installations.
- 5.8 This Committee has already approved a GHG – LAD Phase 1b Allocations Policy. The purpose of this Policy is to enable all residents of South Derbyshire to bid for Phase 1b funding to improve their properties, but to ensure that properties meeting the criteria described in sections 4.1, 4.2 and 5.4 of this report are prioritised.
- 5.9 The GHG – LAD Phase 2 allocation is based on virtually identical criteria to the GHG – LAD Phase 1b allocation.
- 5.10 The GHG – LAD Phase 2 submission aims to deliver the following improvements within the housing stock:
- 10 Park Home insulations,
 - 10 External Wall Insulation installations,
 - 40 Loft Insulation installations.

5.11 Unlike the Phase 1b allocation, Phase 2 funding can be used to improve the Council's own stock provided that the Council, as landlord, contributes a third of the cost. Given that the vast majority of Council-owned housing stock has an EPC rating of C or better it is likely that the Allocation Policy will result in the funding being spent on either owner occupied or private rented housing.

Targeting and Delivery

5.12 Potentially eligible households in the six postcode areas (namely parts of Linton, Church Gresley, Woodville and Newhall), plus park homes have already been targeted by letter during December 2020 and January 2021 to obtain expressions of interest. Ad hoc expressions of interest from other locations are also being registered.

5.13 A Project Co-ordinator has been appointed and a contractor with the relevant quality assurance qualifications required by the scheme has been appointed from the Efficiency East Midland procurement framework.

5.14 Expressions of Interest from over 70 property owners have already been received. Full applications for the funding are now being accepted and processed.

5.15 The predicted carbon savings expected to be achieved as a result of installed measures are:

- As a result of solid wall insulation, the annual carbon savings are projected to be 7.9 tonnes per annum.
- As a result of park home insulations, the annual carbon savings are projected to be 15.4 tonnes per annum.
- As a result of loft insulation, the annual carbon savings are projected to be 28 tonnes per annum.

6. Financial Implications

6.1 Major beneficial. The project will bring £425,000 of additional investment into South Derbyshire. When combined with the previous GHG – LAD Phase 1b bid, this represents an investment of £1,011,500 in the local housing stock.

6.2 This will represent a medium-term investment in the local energy retrofit market, thus boosting the green economy. It will also deliver a long-term investment in the local housing stock with the associated financial and carbon savings described earlier in the report.

7. Corporate Implications

7.1 Employment. A Project Co-ordinator has already been appointed to deliver the GHG – LAD Phase 1b project. GHG – LAD Phase 2 will enable this contract to be extended for at least a further three months.

7.2 Legal. The bid is the subject of a Memorandum of Understanding between Midlands Energy Hub and the Council. The MoU sets out a reporting framework which will need to be completed by the Project Coordinator in order to satisfy the Energy Hub that the project aims are being met.

7.3 Corporate Plan implications – The proposals align with the key Corporate Plan theme of 'Our Environment' as well as the two key aims of "Strive to make South Derbyshire

District Council carbon neutral by 2030” and “Work with residents, businesses and partners to reduce their carbon footprint”.

7.4 Risk impact - None

8. Community Implications

8.1 Beneficial.

9. Conclusion

9.1 The report seeks the Committee’s endorsement of the GHG – LAD Phase 2 bid and the proposed next steps.

10. References

10.1 H&CS Committee Item 28 January 2021.

10.2 GHG – LAD Phase 1b Allocation Policy December 2020.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	HOMELESSNESS AND ROUGH SLEEPING STRATEGY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the Committee approves the draft Homelessness and Rough Sleeping Strategy and Action Plan for publication
- 1.2 That progress on the Action Plan is reported back to a future Housing and Community Services Committee.

2.0 Purpose of the Report

- 2.1 The Draft Homelessness and Rough Sleeping Strategy was approved by the Committee for further public consultation on 28 January 2021. The consultation has concluded and the final version of the Strategy and Action Plan is attached for final approval and subsequent publication. The final version of the Strategy is attached at Appendix A, the final version of the Action plan is attached at Appendix B. A summary of the outcome of the Consultation Process is attached at Appendix C and the Equality Impact Assessment is attached at Appendix D.

3.0 Executive Summary

- 3.1 The strategic review of Homelessness and Rough Sleeping Services was commissioned by the Council and approved at the Housing and Community Services Committee meeting on 30 January 2020.
- 3.2 A Draft Strategy and Action Plan was presented to the Housing and Community Services Committee on 28 January 2021. The Draft Strategy was subject to a period of stakeholder, partner and public consultation which has recently concluded. Consultees was completed "on line" with telephone consultation available where necessary.
- 3.3 Approval is now sought for the draft strategy and Action Plan to be and published..

4.0 Detail

4.1 As reported to the Housing and Community Services Committee on 28 January 2021, consultation on the Draft Strategy and Action Plan was carried out via the Council's website. The consultation took the form of a questionnaire which asked the following questions:

- a. Do you think South Derbyshire District Council's Homelessness and Rough Sleeper Strategy identifies the key issues facing households in our District?
- b. After considering the feedback from our stakeholders and households we have five priorities. Do you agree these should be our priorities?
- c. Which actions in our action plan do you think we should focus on to help reduce homelessness and rough sleeping.
- d. If you have any suggestions for specific actions that should be included in the Strategy or any further comments, please provide details below:

4.2 A total of nine responses to the Consultation were received. This is possibly due to the fact that, customers, stakeholder and partner agencies had already been involved in the consultation during the review process itself and through their involvement in the Homelessness Forum.

4.3 A breakdown of responses is in the table below.

1. Which of the follow applies to you:↵			Response Percent	Response Total
1	Local authority employee or member		33.33%	3
2	Other statutory organisation		11.11%	1
3	Voluntary sector organisation		11.11%	1
4	Service user		0.00%	0
5	Member of the public		44.44%	4
6	Landlord		0.00%	0
			answered	9
			skipped	0

4.4 The majority of responses to the questionnaire agreed that the review and Strategy had identified the key issues with regards to homelessness and rough sleeping in South Derbyshire.

4.5 Respondents were also asked to rank in order of importance the actions suggested within the Strategy and Action plan. The outcome of this ranking is:

1. Develop a joined-up approach to homeless prevention and early intervention:

2. Ensure an adequate supply of temporary accommodation to meet the needs of customers and reduce the use of bed and breakfast;
3. Meet the housing and support needs of clients with multiple and complex needs;
4. Deliver an effective Housing Solutions Service designed to meet the needs of customers;
5. Develop and improve access to a wide range of settled and supported accommodation solutions.

4.6 Comments received from the respondents also highlighted the fact that the causes of and solutions to homelessness and rough sleeping are often complex and multi faceted. The Strategy and Action Plan reflects this and aims to build and improve on the existing multi agency approach to preventing homelessness and also managing those affected by it.

5.0 Financial Implications

- 5.1 There are no direct financial implications within this report. Homelessness services are funded through the General Fund with support from central government Homeless Prevention Funding. This has recently been increased by around £40,000 to £206,311. The Housing and Community Services Committee meeting on 1 October 2020 agreed to increase the budget for permanent dedicated resource for managing homelessness within the Housing Service as part of the Housing Service Review.
- 5.2 Any further project proposals that require funding, identified through the implementation of the Strategy will be reported to the Housing and Community Services Committee at a future date.

6.0 Corporate Implications

Employment Implications

6.1 There are no direct employment implications within this report.

Legal Implications

6.2 There are no direct legal implications contained within this report.

Corporate Plan Implications

6.3 This report will make a direct contribution to the Council's Corporate Plan objective for Supporting and safeguarding the most vulnerable, through:

- a. With partners encourage independent living and keep residents healthy and happy in their homes.
- b. Promote health and wellbeing across the District.

Risk Impact

6.4 This report contributes directly to mitigating the risk identified in the Service Delivery Risk Register: SD7 - Insufficient supply of affordable homes to meet Council needs relating to allocations and homelessness.

7.0 Community Impact

Consultation

- 7.1 Consultation with stakeholder groups has already been carried out through the South Derbyshire Homelessness Conference, the Derbyshire Homeless Officer Group, other housing providers and the Housing Service's staff team. This was followed by the public consultation outlined in the report.

Equality and Diversity Impact

- 7.2 A preliminary Equality Impact Assessment has been completed using the Council's draft guidelines. The Strategy and Action Plan have been assessed as having a potentially positive impact on people in the community who may have "protected characteristics as defined by the Equality Act 2010. The assessment document is attached at Appendix D. The review itself has considered all aspects of homelessness including homelessness amongst excluded and or protected groups.

Social Value Impact

- 7.3 Identifying causes and actions to resolve homelessness and rough sleeping will positively impact on the social value of Council Services for the people of South Derbyshire.

Environmental Sustainability

- 7.4 There are no direct issues regarding environmental sustainability within this report.

8.0 Conclusions

- 8.1 The review of homelessness and rough sleeping and the subsequent production of the Strategy and Action Plan provides a clear path for the Council towards the greater prevention of homelessness in the District and also the delivery of more holistic services to support households that experience the trauma of having no settled home.
- 8.2 Existing partnerships formed across the County and also within the District provide a strong basis for achieving success in both aspects of this.

9.0 Background Papers

- 9.1 Reports on the Homelessness and tough Sleeping Strategy Review and strategy presented to the Housing and Community Services Committee on 30th January 2020 and 28th January 2021



South Derbyshire Homelessness and Rough Sleeping Strategy 2021 -2026

South Derbyshire
District Council

December 2020

Laura Paterson,
Homeless Link Associate

Contact us

Homeless Link
Minorities House
2-5 Minorities
London
EC3N 1BJ
020 7840 4441
www.homelesslink.org.uk

Sophie Price,
Consultancy Manager
sophie.price@homelesslink.org.uk

Contents

1. Foreword 3

2. Introduction..... 4

3. Our Vision.....6

4. Building on Success.....7

5. Key Findings from the Homelessness Review.....9

6. How the Partnership will work to End Homelessness across South Derbyshire 10

7. Deliver an effective Housing Solutions Service..... 12

8. Develop a Joined-Up Approach..... 14

9. An Adequate Supply of Temporary Accommodation..... 16

10. Meet the Complex Needs of Customers..... 18

11. Access to Settled & Supported Accommodation.....21

12. Delivering the Homelessness and Rough Sleeping Strategy.....23

DRAFT

1. Foreword

South Derbyshire District Council has worked hard for many years with its partners to minimise homelessness and rough sleeping within the district. In acknowledging the importance of this issue for the people of South Derbyshire, The Council commissioned an independent review of homelessness and rough sleeping services. The outcome of this review is this strategy which provides a clear road map for the Council its partner agencies and the public for the future prevention of homelessness and the provision of services and support for those households affected by it.

As the of South Derbyshire District Council I am very proud to be able to launch this Strategy and the associated action plan and re affirm the Councils commitment to prevent homelessness and rough sleeping wherever possible.

DRAFT

2. Introduction

2.1 Purpose of the Strategy

This homelessness and rough sleeping strategy sets out the Council's long term ambitions for homelessness services across South Derbyshire. It details how the Council will work in partnership with a wide range of partners and stakeholders to tackle homelessness in the District, and to ensure that appropriate support and accommodation can be accessed.

Homelessness is the symptom of a complex interaction between a person's specific situation and a range of structural and social factors that are often beyond their control.

If the Council is to successfully tackle homelessness it needs to find new ways of addressing the root causes of homelessness. This needs to be combined with an increased focus on prevention that will involve working more closely with service users to understand their strengths and support them holistically to achieve their goals.

The implementation of the Homelessness Reduction Act 2017 signalled both a legislative and cultural shift in response to homelessness, with an increased focus on homeless prevention and early intervention. Through this Homelessness and Rough Sleeping Strategy South Derbyshire District Council seeks to intervene early and prevent homelessness wherever possible with a focus on delivering individually tailored solutions with customers. Where homelessness cannot be prevented the Council will work to rapidly support individuals into appropriate and sustainable accommodation.

This is the Council's first Homelessness and Rough Sleeping Strategy following the implementation of the Homelessness Reduction Act 2017. This strategy for 2021-26 will build on the successes achieved to date by the Council and its partners and seeks to further develop and enhance existing services and initiatives.

2.2 Legislative Background

The Homelessness Act 2002 requires every Local Authority to carry out a review of homelessness in their area and to develop and publish a homelessness strategy based on the review findings.

Under the Act, the Homelessness Strategy must seek to achieve the following objectives in the local housing authority's area:

- a) The prevention of homelessness
- b) That suitable accommodation is and will be available for people who are or may become homeless
- c) That satisfactory support is available for people who are or may become homeless.

This strategy has been developed in response to the findings of the Homelessness Review 2020, which provides a comprehensive understanding of homelessness across South Derbyshire. The Homelessness Review has identified issues and gaps in service provision, which this strategy will seek to address.

2.3 An Integrated Approach to Responding to Homelessness

It is recognised that homelessness is usually the consequence of the cumulative impact of a number of factors rather than a single cause. Whilst these factors include those that are personal to the individual, they also include those that are 'structural' in nature and those that are the consequence of 'systems failures.'

Individual factors apply to the personal history of a homeless household and could include life crisis and traumatic events and mental health and/or addiction challenges.

Structural factors are economic and societal issues that affect opportunities and social environments for individuals. In the longer term, therefore, a truly effective response to homelessness requires an investment that promotes improved access to educational opportunities, economic wellbeing and affordable housing as well as supportive communities and social inclusion.

Systems failures occur when other structures such as those around care and support fail, requiring vulnerable people to access homelessness services, when other mainstream services could have prevented this.

This strategy recognises that homelessness, in its causes and consequences, is a cross-cutting issue, which cannot be tackled by one agency alone. In order to achieve the aims of this strategy it is essential that all partner agencies work together in an integrated way. This Strategy aims to further strengthen existing partnership relationships and to develop new ones.

Many people have multiple needs that extend beyond the basic need for a home. It is not possible for the Council to meet those needs in isolation, but rather a successful strategic approach to preventing homelessness is dependent upon a coordinated multi-agency response.

This strategy should be seen as a multi agency document. The Council has worked closely with its partners through the Homelessness Forum to produce this strategy. It is intended that the strategy be inclusive in its approach and partner agencies continue to work closely with the council to assist in its delivery.

3. Our Vision

Our vision for homelessness across South Derbyshire is:

Ending Homelessness Together

Working together we will intervene early to prevent homelessness and rough sleeping. We will provide tailored solutions and support based upon the individual client's needs. We will empower our clients to achieve their future goals.

This vision was developed in partnership with key partners through the Homelessness Forum.

This strategy has been based around the following objectives

The Strategy's objectives are to:

- Effectively prevent homelessness by intervening early and offering advice and support together with practical help and individually tailored solutions.
- Work in partnership to understand and tackle the root causes of homelessness at a local level.
- Where people do become homeless, help them to find and sustain suitable homes as soon as possible.
- Improve how all partners work together so services are easier to use and make the best use of available resources.
- Ensure the response to homelessness promotes customer choice, equality of opportunity, reduces social exclusion and contributes to community cohesion.

Over the lifetime of this Strategy the partnership aims to:

- Ensure that where anyone does sleep rough that there is a rapid response to get them into accommodation and support.
- Deliver an excellent Housing Solutions Service which focuses on early intervention and prevention
- Reduce crisis presentations
- Ensure that homelessness is prevented wherever possible through the delivery of bespoke personal housing plans and access to affordable and sustainable accommodation
- Seek to end the use of bed and breakfast accommodation for all homeless households.
- Ensure that for individuals whose homelessness is hidden or for those living in rural communities, that they can access the help and support they need.
- Increase the range of affordable housing options available across the district.
- Ensure that housing related support services are able to meet the diverse and complex needs of the homeless population
- Prevent repeat homelessness from occurring by ensuring that solutions are tailored to meeting the complex needs of clients.

Working in partnership is absolutely fundamental to achieving this vision and objectives.

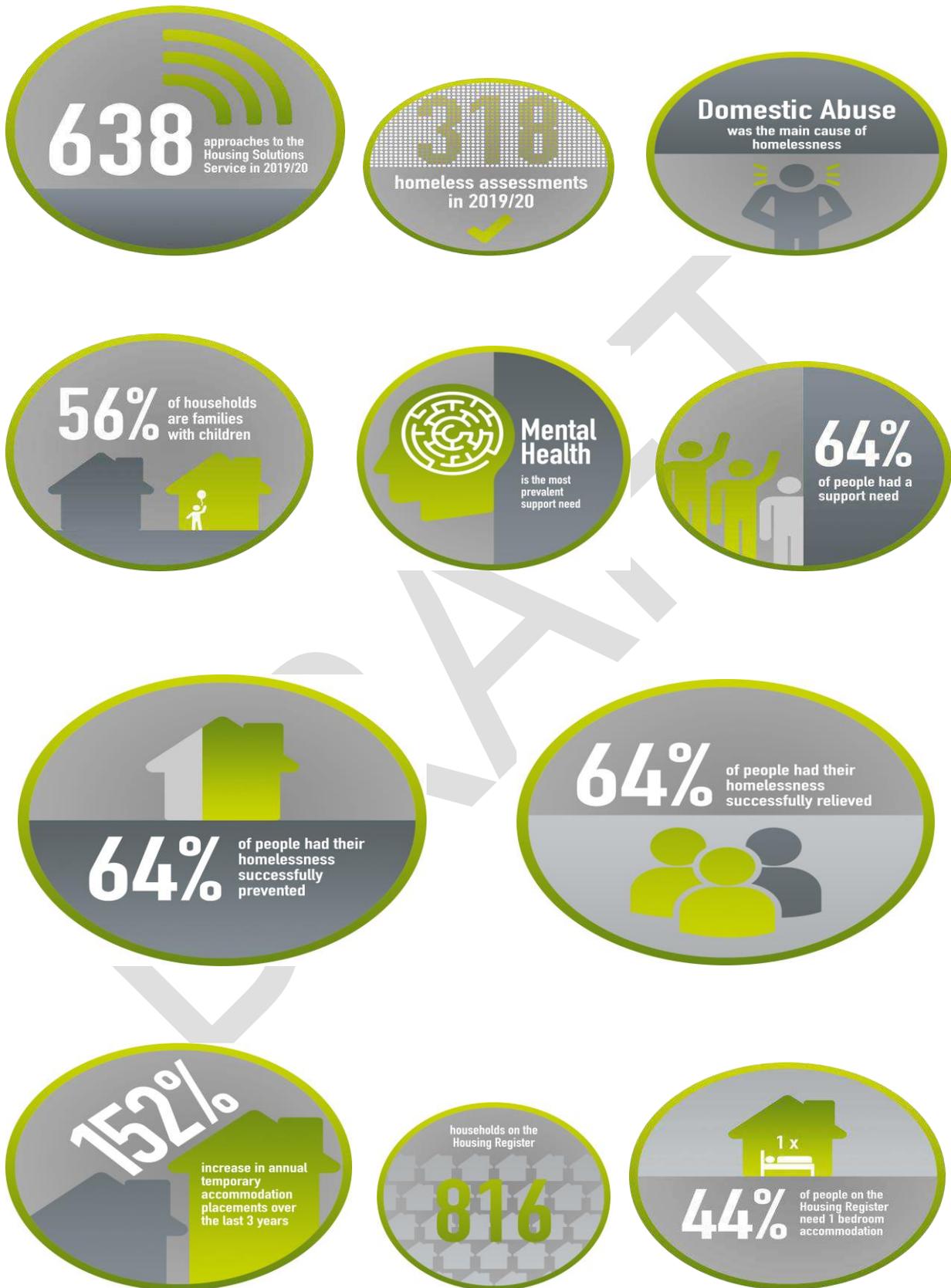
4. Building on Success

While the Council recognises that there is a lot to do to meet this new vision, this Homelessness Strategy is built upon a successful approach to homeless prevention and positive partnership initiatives. These successes have been achieved through successful partnership approaches and include:

- Bi monthly multi agency Homeless Forum
- Annual multi agency Homeless Conference
- Introduction of new staffing structure following the introduction of the Homelessness Reduction Act 2017
- Implementation of the new Locata system to manage new Homeless cases
- Homeless Reduction Act training for the Housing Solutions team
- Introduction of Personal Housing Plans
- Prevention and relief of homeless using the private rented sector
- Prevention and relief of homelessness using spend to save budget
- Implementation of new procedures following Homelessness Reduction Act
- Presentations to key partner agencies regarding the introduction of the Homelessness Reduction Act
- Support to internal careline services during SWEP
- Effective and joint working with all other Districts and Boroughs in Derbyshire
- Build up transparent and pro active relationships with agencies offering supported accommodation
- Multi agency approach to rough sleeping in the district
- Presentation and inclusion of other agencies to support with annual Rough Sleeper Count
- Active membership to Derbyshire Homeless Officer Group - DHOG
- Introduction and subsequent expansion of homeless Prevention Coaching Service specialising in Mental Health support
- Contribution to county wide service delivery
- Participation in the Derbyshire Positive Pathway for 16-24 year olds
- Positive relationships with landlords in the PRS
- Introduction of a new service to assist households that are experiencing DA, offering support and supported accommodation

These successes have been achieved through the high priority placed on homelessness prevention and the continuing work in delivering practical homelessness solutions. As a consequence, a strong network of partnerships and services has been developed to support those who are either threatened with or experiencing homelessness.

5. Key Findings from the Homelessness Review



6. How the partnership will work to end homelessness across South Derbyshire.

2.2 A New Approach

The magnitude and complexity of the issues that face the Council and its partners over the lifetime of this strategy must not be underestimated, these include national increases in homelessness and rough sleeping, pressures on budgets, the impact of Universal Credit, set against an increasingly unaffordable and inaccessible housing market. These challenges are compounded by the backdrop of a global pandemic, in which it is evident that it is those in the most acute housing need that are amongst the most vulnerable to infection

South Derbyshire will continue to work closely with its partners to develop a culture of responding to homelessness that focuses on upstream prevention and early intervention, while providing rapid housing responses to those that need them.

This Homelessness Strategy focuses on preventing people from becoming homeless in the first place and helping people who are homeless build a more positive future.

In order to be able to make the vision for homelessness a reality and to meet the Council's objectives there is a need to adopt a different approach and redesign services accordingly.

The Council's approach to this is outlined by the following principles

Strategic direction and collaborative partnerships

It is recognised that a partnership approach is the only way in which homelessness can be successfully tackled. This Strategy has been developed with partners to tackle the underlying causes of homelessness and create effective pathways out of homelessness.

The Council will provide strategic leadership and work with partners to deliver the vision and objectives for tackling homelessness across South Derbyshire. The Council will co-ordinate and support a strategic response to homelessness that delivers joined up and improved customer outcomes.

Making prevention everyone's responsibility

All agencies have a role to play and a responsibility to prevent homelessness. Alongside tackling the underlying causes of homelessness the Council will work with partners and local communities to ensure that the trigger points for homelessness can be understood and identified. By embedding this approach across South Derbyshire the aim is to significantly reduce crisis and ensure effective homelessness prevention approaches are in place.

Adopting a person centred approach

The Council's approach recognises the strengths and assets that individuals have, and seeks

Homeless Link

to build on these strengths, empowering individuals to build resilience.

2.2 Strategic Priorities

This Strategy seeks to further strengthen the partnership approach to tackling homelessness across South Derbyshire and embed this new approach to tackling homelessness. This will be achieved through the adoption of the following priorities:

Deliver an effective Housing Solutions Service designed to meet the needs of customers

Develop a joined up approach to homeless prevention and early intervention

Ensure an adequate supply of Temporary Accommodation to meet the needs of customers and reduce the use of B&B

Meet the complex needs of customers to prevent rough sleeping and repeat homelessness

Develop and improve access to a wide range of settled and supported accommodation solutions

The following chapters set out how these strategic priorities will be delivered.

7. Deliver an effective Housing Solutions Service designed to meet the needs of customers

In line with the corporate plan the Housing Solutions Service aims to deliver excellent services consistently across the Council, and this of course extends to the Housing Solutions Service.

Evidence from the Homelessness Review indicates that around half of the customers approaching the service are not homeless or threatened with homelessness but rather are seeking advice. The Council will work with the Council's Customer Services Team to better manage demand ensuring streamlined access to advice, while at the same time enabling the Housing Solutions Team to focus their resources on clients who are at risk of homelessness.

It is recognised that early intervention and prevention is the key to successfully tackling homelessness, alongside addressing its underlying causes. The Housing Solutions service will have prevention at its heart.

Integral to this approach is the delivery of a customer-focused service that works with customers to develop bespoke personal housing plans that build upon their strengths and respond to their individual needs. Through this approach the Council seeks to empower individuals, by working collaboratively to identify their strengths and help them to build resilience to prevent homelessness re-occurring.

The provision of good quality timely housing advice and effective interventions are critical to being able to effectively prevent homelessness. Evidence from the Homelessness Review identified a large proportion of customers approaching the service at the point of crisis, with missed opportunities for homelessness prevention work.

To enhance opportunities for effective homeless prevention it is essential that customers contact the Housing Options service as soon as they begin to experience housing problems. The Council will therefore invest in an awareness raising campaign to raise the profile of the service internally within the Council, with partners and the wider public.

It is also recognised that there is a need to work with customers to change their expectations in relation to housing, the Review identified a common perception that homelessness is the route to access social housing. The Council will work with partner agencies to help better manage customer expectation and ensure that the Housing Register is the recognised route by which to access social housing.

In addition to this the Council will develop resources, including web based advice and factsheets to empower individuals to resolve their own housing issues, in line with the corporate plan it will be ensured that technology enables the service to effectively connect with communities across South Derbyshire.

The Council needs to ensure that when people approach the Housing Solutions service for help it has the ability to effectively and promptly respond to these requests for help, either by enabling them to remain where they are or by facilitating a move into more appropriate accommodation. The Council will ensure that it has the right resources in the right places to meet this need, with effective systems and processes to support service delivery, with a strong focus on improved customer outcomes. It is now timely to review how the service operates, its systems and

Homeless Link

processes, alongside how resources are focused - to ensure that it maximises opportunities for prevention, while effectively managing demand. The Council will also embed a performance management culture across the service.

As this strategy emphasises, tackling homelessness requires a partnership approach. The Council will work with partner organisations to ensure that customers receive quality housing advice, 'Duty to Refer' referrals to the Housing Solutions team are at the appropriate time and services work together to provide a holistic package of advice and assistance. The Council will develop protocols further with key internal and external partners, complete joint training and ensure effective referral arrangements are in place to assist with the delivery of personal housing plans.

Customer consultation was an essential component of the Homelessness Review and the Strategy, will build on this by ensuring that the customer sits at the heart of service delivery, and that services are developed in response to their needs.

What we will do to deliver an effective Housing Solutions Service designed to meet the needs of customers

1. Develop a high quality, accessible and customer focused Housing Solutions Service
2. Have the right resources in the right places to effectively managed demand and achieve improved customer outcomes
3. Increase the range of information available to clients via technology in order that the can self serve where they have the skills to do so.
4. In partnership develop an integrated and holistic approach to tackling the underlying causes of homelessness, through joined up service delivery, joint protocols and effective referral arrangements
5. Ensure all staff have access to appropriate training and development opportunities
6. Undertake an awareness raising campaign in relation to homeless prevention, and specifically the Housing Solutions Service
7. Ensure that customer's expectations are realistic and attainable

8. Develop a joined-up approach to homeless prevention and early intervention

Following the introduction of the Homelessness Reduction Act 2017, the Housing Solutions service has achieved considerable success in preventing and relieving homelessness, although it is recognised that more can and needs to be done in response to the ever-increasing demand.

In order to strengthen the approach to tackling homelessness the Service will gain support from the whole Council seeking a corporate commitment to the prevention of homelessness. Commitment from both Members and Senior Managers across all service areas will be sought, to work together to deliver a joined up and holistic approach to preventing and ending homelessness.

The Housing Solutions service will work across the Council to develop a coordinated approach to homelessness prevention across a range of services and programmes. The service will also provide strategic leadership bringing all of the key partners together to deliver the vision of 'Ending Homelessness Together.'

All agencies operating across South Derbyshire have opportunities to reduce housing crisis amongst their core client groups. This can be achieved by working in a more joined up way to identify those households at high risk of homelessness. This includes being able to identify the triggers for homelessness and ensuring that agencies can recognise the indicators of housing stress and be able to act appropriately to prevent homelessness. Preventing homelessness is everyone's responsibility and the Council will work with agencies to ensure they have the knowledge, tools and skills to achieve this. The Council will seek a commitment from partners to collaborate to prevent homelessness.

The Council will continue to work with its partners to develop and deliver effective, targeted homelessness prevention services targeted at the main causes of homelessness. These services will be effectively focused, accessible and able to respond to the diverse needs of all customers, providing innovative and flexible solutions.

Following the introduction of the Homelessness Reduction Act the Housing Solutions has achieved success in preventing homelessness, in particular, in assisting households to access social housing, however more work needs to be done to enable customer to remain in their existing accommodation.

The Housing Solutions service will work with households to enable them to remain in their current home or assist with planned and timely moves into suitable and sustainable accommodation. This will be done through the delivery of housing options advice, personal housing plans and appropriate referrals to support organisations.

The Council will embed the prevention culture throughout the service, ensuring that the resources are in place to respond to clients who approach. The Council will develop a proactive prevention service, where responding to homeless crisis cases becomes the exception rather than the norm.

Homeless Link

Learning from the National Early Intervention Trailblazers' work, the Council will intervene earlier to prevent homelessness. To be able to do this, the Council will identify the specific triggers, risk factors and causes of homelessness, and use these to develop a range of interventions specifically targeted at responding to these. The Housing Solutions service will work with clients before the 56-day threat of homelessness.

The pressure on homelessness services is expected to increase due to the impact of the global pandemic. While the scale of homelessness linked to the pandemic is not yet known, at the time of writing the Strategy it is known that many people are struggling to meet their housing costs due to lost earnings and redundancies. The Council will work closely with a wide range of partners to ensure that it can mitigate this risk wherever possible through a range of measures, with a particular focus on ensuring that tenants, landlords and homeowners are aware of the help that is available, and that homes can be saved wherever possible. The Council will also ensure that there is adequate provision in place for those experiencing domestic abuse.

The Council's corporate plan supports social mobility to ensure people have the opportunity to access skilled jobs, higher and further education. The Council's response to homelessness will also provide access to other services promoting education, training and employment opportunities, health services, life-skills, debt and financial advice and benefits advice. These will strengthen people's chances of resolving their housing problems, and preventing repeat homelessness. Access to these wider services will be more important than ever due to the impact of Covid on the economy and job market.

What we will do to deliver a joined up approach to homeless prevention and early intervention

1. Ensure that there is a strong corporate commitment to a joined up approach to ending homelessness across all services.
2. Seek commitment from partners to collaborate to prevent homelessness
3. Ensure homelessness is prevented through an effective homelessness prevention toolkit targeted at the main causes.
4. Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary
5. Ensure that an upstream approach to homeless prevention is embedded within the Housing Solutions Service
6. Work with partners to put in place measures to prevent homelessness linked to Covid
7. Ensure adequate access to services to improve customers financial capability, including access to education, training and employment.

9. Ensure an adequate supply of Temporary Accommodation to meet the needs of customers and reduce the use of B&B

Where homelessness cannot be prevented, temporary accommodation is an essential part of a household's rehousing journey. A move at any time can be stressful, but at this point of crisis in people's lives, it is vital that the accommodation they are provided with is somewhere where they can feel safe and supported.

Following the implementation of the Homelessness Reduction Act the use of temporary accommodation and Bed & Breakfast has increased significantly in South Derbyshire.

Through the increased focus on early intervention and prevention work the Council will work to stem the flow of new placements into temporary accommodation. However, there is a need to ensure that there is an adequate supply of temporary accommodation to reduce the reliance on bed & breakfast.

Despite the new increased focus on prevention the impact of the global pandemic is likely to result in increases in the number of households who do become homeless. The Council therefore needs to ensure that it has a sufficient supply of temporary accommodation, of the right type and in the right place. This will be essential to avoid the high use of B&B.

Where people are accommodated in temporary accommodation this should be for as brief a period as possible and be a positive experience where clients can access all of the support that they need, including building their own financial capability, to ensure that when they are rehoused they have the necessary skills to sustain their tenancy.

Given this anticipated increase the Council will undertake a review of its approach to temporary accommodation to ensure that it meets the current needs, ends the use of Bed & Breakfast accommodation. This review will respond to the immediate need, but will also take a longer term approach to ensuring a model that is flexible and responsive to the changing demand, it will also include an options appraisal for future delivery and management arrangements. The review will result in a more effective strategic approach to temporary accommodation provision and its management.

The Housing Solutions service will work to reduce the number of households placed in temporary accommodation and to minimise their length of stay. It will actively work with households in temporary accommodation to continue to review their housing options and plan their move into settled accommodation through individual move on plans.

The Council intends to use Bed & Breakfast for emergencies only, but for no longer than is absolutely necessary and will minimise moves between different accommodation. In the longer term it will aim to end the use of Bed & Breakfast accommodation. It is recognised that there will always be situations in which prompt access to emergency accommodation is necessary, to this end the Council will explore other options for the provision of emergency nightly paid accommodation to end the use of B&B.

What we will do to ensure an adequate supply of temporary accommodation to meet the needs of customers while reducing the use of Bed & Breakfast

1. Carry out a review of the use of temporary accommodation, identifying future need and an options appraisal for future delivery arrangements
2. Minimise, and in the longer term end, the use of unsuitable B&B accommodation by exploring alternative options for the provision of emergency nightly paid accommodation
3. Develop move on plans for all households in temporary accommodation
4. Ensure an adequate range of monitoring arrangements, processes and performance management measures are in place to monitor and manage the use of temporary accommodation.

DRAFT

10. Meet the complex needs of customers to prevent rough sleeping and repeat homelessness

As a rural district rough sleeping, and homelessness more generally, is often hidden. People who are homeless or in housing difficulty are more likely to try and make temporary arrangements with family and friends, compared with more urban areas with greater provision available. The Council will ensure that its rural communities are aware of the help and support that is available to people who are at risk of homelessness.

Rough Sleeping levels are low across South Derbyshire, but where an individual does end up sleeping rough the Council will work with partners to provide a rapid response to get them into accommodation, and ensure the necessary support is in place.

It is recognised that many homeless people can have multiple and complex needs. Many have a transient lifestyle, and the complexity of their needs can prevent or exclude them from being able to access or engage with mainstream accommodation and services.

For many people homelessness is not just a housing issue, it is closely linked with complex and chaotic life experiences. Mental health problems, drug and alcohol dependencies adverse childhood experiences and experiences in prison or within the care system are often closely linked to more entrenched experiences of homelessness. These issues are complex and mutually reinforcing, often having their roots in entrenched disadvantage, and leaving people socially and economically excluded.

The Council cannot successfully tackle homelessness and rough sleeping without addressing the multiple needs of clients, to do this it must work in partnership. Addressing one support need in isolation from others is unlikely to lead to successful outcomes for people who face complex issues. There is, therefore, a need to develop holistic approaches to recovery, supporting clients to address all of their issues simultaneously. The Council will develop a complex needs group to ensure a multi-disciplinary approach to meet client's needs.

The Homelessness Review identified that there is a small but significant number of clients with complex needs who are stuck in a repeat cycle of homelessness. For these clients existing housing and support models have not been able to meet their multiple needs, there is therefore a need to pilot a different approach. The Council will work with partners to develop a Housing First model based upon national best practice to meet the needs of these clients.

The Homelessness Review identified a high prevalence of mental health support needs amongst customers. The Council has worked with partners to develop services in response to this need including the Mental Health Homeless Prevention Service, however there is a need to ensure that clients with poor mental health are able to access the help and support they need before ending up in crisis. The Council wants to build upon existing provision by working collaboratively with mental health services to ensure a joined up approach to prevention. There is a need to ensure a response from mental health specialists to prevent deterioration in mental health, and thus avoid crisis and prevent homelessness.

Homeless Link

The Homelessness Review identified that young people are over-represented in the homeless population in South Derbyshire. Young people are increasingly disadvantaged by the combined impact of unemployment, low incomes, welfare reform, and limited housing options. This will be further compounded by the impact of the pandemic. Emerging evidence on the economic and social impact of the coronavirus pandemic shows that young people aged 12-34 years are on the of the worst affected groups, particularly in terms of the labour market and mental health outcomes. Within South Derbyshire there is an increase in young people being asked to leave the family home.

The Council is committed to ensuring that young people in South Derbyshire have the best start in life, and are able to develop well so that they can fulfil their potential and meet their aspirations.

To effectively prevent homelessness the Housing Solutions service will intervene as early as possible to prevent housing instability and homelessness from occurring or persisting. Prevention will focus on supporting young people to remain at home with their family, or in wider family networks, where appropriate and safe to do so. Where young people do become homeless, the Council will work with partner agencies to ensure that emergency and longer term accommodation and support that can effectively address the young person's housing and support needs is available.

The response to the pandemic has forged strong links between housing and health, through this Strategy these links will be built on to improve the health and wellbeing of homeless people. In line with the Council's Corporate Plan it will promote health and wellbeing amongst clients. Without good housing it is known that health and wellbeing are affected: poor conditions and precarious housing impact on people's physical and mental health. Ill health also puts some households at a greater risk of housing need and can be a trigger of homelessness.

There is significant evidence to suggest that homelessness, especially rough sleeping, has significant and adverse consequences for an individual's health. It is widely recognised that there are strong correlations between homelessness and severe physical and mental health conditions, alongside significantly reduced life expectancy. The Council will work to improve access to health services for homeless people to address both immediate and longer term needs.

What we will do meet the housing and support needs of clients with multiple and complex support needs
1. Develop a better understanding of rural homelessness, and raise awareness within rural communities of how to access help
2. Ensure a rapid response is in place to respond to any reports of rough sleeping with prompt access to accommodation and support
3. Develop Housing First provision that meets the needs of people with multiple and complex needs
4. Develop an integrated approach to working with complex individuals to ensure homelessness and repeat homelessness is prevented
5. Improve housing outcomes for clients with poor mental health
6. Improve health and well being outcomes for homeless clients

Homeless Link

7. Prevent youth homelessness through education, peer mentoring, mediation and emergency respite accommodation

DRAFT

11. Develop and improve access to a wide range of settled and supported accommodation solutions

In order to both prevent and relieve homelessness appropriate, affordable housing is key to ensuring a long-term solution to a household's housing situation. A range of accommodation options is needed across the social, affordable and private sector to cater for a wider range of housing needs.

The Council is committed to delivering more homes to meet local needs and demand. It recognises the unmet need for single person accommodation and will work with its housing partners to deliver more one bed units of social housing.

The Council will continue to make the most effective use of its own housing stock in meeting the needs of its communities, including those that are at risk of becoming homeless. The Service will review the Allocations Policy to ensure that it is working for those in the greatest housing need, and supporting the prevention of homelessness through planned moves. The Council will work to ensure that its communities and partners understand that the Housing Register is the route to access social housing, rather than homelessness.

The Council will also work with its Housing Association partners to increase access to all forms of social housing for clients who are homeless or threatened with homelessness.

Alongside the strategic commitment to the development of affordable housing, the Council recognises the increasingly important role that the private rented sector plays in meeting the housing needs of the community, including those who are homeless or threatened with homelessness. The Council is committed to increasing access to the private rented sector through the development of an attractive landlord offer, built upon national good practice models. The service recognises that support to both landlords and tenants will be a critical element in order to guarantee the success of this model.

This increased access to affordable private rented accommodation will be used to both prevent and relieve homelessness and to also discharge the main homeless duty.

The Homelessness Review identified an increase in the number of single people seeking help from the Housing Solutions Service. The Council is committed to addressing the housing and support needs of single people across South Derbyshire, through both supported and permanent housing solutions. By working with Housing Management and Housing Association partners, the Council will develop house share pilots to meet the needs of young single people within the district. It will also promote lodging schemes to home owners, and will work to identify opportunities for under-occupying tenants to rent out spare rooms.

The Council will also consider how it can use its own housing stock to meet the high demand for single person's accommodation, including the possible reconfiguration of two and three bed units to create one bedroom provision or the re-designation of under-utilised sheltered stock.

The role that supported housing plays in preventing homelessness is critical. The Council is committed to working with partners to deliver and develop a supported housing model that

Homeless Link

acts as a place of change, not only meeting the housing needs of homeless people; but supporting people to tackle the underlying causes of homelessness, raising their aspirations, empowering change and assisting them to access training, education and employment. The Council will work with providers to ensure that supported housing is in place that responds to local needs, including those with the most complex needs.

What we will do to develop and improve access to a wide range of settled and supported accommodation solutions
1. Maximise opportunities to develop more social and affordable housing.
2. Ensure the best use of social housing stock to prevent and relief homelessness.
3. Ensure the Allocations Policy supports prevention and relief activity through promotion of planned moves.
4. Develop a comprehensive landlord offer to incentivise private sector lettings.
5. Develop appropriate models to take on the management of private sector properties, either directly as a Council or through a provider partner such as a social lettings agency or leasing arrangement.
6. Develop a coordinated approach to increase the provision of, and move on from, supported accommodation to meet identified needs.
7. Develop a range of affordable housing options for single people.

12. Delivering the Homelessness and Rough Sleeping Strategy

In order to meet the Council's commitment to deliver the strategic priorities it needs to ensure that together with partners, it has the skills, services, resources and infrastructure for the delivery of the Strategy's objectives.

To achieve the strategic priorities and objectives a detailed action plan has been developed in collaboration with partners.

The Council will establish a new Homelessness Prevention Steering Group, made up key representatives of the Homelessness Forum, who will be responsible for the delivery and monitoring of this Homelessness Strategy and action plan. The action plan will be monitored quarterly and reviewed annually so that it is responsive to emerging needs, policy and legislative changes and achieves the priorities contained within it.

The Homelessness Prevention Steering Group will feed into the Homelessness Forum, which will ensure both effective governance arrangements, alongside a coordinated and comprehensive approach to the prevention of homelessness.

A joined up partnership approach is critical to delivering the ambitious and innovative plans detailed within this strategy and meeting South Derbyshire's vision for homelessness.

With its partners the Council is committed to ending homelessness together.

About Homeless Link

[Homeless Link](#) is the national membership charity for services working directly with people experiencing homelessness and those at risk of homelessness with housing, health, care and support needs.

Representing over 700 organisations across England, we work to improve services through research, guidance and learning, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it.

We aim to bring about positive policy change as well as providing practical support to individual organisations. Our Innovation and Good Practice (IGP) Team runs a range of special projects including focuses on welfare reform; the future of supported housing rents; the Homelessness Reduction Act; Housing First; Ending Women's Homelessness and Youth Homelessness.

We are a leading training provider delivering both public and in-house courses around the country to local authorities, registered housing providers, third sector and charitable organisations and service user groups across housing, homelessness, support, health & social care and criminal justice services.

We have a strong consultancy service; our staff and bank of associates nationwide support members across the spectrum of their activities from the strategic - strategy development, business planning, service evaluation, commissioning and workforce development - through to the operational, such as policies and procedures and rent setting. Our team brings many years' operational and consultancy experience as well as a strong understanding of the sectors in which we work, and an empathy with the daily challenges that staff face. We have experience of working with large and small providers from local authorities to the smallest charities, and with commissioners and service providers.



What we do

Homeless Link is the national membership charity for services working directly with people experiencing homelessness and those at risk of homelessness with housing, health, care and support needs. We work to improve services and campaign for policy change that will help end homelessness.

Let's end homelessness together

Homeless Link
Minorities House, 2-5 Minorities
London EC3N 1BJ

020 7840 4430

www.homeless.org.uk

Twitter: @Homelesslink

Facebook: www.facebook.com/homelesslink

© Homeless Link 2019. All rights reserved.
Homeless Link is a charity no. 1089173 and
a company no. 04313826.

South Derbyshire Homelessness & Rough Sleeping Strategy Action Plan 2021-2025

Priority - Deliver an effective Housing Solutions Service designed to meet the needs of our customers

	Action	Task	Lead	Timescale	How we will measure success	RAG
1.1	Develop a high quality, accessible and customer focused Housing Solutions Service	Develop a range of customer standards in consultation with Customers		Yr 2	<ul style="list-style-type: none"> All customers receive a high quality customer focused and consistent service that meets their individual needs Effective policies and procedures are in place and regularly reviewed All decisions are legally compliant Reduction in complaints High levels of customer satisfaction Improved client engagement, with a reduction in loss of contact and non-co-operation outcomes 	
		Ensure regular contact with customers throughout their journey		Yr 1		
		Develop a suite of policies and procedures to ensure legal compliance, consistent service delivery, improved customer outcomes while reducing duplication and waste		Yr 1		
		Introduce regularly case file monitoring		Yr 1		
		Embed a culture of performance management by analysing and discussing performance regularly at team meetings and one to ones.		Yr 1		
		Introduce a range of local performance indicators to be		Yr 1		

		monitored and reported on a monthly basis to focus on key areas of service delivery				
		Review notification letters, forms and other paperwork		Yr 1/2		
		Ensure a full range of factsheets are in place to provide accessible information for customers		Yr 1		
		Review the Personal Housing Plans regularly to ensure that they are tailored to the individual needs of the customer with a view to co-producing PHPs in the longer term		Yr 2		
		Explore how technology can be used to effectively maintain customer contact with reduced impact upon staff resources		Yr 2		
1.2	Have the right resources in the right places to effectively manage demand and achieve improved customer outcomes	Ensure that effective triage arrangements are in place to ensure timely assessments and decisions, and to manage customer demand through working with the Council's Customers Services		Yr 1	<ul style="list-style-type: none"> • Customers receive a high quality consistent service that meets their individual needs • That sufficient resources are in place to focus on early intervention and effective prevention work • Reduction in the number of cases actually becoming homeless • Reduction in the use of B&B and temporary accommodation • Staff have manageable caseloads 	
		Undertake a detailed operational review of the Housing Options Service in light of the impact of the Homelessness Reduction Act to ensure effective processes are in place to ensure homelessness		Yr 1/2		

		can be prevented wherever possible			<ul style="list-style-type: none"> Reduce the footfall of customers attending the office, and increase in customer contact via the phone or digitally 	
		Ensure that a robust case management process and accompanying procedures are in place		Yr 1		
		Review caseloads, and structure to ensure that caseloads remain at a manageable level and opportunities for effective homeless prevention are maximised		Yr 2/3		
		Review the current systems and processes to ensure a streamlined service that reduces waste and duplication		Yr 1		
		Develop or invest in a fit for purpose ICT system that aligns Housing Options, Housing Register applications and Housing Management		Yr 1/2		
		Undertake a study to understand how technology can be used to effectively manage customer demand and alleviate pressure on staff across the whole service, including implementing learning from Covid		Yr 1/2		
1.3	Increase the range of information available to clients	Develop website information to provide a wide resource for customers to be able to take		Yr 1	<ul style="list-style-type: none"> Demand on the Housing Solutions service is managed more effectively 	

	via technology in order that they can self serve where they have the skills to do so.	initial steps to prevent themselves from becoming homeless and resolve their own housing situation			<ul style="list-style-type: none"> • More customers are able to resolve their own housing issue using information made available • Up to date website with a wide range of information available • Social media presence, providing information and updates • Reduce the footfall of customers attending the office, and increase in customer contact via the phone or digitally
		Develop the use of social media to provide information and updates to followers		Yr 2	
		Increase the use of video and telephone for interviews and assessments		Yr 1/2	
		Explore how webchats and text messages can be used to provide advice and updates to customers		Yr 2	
		Explore how IT solutions can be used to meet customer demand, including the development of a Housing Options Wizard		Yr 3	
1.4	In partnership develop an integrated and holistic approach to tackling the underlying causes of homelessness, through joined up service delivery, joint protocols and effective referral arrangements	Review existing joint protocols to measure effectiveness		Yr 2	<ul style="list-style-type: none"> • Joined up approach to homeless prevention resulting in reduced homelessness • Improved customer outcomes • Seamless referral arrangements in place • Reduced levels of repeat homelessness • Closer working with partner agencies providing a comprehensive range of services tackling underlying causes of homelessness • Increase in homelessness prevention • Effective duty to refer systems in place • Closer working with partners at both a strategic and operational level with an enhanced focus on prevention and early intervention (to include Customer Services,
		Develop a range of comprehensive agreements and joint protocols with key partners		Yr 2	
		Continue to monitor duty to refer and identify opportunities for earlier notification		Yr 1/2	
		In partnership develop an online directory of services available across South Derbyshire		Yr 2	
		Ensure that homeless prevention is everyone's responsibility through the development of a training programme on the work		Yr 2	

		of the Housing Solutions service for key partners to include job shadowing and joint team meetings			Environmental Health, Children's Services, Adult Social Care, Health)	
		Ensure that there is a specific information available for client groups at an increased risk of homelessness (including veterans, care leavers, prison leavers, people leaving hospital, people experiencing domestic abuse, people with poor mental health and rough sleepers)		Yr 2		
		Ensure that all staff are trained to ask the veteran question		Yr 2		
		Ensure better data recording of clients who have a protected characteristic, including LGBTQ+		Yr 2		
		Ensure that clients from different ethnic groups are aware of the help and assistance available.		Yr 2		
1.5	Ensure all staff have access to appropriate training and development opportunities	Ensure all staff have access to appropriate training and opportunities for professional development		Yr 1	<ul style="list-style-type: none"> • Provision of a high quality service with highly skilled staff • High levels of customer satisfaction • High staff morale • Improved customer outcomes 	
		Ensure staff have access to up-to-date and accurate information on legislation, case law and best practice		Yr 1		

		Explore opportunities for staff to develop specialisms		Yr 2		
		Develop in house skills to allow teams to support customers to improve their financial capability including access to education, training and employment.		Yr 2/3		
1.6	Undertake an awareness raising campaign in relation to homeless prevention, and specifically the Housing Solutions Service	Raise awareness of the Housing Solutions service with partners and customers to ensure that opportunities for prevention can be maximised		Yr 2	<ul style="list-style-type: none"> • Housing Solutions is known widely across South Derbyshire and residents can access the services when required resulting in an increase in queries and opportunities for early intervention • Communities are aware of the approach and commitment to preventing homelessness in partnership • Most customers are approaching the service at the prevention stage • Increase in successful homeless prevention outcomes achieved • Increase in the number of households assisted to remain in their existing accommodation • Reduction in the use of temporary accommodation and B&B • A range of clear advice and information available online to enable customers to 	
		Understand in detail the reason why many customers are only approaching South Derbyshire's Housing Solutions service once they are homelessness		Yr 2		
		Develop a range of promotional literature to include posters and flyers,		Yr 2		
		Use social media to update customers and partners on service developments		Yr 2		

					access the correct information at the right time	
		Hold an event to raise awareness of the service and launch the Homelessness Strategy		Yr 1	<ul style="list-style-type: none"> Customers have access to a range of information to enable them to make informed choices 	
1.7	Ensure that customer's expectations are realistic and attainable	Ensure customers are provided with accurate information, particularly in relation to the availability of social and private rented accommodation to help manage expectation		Yr 1/2	<ul style="list-style-type: none"> Increased customer satisfaction Improved client engagement, with a reduction in loss of contact and non-co-operation outcomes Customers attending services with informed expectations of services Customers recognise that the Housing Register is the route to access social housing. 	
		Provide training for key partners/agencies in relation to the range of housing options available, and availability to enable them to assist in managing customer expectation		Yr 2		
		Provide accurate and up to date information to customers regarding social housing voids by property type and area to help manage expectations		Yr 1		
		Use social media to provide general information regarding Housing Solutions		Yr 2		

Priority – Developing a joined up approach to homeless prevention and early intervention

	Action	Task	Lead	Timescale	How we will measure success	RAG
2.1	Ensure that we have a strong corporate commitment to a joined up approach to ending homelessness across all services	Seek a corporate commitment to prevent homelessness which managers and elected members across the Council can sign up to		Yr 1	<ul style="list-style-type: none"> • Homelessness prevention is a corporate priority for South Derbyshire • All service areas within South Derbyshire work together to prevent homelessness • Funding opportunities are used to jointly commission homelessness prevention services 	
		Train elected members and senior managers on homelessness		Yr 1/2		
		Train other internal departments on the role of the Housing Solutions team		Yr 1/2		
		Work across Services to jointly commission homelessness prevention services using various funding streams		Yr 2		
		Understand the true cost of delivering the Housing Solutions Service		Yr 1		
2.2	Seek commitment from partners to collaborate to prevent homelessness	Get partner agencies to sign up to a commitment of collaborate		Yr 2	<ul style="list-style-type: none"> • Joined up response across all partners to prevent homelessness • Agencies work together to identify risks of homelessness and make speedy referrals • Homeless prevention is everyone's responsibility 	
		Train partner agencies on the work of Housing Solutions		Yr 2		
		Explore with partners opportunities for the joint location of services to provide a multi-agency response for customers that meets the holistic needs of customers		Yr 3		

2.3	Ensure homelessness is prevented through an effective homelessness prevention toolkit targeted at the main causes.	Develop a checklist for staff to ensure that all prevention options/housing options are considered throughout the assessment process		Yr 1	<ul style="list-style-type: none"> • Increase in homeless prevention and relief outcomes • Increase in the number of households supported to retain their existing accommodation • Decrease in homelessness against the main causes of homelessness • Reduction in the number of households placed in temporary accommodation and B&B 	
		Ensure an effective response to all cases of family/friends evicting, including access to effective mediation and home visits, and supporting planned moves through the Housing Register		Yr 1/2		
		Provide a responsive service to prevent homelessness arising from the private rented sector through a dedicated Private Sector Liaison Officer post providing responsive support to landlords and tenants		Yr 2		
		Ensure a range of options are available to clients fleeing domestic abuse that promote choice		Yr 2		
		Develop pre-eviction protocols with the key social housing providers		Yr 3		
		Develop an agreement with relationship counselling/mediation services with appointments to be funded through the prevention fund in cases of relationship breakdown to enable time for planned moves		Yr 3		

		Ensure fast access to financial inclusion/debt advice is available for clients at risk of homelessness		Yr 1		
		Develop a Hospital discharge protocol		Yr 3		
		Develop a responsive service to home-owners at risk of homelessness		Yr 2		
		Research best practice across England into effective prevention initiatives		Yr 1		
2.4	Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary	Undertake customer journey mapping with people with lived experience of homelessness to understand the triggers for homelessness		Yr 2	<ul style="list-style-type: none"> • Prevention is everyone's responsibility • Increase in homeless prevention cases • Timely and seamless referral arrangements are in place • Joined up approach to homeless prevention resulting in reduced homelessness • Improved customer outcomes • Reduced levels of repeat homelessness • Closer working with partner agencies providing a comprehensive range of services tackling underlying causes of homelessness 	
		Using the findings of the mapping exercise develop a range of prevention interventions		Yr 2		
		Train partner agencies on how to identify the trigger and risk factors linked to homelessness		Yr 3		
		Identify with partners opportunities for them to undertake prevention work or make timely referrals to other key services		Yr 3		
2.5	Ensure that an upstream approach	Review the national trailblazer schemes to identify what		Yr 2		

	to homeless prevention is embedded within the Housing Solutions Service	approached could be developed in South Derbyshire			<ul style="list-style-type: none"> • Less households are homeless or threatened with homelessness within 56 days. • Any household at risk of homelessness gets help and support to prevent homelessness arising • Reduction in Bed and Breakfast and temporary accommodation placements 	
		Identify or bid for resources to fund upstream prevention		Yr 2		
		Consider how sub-regional/cross authority responses can ensure the best use of resources and provide a joined up approach to preventing homelessness.		Yr 2		
		Implement local approach.		Yr 3		
2.6	Work with partners to put in place measures to prevent homelessness linked to Covid	Work with Housing Providers to ensure that people facing financial hardship are not left facing homelessness as a result of the impact of Covid 19.		Yr 1	<ul style="list-style-type: none"> • Increases in homelessness linked to Covid are mitigated • Residents know where to go for advice and assistance • Customers approach the service at the earliest point • Sufficient service and provision are in place for those experiencing domestic abuse. 	
		Ensure that easily accessible information is available on Council websites for both private landlords and tenants detailing all the support and help available in relation to arrears		Yr 1		
		Ensure an adequate prevention fund is in place to cover private rent arrears linked to lost earnings due to Covid-19		Yr 1		

		Ensure that there is an increase in the availability of specialist income and money advice teams		Yr 1		
		Put in place a local publicity campaign to ensure that tenants, landlords and home-owners are aware of the assistance that is available, including the use of social media		Yr 1		
		Ensure that there is sufficient advice and support, including emergency accommodation provision, for those experiencing domestic abuse.		Yr 1		
2.7	Ensure adequate access to services to improve customers financial capability, including access to education, training and employment.	Work with Citizen's Advice to ensure fast track access to money and debt advice		Yr 2	<ul style="list-style-type: none"> • Clients are able to sustain their accommodation • Reductions in repeat homelessness • Clients are able to access education, training and employment opportunities 	
		Work with internal colleagues to identify support for customers to access employment, training and education		Yr 2		

		Work with internal colleagues, support providers and Housing Associations to develop opportunities for clients to access employment including apprenticeships		Yr 3		
		Continue to work with Housing Management to ensure the pre-tenancy training continues to be available and that Housing Solutions Customers are able to access it.		Ongoing		

Priority - Ensure an adequate supply of temporary accommodation to meet the needs of customers and reduce the use of Bed & Breakfast

	Action	Task	Lead	Timescale	How we will measure success	RAG
3.1	Carry out a review of the use of temporary accommodation, identifying future	Undertake a detailed review and options appraisal of temporary accommodation to include recommendations on current and future predicted need		Yr 2	<ul style="list-style-type: none"> Good quality temporary accommodation available across South Derbyshire that meets the identified need, with a range of unit sizes that reflect need 	

	need and an options appraisal for future delivery arrangements	Review to include a range of delivery options and providers for the future to ensure value for money			<ul style="list-style-type: none"> • Well managed temporary accommodation arrangements • Reduced length of stay in temporary accommodation • Reduced use of emergency accommodation • Reduction in suitability requests 	
		Review the management of temporary accommodation, focusing on: <ul style="list-style-type: none"> • the effectiveness of carrying out repairs and maintenance, • collecting rent and minimising arrears, • enforcement of tenancy conditions • support to help people manage their home. 		Yr 2		
		Ensure that procedures are in place for allocating temporary accommodation in a clear and transparent way		Yr 2		

3.2	Minimise, and in the longer-term end, the use of unsuitable Bed and Breakfast (B&B) accommodation by exploring alternative options for the provision of emergency nightly paid accommodation	Improve throughput in temporary accommodation through effective monitoring, case work and maximising move on options		Yr 1	<ul style="list-style-type: none"> Households are only placed in B&B in emergencies and for no longer than six weeks Year on year reduction in B&B placements In the longer-term no households are placed in B&B accommodation Other more suitable nightly paid accommodation is procured Households are not moved between different B&B establishments 	
		Ensure that households accommodated have access to appropriate support where needed		Yr 2		
		Source alternative, more appropriate forms of emergency accommodation, including exploring options for procuring nightly paid accommodation, potentially on a sub-regional basis.		Yr 2		
3.3	Develop move on plans for all households in temporary accommodation	Ensure that all households in temporary accommodation have a personalised move on plan		Yr 1	<ul style="list-style-type: none"> Reduced length of stay in temporary accommodation Reduction in the use of B&B Customers able to access settled housing solutions speedily Customers have the skills to sustain a tenancy 	

		Ensure households in temporary accommodation have access to support and assistance to address underlying issues, including improving their financial capability		Yr 1		
3.4	Ensure an adequate range of monitoring arrangements, processes and performance management measures are in place to monitor and manage the use of temporary accommodation	Ensure that sufficient resources continue to be in place to effectively manage temporary accommodation and work with clients to move on from temporary accommodation		Ongoing	<ul style="list-style-type: none"> • A reduction in the number of households placed in temporary accommodation • A reduction in the length of time households spend in temporary accommodation • In the longer term no households are placed in B&B accommodation 	
		Set up regular temporary accommodation meetings with accountable actions and deadlines		Yr 1		
		Set up case conferences for complex cases to address move on issues on a case by case basis with accountable actions and deadlines		Yr 1		
		Ensure that effective risk assessments and risk management processes are in place		Yr 1		
		Implement local performance indicators to monitor use of temporary accommodation		Yr 1		

Priority - Meet the housing and support needs of clients with multiple and complex support needs

	Action	Task	Lead	Timescale	How we will measure success	RAG
4.1	Develop a better understanding of rural homelessness, and raise awareness within rural communities of how to access help	Raise awareness with rural communities of the help and support available		Yr 2	<ul style="list-style-type: none"> Understand the levels of and nature of rural homelessness Raise awareness within rural communities of the risks of homelessness and how they may be helped to prevent it. Ensure effective monitoring arrangements are in place 	
		Undertake research to understand the nature and extent of rough sleeping within the rural areas of the District		Yr 4		
4.2	Ensure a rapid response is in place to respond to any reports of rough sleeping with prompt access to accommodation and support	Working with DHOG, continue to ensure funding for the outreach service		Ongoing	<ul style="list-style-type: none"> Accurate intelligence base into the nature and extent of rough sleeping across South Derbyshire Assertive outreach service in place resulting in a reduction in the number of people sleeping rough More effective reporting of rough sleeping by communities 	
		Ensure that the Street Link service is well publicised and linked into local services.		Yr 1		
		Ensure that emergency accommodation is available for anyone found sleeping rough.		Yr 1		
4.3	Develop Housing First provision that meets the needs of	Research best practice into Housing First Delivery		Yr 2	<ul style="list-style-type: none"> Repeat homelessness is prevented Successful Housing First scheme is in place to meet the needs of clients with complex needs 	

	people with multiple and complex needs	Identify delivery and support partners to develop a pilot project.		Yr 2	<ul style="list-style-type: none"> • Rough sleeping remains as close to zero as possible • Increased choice for clients • Improved client outcomes 	
		Review pilot and expand based upon learning and identified need.		Yr 3		
4.4	Develop an integrated approach to working with complex individuals to ensure homelessness and repeat homelessness is prevented	Establish a multi-agency complex needs group to support those clients with the highest needs out of homelessness		Yr 1	<ul style="list-style-type: none"> • Improved outcomes for clients with multiple and complex needs • Reduction in repeat homelessness • Rough sleeping remains as close to zero as possible • Reduction in homelessness and repeat homelessness for families with complex and multiple needs 	
		Review existing provision and identify gaps and issues in meeting the needs of people with multiple and complex needs		Yr 2		
		Ensure that clients with complex needs are able to access social housing		Yr 2		
		Develop an integrated approach to working with complex families to ensure that homelessness is prevented		Yr 3		
		Ensure that corporate customer care staff receive training in relation to Housing Solutions and how to engage with customers with complex needs, or those that may be experiencing trauma		Yr 1		

4.5	Improve housing outcomes for clients with poor mental health	Learn from best practice approaches in meeting the needs of clients with poor mental health		Yr 3	<ul style="list-style-type: none"> Reduction in mental health crisis resulting in homelessness Housing Solutions clients feel they are getting the appropriate support and treatment for their mental health Customers able to successfully sustain their accommodation as they are receiving treatment/support for their mental health 	
		Continue to fund the Homeless Prevention service for clients with poor mental health		Ongoing		
		Review existing housing related support provision for clients with mental health		Yr 3		
		Provide training for Housing Solutions staff on mental health		Yr 3		
4.6	Improve health and wellbeing outcomes for homeless clients	Undertake Homeless Link's Health Needs audit across South Derbyshire to better understand the health issues faced by the local homeless population		Yr 3	<ul style="list-style-type: none"> Improved health and wellbeing outcomes for homeless individuals Improve choices in relation to health care for homeless individuals 	
		Work with colleagues in health to remove the barriers which some homeless people face in registering with mainstream GP services.		Yr 3		
		Ensure that all accommodation and support providers are		Yr 3		

		knowledgeable about health care services, and can help homeless people access health care services.				
		Promote health and wellbeing with Housing Solutions clients		Yr 3		
4.7	Prevent youth homelessness through education, peer mentoring, mediation and emergency respite accommodation	Deliver targeted Housing advice aimed at young people through social networking sites and school educational programmes		Yr 3	<ul style="list-style-type: none"> • Reduction in youth homelessness • Reduction in repeat homelessness • Young people are able to make informed housing choices • Joined up services in place to prevent youth homelessness • Suitable provision is in place for young people with complex needs, including care leavers 	
		Deliver training to Housing Solutions staff focusing on young people to ensure that a tailored service is provided to young people		Yr 3		
		Ensure suitable provision of emergency accommodation available for young people		Yr 2		
		Working with Children's Services work to develop supported accommodation provision for young people with complex and multiple needs		Yr 3		
		Ensure that an effective home visiting and mediation service is		Yr 2		

		available, and publicise this to parents and all agencies working with young people				
		Working with Leaving Care ensure that an effective care leaver accommodation and support pathway remains in place		Ongoing		

Priority - Develop and improve access to a wide range of settled and supported accommodation solutions

	Action	Task	Lead	Timescale	How we will measure success	RAG
5.1	Maximise opportunities to develop more social and affordable housing	Provide evidence to support the need for more affordable and social housing in the Local Development Plan		Ongoing	<ul style="list-style-type: none"> • Increase in the number of affordable homes developed • Increase in the number of social homes developed • Increase in the development of affordable one bedroom accommodation 	
		Ensure the local development plan identifies the need for single person's affordable housing		Ongoing		
		Increase the range of accommodation options for single people under 35 years		Ongoing		
5.2	Ensure the best use of social housing stock to	Review the social housing allocation policy to ensure that it supports prevention and relief activity		Yr 1	<ul style="list-style-type: none"> • Households in the greatest housing need are able to access social housing 	

	prevent and relief homelessness.	Ensure that homeless customers and those threatened with homelessness receive adequate priority for social housing through the allocation policy which promotes planned moves		Yr 1	<ul style="list-style-type: none"> • Vulnerable clients are able to access social housing • The Allocations Policy supports planned moves • Homelessness is not seen as the quickest route to access social housing • Customers and partner agencies have realistic expectations • The Council makes the best use of its housing stock 	
		Ensure that clients with complex needs are able to access social housing		Yr 1		
		Explore opportunities to re-designate low demand units of accommodation to provide accommodation for single people		Yr 2		
5.3	Ensure the Allocations Policy supports prevention and relief activity through promotion of planned moves.	Ensure that customers and partners understand that the main way to access social housing is through the Housing Register and that the allocations policy supports this through awareness raising		Yr 1	<ul style="list-style-type: none"> • The Allocations Policy supports planned moves • Homelessness is not seen as the quickest route to access social housing • Customers and partner agencies have realistic expectations 	
5.4	Develop a comprehensive landlord offer to incentivise private sector lettings.	Review Landlord incentives and develop a competitive landlord offer in consultation with private landlords		Yr 1	<ul style="list-style-type: none"> • Increased access for Housing Solutions customers into the private rented sector • Increased number of private rented landlords working with South Derbyshire's Housing Solutions 	
		Market landlord incentives with a suite of options to suit individual landlord's requirements		Yr 1		

		Develop a rent a room scheme to encourage households to take in lodgers		Yr 2	<ul style="list-style-type: none"> • Housing Solutions becomes the first point of call for any private landlord in South Derbyshire looking to rent their property • Competitive landlord offer in place • Increased provision of accommodation available within the Local Housing Allowance (LHA) shared room rate • Increase in the number of people renting out a spare room 	
		Develop a shared house scheme to meet the needs of young single people with lower support needs, and learn from best practice		Yr 3/4		
5.5	Develop appropriate models to take on the management of private sector properties, either directly as a Council or through a provider partner such as a social lettings agency or leasing arrangement.	Explore the feasibility of developing a local/ social lettings agency in partnership with a Housing Association or Local Authority		Yr 1/2	<ul style="list-style-type: none"> • Increased access for Housing Solutions clients • Longer tenancies available for Housing Solutions clients • Increased provision of accommodation available within the LHA shared room rate 	
		Assess the financial feasibility of the Council leasing properties from private landlords to be used as prevention/relief solutions and final offers		Yr 1/2		
5.6	Develop a coordinated approach to increase the provision of, and move on from, supported	Implement Homeless Link's MOPP		Yr 3	<ul style="list-style-type: none"> • Improved throughput through supported housing • Improved move on from supported housing • Clients only residing in supported accommodation for as long as support is required 	
		Ensure that tenants in supported accommodation are ready to move on and have the necessary skills		Yr 3		

	accommodation to meet identified needs.	Review the priority given for move on through the Allocations policy		Yr 3		
		Identify the need for pre-tenancy training and how this can be targeted at clients in supported and temporary accommodation		Yr 3		
		Maximise opportunities to move on to private rented accommodation through a coordinated landlord offer		Yr 3		
		Work with partners to explore how supported accommodation provision can be increased in line with identified need		Ongoing		
		Develop Housing First provision to meet the needs of clients with the most complex needs as outlined in 4.3		Yr 2		
5.7	Develop a range of affordable housing options for single people.	Promote a room to rent scheme to increase the provision of households renting out a spare room		Yr 3	<ul style="list-style-type: none"> • Reduction in homelessness for under 35s • Increased provision of accommodation available within the LHA shared room rate • Increase in the number of people renting out a spare room 	
		Explore with Housing Management and Housing Association partners how under-occupying social tenants may be able to rent our spare rooms		Yr 3		

		Work with housing strategy, private sector colleagues, Housing Associations to explore opportunities to develop a shared house scheme to meet the needs of young single people with lower support needs, and learn from best practice		Yr 3		
		Explore the possibility of reconfiguring some two and three bed Council units into single person accommodation		Yr 3		

Homelessness strategy consultation

1. Introduction

2. Questionnaire

1. Which of the follow applies to you:→				
			Response Percent	Response Total
1	Local authority employee or member		33.33%	3
2	Other statutory organisation		11.11%	1
3	Voluntary sector organisation		11.11%	1
4	Service user		0.00%	0
5	Member of the public		44.44%	4
6	Landlord		0.00%	0
			answered	9
			skipped	0

2. Do you think South Derbyshire District Council's homeless and rough sleeper strategy identifies the key issues facing households in our district?				
			Response Percent	Response Total
1	Yes		66.67%	6
2	No		33.33%	3
3	Partly		0.00%	0
			answered	9
			skipped	0
If you answered no or partly, please tell us what you think should be included (4)				
1	17/02/2021 17:55 PM ID: 159809002	i think in general rough sleeping is very low in SDDC areas but for other authorities it is a huge issue and getting more noticeable when going into big towns - probably why there is now more and more focus on the issue in general -		
2	02/03/2021 13:03 PM ID: 160982488	<p>ASB can be a driving factor in homelessness , it's often easier to leave thanks is to deal with it, having spent a year dealing with anti social behaviour I myself have suffered I can sincerely say I'm considering leaving my property .</p> <p>Tell the council< they say tell the police< they say tell your land lord.</p> <p>In any other combination the result is the same, passed around from one to the other with ho help or resolution really makes you lose faith in humanity.</p>		
3	02/03/2021 16:30 PM ID: 161012655	When the homeless figures were released no rough/homeless people obviously incorrect		

2. Do you think South Derbyshire District Council's homeless and rough sleeper strategy identifies the key issues facing households in our district?

			Response Percent	Response Total
4	05/03/2021 10:19 AM ID: 161271809	There should not be any homeless people in this day and age. Pods could be provided and are more suitable for rough sleepers as they do not have the means to furnish a home. Once established would help them get a job		

3. After considering the feedback from our stakeholders and households we have five priorities to tackle homelessness and rough sleeping In South Derbyshire. These are: Deliver an effective Housing Solutions Service designed to meet the needs of our customers Develop a joined-up approach to homeless prevention and early intervention Ensure an adequate supply of temporary accommodation to meet the needs of customers and reduce the use of bed and breakfast Meet the housing and support needs of clients with multiple and complex needs Develop and improve access to a wide range of settled and supported accommodation solutions. Do you agree these should be our priorities?

			Response Percent	Response Total
1	Yes		88.89%	8
2	No		0.00%	0
3	Partly		11.11%	1
			answered	9
			skipped	0

If you answered no or partly, please tell us why and what you would propose (2)

1	17/02/2021 17:55 PM ID: 159809002	I think the section regarding meeting support needs of such clients, shouldnt be just down to the homeless team and housing options and wonder if their is some responsibility also on agencies like Social Services or mental health etc as very often homeless officers end up dealing with more than just housing while other agencies don't seem to share the same responsibility
2	02/03/2021 13:03 PM ID: 160982488	Close down HAs and transfer the housing stock back to the council , the council is a behemoth that's cumbersome and slow to act but at least they act, housing for the people should be a council service like any other, they clean our roads , take our waste, run our town centres, fund all sorts of things is it too much of a stretch to allow them to run housing aswell.

4. Which actions in our action plan do you think we should focus on to help reduce homelessness and rough sleeping. Please list your five top five actions in priority order

Item	Total Score ¹	Overall Rank
Develop a joined-up approach to homeless prevention and early intervention	32	1
Ensure an adequate supply of temporary accommodation to meet the needs of customers and reduce the use of bed and breakfast	29	2
Meet the housing and support needs of clients with multiple and complex needs	26	3
Deliver an effective Housing Solutions Service designed to meet the needs of our customers	26	4

4. Which actions in our action plan do you think we should focus on to help reduce homelessness and rough sleeping. Please list your five top five actions in priority order

Item	Total Score ¹	Overall Rank
Develop and improve access to a wide range of settled and supported accommodation solutions	22	5
¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.	answered	9
	skipped	0

5. If you have any suggestions for specific actions that should be included in the strategy or any further comments, please provide details below:

			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	17/02/2021 17:55 PM ID: 159809002	I think addressing the root cause of the homelessness is as important if not more important than tackling it once its happened and would question the government on what intervention are they insisting comes before housjng step in with these people to prevent them from ever becoming homeless in the first place - financial / mental health / social services / DV / substance abuse /gambling etc - Therefore a joined up approach is definitely number 1		
2	23/02/2021 09:36 AM ID: 160353196	I consider that when homeless cases are extremely complex they are 'too complex' for support agencies and end up being housed in inadequately supported accommodation. In addition, there are little to no options for some complex cases to be housed in South Derbyshire and have to be housed out of the district due to due no provision of such services here.		
3	02/03/2021 13:03 PM ID: 160982488	Absorb the housing stock back into the council supply chain, allow councils to house people and to manage property stock and all the council to keep sales income from the right to buy in order to build more houses, the housing association experiment has failed .		
			answered	3
			skipped	6

APPENDIX D Equality Impact Assessment

Characteristic	Definition
Age	Protection is for over 18's only. Age can be defined in different ways e.g. it can refer to a person of a particular age or belonging to an age group or age range.
Disability	Defined as "a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day to day activities." It is now easier to meet the definition.
Gender reassignment	Protection is provided when someone has proposed, started or completed a process to change their sex. There is no requirement to be undergoing medical supervision.
Marriage or civil partnership	Protection is provided in employment and vocational training only.
Pregnancy and maternity	For all areas covered by the Act a woman is protected from unfavourable treatment because of pregnancy or because she has given birth in the previous 26 weeks, or because she is on maternity leave.
Race	Includes colour nationality, and ethnic or national origins.
Religion or belief	The religion can be any religion – it does not have to be a mainstream religion. Belief refers to any religious or philosophical belief and includes Humanism and Atheism.
Sex (gender)	This involves the unfair treatment on the basis of being either a man or woman.

Sexual orientation

This refers to whether a person's sexual attraction is towards their own sex, the opposite sex or both sexes.

Equality Impact Assessment - Preliminary Assessment Form

<i>Title of the strategy, policy, service or project:</i>		
<i>Service Area:</i>	Homelessness and Rough Sleeping Strategy	
<i>Lead Officer:</i>	Paul Whittingham	
<i>Date of assessment:</i>	05/21	
<i>Is the strategy, policy, service (procedure) or project:</i>		
<i>Changed</i>	<input checked="" type="checkbox"/>	
<i>New</i>	<input type="checkbox"/>	

Section 1 – Clear aims and objectives

1. What is the aim of the policy, project, service, or strategy?

The Strategy's objectives are to:

- *Effectively prevent homelessness by intervening early and offering advice and support together with practical help and individually tailored solutions.*
- *Work in partnership to understand and tackle the root causes of homelessness at a local level.*
- *Where people do become homeless, help them to find and sustain suitable homes as soon as possible.*
- *Improve how all partners work together so services are easier to use and make the best use of available resources.*
- *Ensure the response to homelessness promotes customer choice, equality of opportunity, reduces social exclusion and contributes to community cohesion.*

2. Who is intended to benefit from the strategy, policy, service or project and how?

Residents of the district who are currently at risk of homelessness and others who may be at risk of this in the future

3. What outcomes do you want to achieve?

Over the lifetime of this Strategy the partnership aims to:

- *Ensure that where anyone does sleep rough that there is a rapid response to get them into accommodation and support.*
 - *Deliver an excellent Housing Solutions Service which focuses on early intervention and prevention*
 - *Reduce crisis presentations*
 - *Ensure that homelessness is prevented wherever possible through the delivery of bespoke personal housing plans and access to affordable and sustainable accommodation*
 - *Seek to end the use of bed and breakfast accommodation for all homeless households.*
 - *Ensure that for individuals whose homelessness is hidden or for those living in rural communities, that they can access the help and support they need.*
 - *Increase the range of affordable housing options available across the district.*
 - *Ensure that housing related support services are able to meet the diverse and complex needs of the homeless population*
 - *Prevent repeat homelessness from occurring by ensuring that solutions are tailored to meeting the complex needs of clients.*
- Working in partnership is absolutely fundamental to achieving this vision and objectives.*

Section 2 – What is the impact?

4. Summary of anticipated impacts. *Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories e.g. older people, younger people, people with hearing impairment etc. **Hyperlinks to supporting information have been provided in the table below:***

	Potentially positive impact	Potentially negative impact	No disproportionate impact
--	---	---	----------------------------

Age	✓	<input type="checkbox"/>	<input type="checkbox"/>
Disability and long-term conditions	✓	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	✓	<input type="checkbox"/>	<input type="checkbox"/>
Marriage or civil partnership	✓	<input type="checkbox"/>	<input type="checkbox"/>
Pregnant women and people on parental leave	✓	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	✓	<input type="checkbox"/>	<input type="checkbox"/>
Race	✓	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	✓	<input type="checkbox"/>	<input type="checkbox"/>
Sex (Gender)	✓	<input type="checkbox"/>	<input type="checkbox"/>

Section 3 – Recommendations and monitoring

If you have answered that the policy, project, service or strategy could potentially have a negative impact on any of the above characteristics then a full EIA will be required.

5. Should a full EIA be completed for this policy, project, service or strategy?		
<input type="checkbox"/> Yes	✓ No	
<i>The external review of Homelessness and Rough Sleeping covered Equality and diversity. Consultation with stakeholders and service users was also included within the review process. Further public consultation was also conducted.</i>		

--

Section 4 – Approval

Please note the draft EIA should be reviewed by the appropriate Head of Service **before** the Committee report (if required) is produced.

Reviewed by Head of Service	Name:	Paul Whittingham
	Date:	04/05/2021

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM:9
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM Paul.whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	HOUSING DOMESTIC ABUSE POLICY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the Draft Housing Domestic Abuse Policy is approved for further public consultation.
- 1.2 That the final version of the report is presented to the Committee for final approval after the consultation period.
- 1.3 That the Committee notes the provision of New Burdens Funding and the associated Memorandum of understanding relating to this.

2.0 Purpose of the Report

- 2.1 This report and the draft policy is in accordance with the commitment made to the Make a Stand initiative by the Council at its meeting on 20th September 2018. Progress with all aspects of this initiative was reported to the Finance and Management Committee on 13th February 2020. Since then the government has produced new draft legislation, guidance and funding to support the victims of domestic abuse. In the intervening period the Council has also commissioned and completed a comprehensive review of Homelessness and Rough Sleeping within the district. Services for the victims of Domestic abuse were considered within this review and in the resultant strategy which is also on the agenda for this committee.
- 2.2 The report outlines the Council's Draft Policy for supporting the victims of domestic abuse that approach the Housing Service for assistance either with regard to potential homelessness or in order to resolve issues relating to their Council tenancy. The Draft Policy is attached at Appendix A.
- 2.3 Contained within the Draft Policy is also the Council's response to the new requirements of the Domestic Abuse Bill 2020 and also the expected regulatory requirements arising from the recent Social Housing White Paper which was reported to the Committee on 28 January 2021

- 2.4 The report also confirms the allocation of £32,752 “New Burdens Funding” from the Government to support the Council’s activities in delivering the requirements of the 2020 Domestic Abuse Bill.
- 2.5 The report seeks Committee approval to consult on the Draft Policy.

3.0 Executive Summary

- 3.1 Domestic abuse is a serious issue for individuals, families and communities across the Country. It can often lead to homelessness and hardship for families and children. The Council has already acknowledged the significance of this issue with regard to Housing Provision in the Homeless and Rough Sleeper Review and Strategy which was presented to the Committee on 28 January 2021. The Council has also already agreed to provide funding for the Domestic Abuse project delivered by Trident Reach in the District to house and support victims of domestic abuse.
- 3.2
- 3.3 Given the significance of the issue, the new legislation and guidance within the Domestic Abuse Bill and the likely requirements of the recent Housing White Paper, it is important that the Council has a clear policy with regard to the Housing aspects of Domestic Abuse.
- 3.4 In order to assist Councils in delivering services to achieve the aims within the legislation the Government has allocated “new burdens funding” of £32,752 which the Council will receive. The Memorandum of Understanding relating to this funding is attached at Appendix B.
- 3.5 This funding will be used to support the enhanced support services for the victims of domestic abuse, within the contract for Domestic Abuse Support recently awarded by the Council.

4.0 Detail

- 4.1 The Council’s Housing Service deals with incidents of Domestic Abuse which arise through a number of routes:
- a. Applications from households that are homeless due to domestic abuse;
 - b. Applications to join the Housing Register from applicants still residing in abusive situations;
 - c. Approaches from existing Council tenants who wish to either end their tenancy due to abuse or have a partner or other person removed from their tenancy due to abuse.
- 4.2 Sadly, these scenarios have been commonplace for many years and have consistently been either a major or the main reason for families seeking to be rehoused.
- 4.3 This has been confirmed in the recent review of Homelessness and Rough Sleeping and associated strategy and action plan.
- 4.4 The impact of this abuse on individuals and families can be significant with employment, education, family and caring networks being lost as families move to escape perpetrators of abuse.

- 4.5 A strong network of local provision has been built up steadily over the years with the Council providing financial support for this through its use of Homelessness and Better Care Fund resources.
- 4.6 The Draft Housing Domestic Abuse Policy consolidates the current provision of service and provides future direction for services in the light of the Domestic Abuse Act 2020. This legislation creates some additional responsibilities for both county and district councils. County and unitary authorities are required to implement Joint Partnership Boards to ensure that what has been described as a postcode lottery of domestic abuse services is ended and that there is a consistent level of accessible support provision across a county or region.
- 4.7 For district councils the requirements are to ensure that there is adequate provision of safe accommodation, for victims of abuse, that they are provided with the necessary support and that Council tenants are not disadvantaged should they become homeless due to domestic abuse.
- 4.8 The Council already operates in partnership with other agencies and providers to deliver services that pre-empt the requirements of the legislation and guidance. This new policy does provide an opportunity to raise the profile of this issue for the public and staff and reaffirm the Council's commitment to support the victims of abuse and also to deal with the perpetrators wherever possible.

5.0 Financial Implications

- 5.1 The Government has allocated the Council £32,752 Of New Burdens Funding to support its delivery of services to support the victims of domestic abuse.
- 5.2 Confirmation of this is attached at Appendix B. This funding will be used to support the recently enhanced contract for the provision of accommodation and support services through Trident Reach.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications within this report.

Legal Implications

- 6.2 There are no direct legal implications contained within this report.

Corporate Plan Implications

- 6.3 This report and the attached Draft Policy directly supports the actions within the Council's Corporate Plan to:
- Help tackle anti-social behaviour and crime through strong and proportionate action.
 - Support and safeguard the most vulnerable. With partners, encourage independent living and keep residents healthy and happy in their homes.
 - Promote health and well-being across the District.

Risk Impact

- 6.4 The content of this report assists in mitigating the corporate risk:
- a. 8 Statute and Regulation – the failure to meet requirements, by implementing a policy to assist in achieving compliance with new legislation and expected Housing regulation.

7.0 Community Impact

Consultation

- 7.1 The Draft Policy will, subject to Committee approval, undergo a period of public consultation before being returned to the Committee for final approval and then implementation

Equality and Diversity Impact

- 7.2 An Equality Impact Assessment of the final version of the policy will be completed before it is returned to the Committee for final approval.

Social Value Impact

- 7.3 This report and the Draft Policy directly contribute to the aims of the Sustainable Community Strategy by helping to protect families, young children and vulnerable people

Environmental Sustainability

- 7.4 There are no direct environmental sustainability impacts within this report.

8.0 Conclusions.

- 8.1 The Council has already recognised the significant impact of Domestic Abuse on households, services and the wider community in the Housing and Rough Sleeping Strategy 2021.
- 8.2 To mitigate this impact and support the victim of Domestic Abuse the Council has made financial commitments through the Better Care Fund to provide services that now aim to prevent domestic abuse and to support the victims of such abuse .
- 8.3 Through existing networks and the enforcement of powers such as those in the Councils Tenancy Agreement, the Council will also seek to hold the perpetrators of abuse accountable for 'their actions.

9 Background Papers

- 9.1__Reports from the Strategic Director Service Delivery to the Council on 20th September 2018 and the Finance and Management committee on 13th February 2020.
- 9.2 Homelessness and Rough Sleeping Strategy presented to the Housing and Community Services Committee on 3rd June 2021

HOUSING DOMESTIC ABUSE POLICY 2021

HOUSING SERVICES

June 2021

Contents

Version Control.....	2
Approvals.....	2
Associated Documentation	2
1.0 Introduction.....	4
2..0 Aims of the housing Domestic Abuse Policy	4
3.0 Multi Agency Working	5
4.0 Definitions	5
5.0 The Role Housing	6
6.0 Service Commitments	8
7.0 Reporting Monitoring and Review	9
8.0 Further Information and Support	8

Version Control

Version		Description of version	Effective Date
1	DRAFT		25/3/21

Approvals

Approved by	Date

Associated Documentation

Description of Documentation
Housing Domestic Abuse Policy



DRAFT



1.0 Introduction

South Derbyshire District Council recognises that domestic abuse is a serious issue has significant human and financial consequences for individuals, families and communities.

Anyone can experience domestic abuse. Home Office research indicates that whilst most abuse is against women it also occurs in Lesbian, Gay, Bi-sexual and Transgender relationships, in heterosexual relationships where men are abused by women and by grown up children against their parents.

Domestic abuse is very common. It can affect one in four women and one in six men in their lifetimes, regardless of age, social class, race, disability or lifestyle. It accounts for around 1 in 10 of all reported violent crimes. In any one year there are over 1.8 million separate incidents of physical violence or threats of violence against women from their partners or former partners. (Office of National Statistics 2016 year end data)

As a landlord and also the provider of homelessness, housing advice and housing allocations services the Council has a major role to play in both preventing domestic abuse and supporting its victims.

The Council has already identified in the Homeless and Rough Sleeping Strategy 2021 that domestic abuse is a major cause of homelessness in the district.

This policy has been prepared in conformity with the Council's Corporate Equalities Policy Statement which sets out how the Council will meet the equality duties for public bodies in line with the Equality Act 2010.

2.0 AIMS OF THE DOMESTIC ABUSE POLICY

- 2.1 The Council believes that all forms of Domestic abuse are unacceptable and will not be tolerated. Domestic abuse often has consequences for the housing of victims and their families who will frequently turn to Council Housing Services for help. This policy aims to ensure that all staff, partner agencies and contractors understand domestic abuse and give a consistent service when offering guidance and support.
- 2.2 The Government's wider aim is to support victims of domestic abuse and ensure that they and their families are provided with the stability and security they need and deserve. These aims are now underpinned within the Domestic Abuse Act 2020 and the associated guidance.
- 2.3 Housing Providers have also been specifically identified within the government's recent Social Housing White Paper as playing a key role in the delivery of Housing and support to the victims of domestic abuse. It is expected that the new Housing Regulator will expect all providers to have clear policies in this area of their work.
- 2.4 In order to address these wider aims the Council intends to



- Increase awareness and understanding of domestic abuse in the workplace and within communities
- Improve the safety and welfare of adults, children and families who are affected
- Encourage and maintain multi-agency working to ensure a seamless service to victims, survivors and their families
- Ensure that staff have regular training relevant to their roles

3.0 Multi Agency Working

- 3.1 The Act and the associated guidance has multi agency working at its heart and requires Derbyshire County Council (DCC) to create a Joint Partnership Board to facilitate the delivery of consistent and equitable services for victims of Domestic Abuse.
- 3.2 There are already strong partnership arrangements in place to deal with Domestic Abuse through:
- Monthly tasking meetings with the Derbyshire Policy held at Swadlincote Police station
 - Fortnightly Multi Agency Risk Conference (MARAC) meeting held at Police Headquarters in Ripley
 - Bi-Monthly South Derbyshire Domestic Abuse Action Group meetings. The meetings are attended by all local domestic abuse service providers, the DCC Lead officer for Domestic Abuse, Council Housing officers and the Council's Communities Team Manager.
 - Independent Domestic Violence Advisor provides support to high-risk victims.
 - DCC Domestic Violence Service provided by Derbyshire WISH Domestic Abuse Support Services until March 2023.
 - Lemon Grove refuge which is managed as part of the DCC contract (by Derbyshire WISH) and dispersed accommodation provided by both Derbyshire WISH and Trident Reach, through the New Horizons project, which is commissioned by the Council and funded through the Better Care Fund.
 - SV2 work with victims/survivors of sexual violence and abuse to inform, protect, support and empower them. This service is commissioned by NHS England, Derbyshire Police and DCC.
 - South Derbyshire Community Safety Partnership commission South Derbyshire CVS to deliver the Safer Homes Scheme. This scheme installs home security measures to improve the safety of victims of crime, including victims of Domestic Abuse.
- 3.3 The Council will actively participate in new and future partnership initiatives and acknowledges the guidance to the legislation which states, "Given the complex nature of domestic abuse, a multi-agency response is critical to identify victims and their families sooner before reaching crisis point. Multi-agency working enables professionals to get a better understanding of all the risks and needs of the victim, children and the perpetrator (and any other family members and linked individuals) and



enables professionals to work collaboratively to respond to these risks without waiting for the abuse to escalate.”

4.0 Definitions

- 4.1 The Domestic Abuse Act 2020 defines Domestic Abuse between connected persons as:
- (a) physical or sexual abuse;
 - (b) violent or threatening behaviour;
 - (c) controlling or coercive behaviour;
 - (d) economic abuse;
 - (e) psychological, emotional or other abuse;
- 4.2 No distinction is made whether the behaviour consists of a single incident or a course of conduct.
- 4.3 “Economic abuse” means any behaviour that has a substantial adverse effect on the victims ability to:
- (a) acquire, use or maintain money or other property;
 - (b) obtain goods or services.
- For the purposes of this Act A’s behaviour may be behaviour “towards” B despite the fact that it consists of conduct directed at another person (for example, B’s child).
- 4.4 The Act defines people as being personally connected where:
- (a) they are, or have been, married to each other;
 - (b) they are, or have been, civil partners of each other;
 - (c) they have agreed to marry one another (whether or not the agreement has been terminated);
 - (d) they have entered into a civil partnership agreement (whether or not the agreement has been terminated);
 - (e) they are, or have been, in an intimate personal relationship with each other;
 - (f) they each have, or there has been a time when they each have had, a parental relationship in relation to the same child
 - (g) they are relatives.

5.0 The Role of Housing

5.1 Homelessness and Allocations Services

As a landlord and also the provider of homelessness, housing advice and allocations services the Council fulfils a wide range of roles to prevent domestic abuse support its victims and deal with perpetrators.

The Council will endeavour to meet the aims within the Domestic Abuse Act 2020 to support victims of domestic abuse in social housing:

- to leave their abusive situation help them build a new life for themselves and their families in safety and security;
- when they choose to stay in their home once the perpetrator has left;



- Remove the fear of victims losing their secure tenancies should they flee their homes by offering further lifetime- tenancies to lifetime social tenants;
- Improve access to social housing for victims of domestic abuse who are in refuges or other forms of safe temporary accommodation;
- Not to apply residency tests for those victims who have fled to another district;
- Support victims to remain safely in their homes if they choose to do so.

The Council will ensure that victims of domestic abuse that apply for accommodation are placed in Band A of the Housing Allocations Policy. Households made homeless by domestic violence will also be placed in Band A of the allocations policy for the initial fifty-six day “relief” period under the Homeless Reduction Act 2017. Households will then be placed in the Emergency rehousing band. Conversely, those who are either convicted or admit to perpetrating domestic abuse may be considered to have behaved ‘unacceptably’ under the Allocations Policy and deemed unsuitable for housing and therefore not eligible to join the Housing Register.

5.2 Temporary Accommodation

A range of temporary accommodation options are already provided by the Council either through its own housing stock or on the Council’s behalf by other providers funded through Government Grant or the Better Care Fund. Wherever Possible the Council will continue to support these schemes and also actively pursue additional resources to support the delivery of additional services.

The Council will support the aims of the legislation by working with DCC and the multi-agency Domestic Abuse Local Partnership Board to provide support to victims of domestic abuse and their children within refuges and other safe accommodation, helping to end to the postcode lottery of finding suitable temporary accommodation and support.

The definition of safe accommodation includes:

- refuge accommodation;
- specialist safe accommodation;
- dispersed accommodation;
- sanctuary schemes;
- move-on or second stage accommodation.

It may still be necessary to place households fleeing violence in Bed and Breakfast accommodation in extreme emergencies. Where this is unavoidable, the Council will endeavour to minimise the time spent in this type of accommodation.

The Council will work with the agencies with statutory responsibilities to provide Domestic abuse support which includes:

- Advocacy support – development of personal safety plans, liaison with other services (for example, GPs and social workers, welfare benefit providers);



- Domestic abuse-prevention advice – support to assist victims to recognise the signs of abusive relationships, to help them remain safe (including online) and to prevent re-victimisation;
- Specialist support for victims with protected characteristics and / or complex needs, for example, interpreters, faith services, mental health advice and support, drug and alcohol advice and support and immigration advice;
- Children’s support – including play therapy and child advocacy;
- Housing-related support – providing housing-related advice and support, for example, securing a permanent home and advice on how to live safely and independently; and
- Counselling and therapy for both adults and children.

5.3 Tenancy agreement

The Council makes it explicit in the conditions of tenancy that domestic abuse will not be tolerated and states that tenants or their family and visitors must not:

“Cause or behave in such a way as is likely to cause, harassment, alarm, distress, a nuisance, an annoyance, or disturbance to anyone in South Derbyshire, including people in the locality of your property and other tenants or residents, either directly or indirectly. This includes but is not limited to any direct or indirect communication by letter, telephone, text message, email or social media (such as Facebook or Twitter). Cause or behave in such a way as is likely to cause harassment, alarm, distress, a nuisance, annoyance, or disturbance to anyone in South Derbyshire, including people in the locality of your property, because of colour, race, ethnic origin, sexuality, disability, health, age, religion, culture, immigration status, gender, or for any other reason.

Engage in conduct which is detrimental to vulnerable individuals or groups of individuals including, but not limited to, the elderly, those with physical or mental health disabilities, or children.

Where there is sufficient evidence then the Council will pursue possession proceedings against the perpetrator of such behaviour

6.0 Service Commitments

6.1 The Council will:

- Pledge its commitment to take claims of domestic abuse seriously;
- Train all staff on domestic abuse and its implications;
- Raise awareness of issues surrounding Domestic Abuse and support services available to victims both within the organisation and to our customers;
- Ensure those affected by domestic abuse are provided with support and protection, including temporary accommodation if it is appropriate;
- Refer victims to other Council teams who are able to work with partners to manage the safety and accommodation needs of the victim;
- Recognise that children living in households where domestic abuse is occurring are at risk and refer cases involving child protection or vulnerable adults to the relevant services;



- Work with Partners to ensure the best outcome for those suffering domestic abuse;
- Keep accurate and up-to-date records;
- Provide a supportive and enabling environment, which encourages people to report domestic abuse;
- Hold perpetrators accountable for their actions and take action against them where we have the power to do so, which may include taking injunctive action.

Confidentiality

The Council will not divulge information, without the consent of the person experiencing domestic abuse, unless required to do so by law or unless the information is necessary to protect a vulnerable adult or child.

Service Provision

Victims and Survivors of Domestic abuse can expect:

- To speak to a member of staff in a private and safe environment;
- A signer or interpreter to be present if appropriate;
- Support from a staff member of the same sex if required;
- To be listened to and allowed to make their own decisions;
- Signposting to an appropriate Domestic Abuse support service if this is required;
- Help to improve security at home or assistance with moving.

7.0 Reporting Monitoring and Review

Monthly Police statistics are received and reviewed by the Communities Team Manager. These statistics include the number of domestic related incidents. Any noticeable increase will be discussed with Police and other partners at the Bi-monthly Domestic Abuse Action Group meetings.

These statistics are also reviewed at the Quarterly South Derbyshire Community Safety Partnership Strategic group meetings.

Update reports are provided by all local services at the Bi-Monthly Domestic Abuse Action Group. Any issues or gaps in service provision are discussed and actions are identified to address them.

The South Derbyshire Homeless Forum will review activities regarding Homelessness and Domestic Violence as part of its new role to review the delivery of the Homeless and Rough Sleeping Strategy.



8.0 Further Information & Support Services

Further information and support can be obtained by contacting the local and national services below:

Derbyshire Domestic Abuse helpline

Tel: 08000 198 668 / Text for deaf or hearing impaired: 07534 617252.

Emergency SMS - text: 999.

Email: derbyshiredahelpline@theelmfoundation.org.uk

Website: <https://www.theelmfoundation.org.uk/>

National Domestic Violence Helpline (Run in partnership between Women's Aid and Refuge)

Tel: 0808 2000 247 (24 hours)

Email: helpline@refuge.org.uk / helpline@womensaid.org.uk.

Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

National Men's Advice Line Tel: 0808 801 0327

Email: info@mensadviceline.org.uk Website: www.mensadviceline.org.uk

SV2 Support for victims of sexual violence

Advice Line: 01773 746 115 - option 1 (7 days a week 8am to 5pm)

Therapy Line: 01773 746 115 - option 2 (5 days a week 9am to 4pm)

Email: help@sv2.org.uk (weekdays 8am to 5pm)

<https://www.sv2.org.uk/>

Mankind Initiative Tel: 01823 334 244

Email: admin@mankind.org.uk

Website: new.mankind.org.uk

Derbyshire Victim Services

Support line: 0800 612 6505 / Text "COREDVS" to 82228

Email support@derbyshirecore.org

Website: <http://derbyshirevictimservices.co.uk/>

ChildLine, Tel: 0800 1111 / <https://www.childline.org.uk/>

NSPCC Helpline Tel: 0808 800 5000

Karma Nirvana Honour Base Abuse

Helpline Tel: 0800 5999 247

Website: www.karmanirvana.org.uk

Force Marriage unit

Email: fm@fco.gov.uk

Telephone: 020 7008 0151

Samaritans Tel: 116 123

Email: jo@samaritans.org

Website: <https://www.samaritans.org/>



Memorandum of Understanding (MOU)

The Secretary of State for Housing, Communities and Local Government (MHCLG) has determined under Section 31 of the Local Government Act 2003 that a grant of £125 million should be paid to the local authorities detailed at Annex A. (Grant Determination Reference: 21/xxx)

The Treasury has consented to payment of this grant.

Purpose of the Memorandum of Understanding

The purpose of the Memorandum of Understanding (MOU) is to formalise the working relationship and expectations relating to the payment from MHCLG to Councils to enable them to fulfil the functions of the new statutory duty on Tier 1 Local Authorities relating to the provision of support to victims of domestic abuse and their children residing within safe accommodation outlined at Section A for preparation and continuity.

This MoU has been drafted to set out the principles and practices that will apply to the working relationship between MHCLG and local authorities listed at Annex A with regard to delivering the new statutory duty (as described above).

While this document is not a legal or binding agreement, all parties enter into the MOU committed to honouring all their obligations within it.

About the Grant

1. The Secretary of State has determined that to ensure that local authorities are able to continue funding support to victims and their children until the commencement of the new statutory duty¹, and to keep up the momentum (achieved through the 2020/21 £6 million Domestic Abuse Capacity Building Fund) enabling preparation so that local authorities are as ready as they can be, (see Annex A for the overview of the new duty) the grant funding for 2021/22 is to be paid on 1 April based on the understanding that:

- a) The grant only covers revenue expenditure relating to the functions set out in the new statutory duty (within the Domestic Abuse Bill) on Tier 1 Local Authorities relating to the provision of support to victims of domestic abuse and their children residing within safe accommodation;
- b) The grant is distributed to Local Authorities for the period from 01 April 2021 to 31 March 2022 for the purpose of and the expectation that they start to prepare and fulfil their relevant functions under the duty from that date as if the new duty were in force and continue to fulfil these functions in line with the duty once it is commenced (subject to Parliamentary approval).
- c) The Bill will put in place a statutory framework for the delivery of support to victims of domestic abuse and their children residing within safe accommodation. Tier 1 Local Authorities will be required to appoint a multi-

¹ At the time of drawing up the agreement the new statutory duty is still subject to Parliamentary approval.

agency Local Partnership Board (LPB) to support them in performing certain specified functions. These will be:

- **Assess the need** for accommodation-based support for all victims and their children, including those who require cross border support.
- **Prepare and publish strategies** for the provision of support to cover the locality and diverse groups of victims.
- **Give effect to strategies by making commissioning/de-commissioning decisions to meet the support needs of victims and their children.**
- **Monitor and evaluate local delivery of the strategy.**
- **Report back to Central Government; expected to include:**
 - Reporting on local delivery – setting out how the functions have been executed under the new duty (including reporting on strategy, as well as how partnership working has been approached working across key agencies and across neighbouring areas;
 - Evidence that adequate needs assessments have been undertaken;
 - Evidence that local strategies are in place and working effectively;
 - Evidence that local commissioning decisions have been informed by needs assessments and that there is adequate suitable provision;
 - An evaluation of the impact of decisions locally including service delivery outcomes;
 - Evidence on spend and feedback on delivery, including challenges faced and best practice.

(d) Tier 2 authorities will be required to cooperate with the Tier 1 authority, so far as is reasonably practicable.

(e) To ensure continuity in provision, where existing domestic abuse safe accommodation support services (which are meeting a need in that area) are already commissioned by Tier 2 Local Authorities, Tier 1 Local Authorities commit to either contract services directly or pass the appropriate funding to Tier 2 Local Authorities to maintain equivalent commissioned services until the needs assessments have been completed and the new strategies are in place on which future commissioning decisions can be based.

(f) Subject to Royal Assent of the Domestic Abuse Bill, and consultation, MHCLG expects to set out in regulations that Tier 1 authorities should finalise and publish their first strategy, based on a robust needs assessment, by August 21.

B. Definitions

2. In this MoU :

‘MHCLG’ means the Ministry for Housing, Communities and Local Government;

‘Bill’ means the Domestic Abuse Bill;

‘Tier 1 Local Authorities’ means county and unitary councils (other than London Boroughs), the Greater London Authority and the Council of the Isles of Scilly.

'Tier 2 Local Authorities' means district, borough and city councils and London Boroughs.

'LPB' means the Domestic Abuse Local Partnership Board described in Part 4 of the Domestic Abuse Bill;

3. The 'new statutory duty' is: the new statutory duty on Tier 1 Local Authorities relating to the provision of support for victims of domestic abuse and their children within safe accommodation as set out in Part 4 of the Domestic Abuse Bill.

4. 'Eligible expenditure' means the payment of amount set out at Annex A.

5. 'Funding Period' means the period commencing on 01 April 2021 and ending on 31 March 2022.

6. 'Grant Recipient' means Local Authorities in England.

C. Amount of Grant until the end of March 2022

7. The maximum amount of grant payable for the funding period between 01 April 2021 and 31 March 2022 is set out at Annex A of this MoU.

D. Eligibility criteria

8. Payment of grant cannot be offered unless the Grant Recipient is a local authority in England.

SIGNED for on behalf of

The Secretary of State for the Ministry
of Housing, Communities and Local
Government

Name _____

Position _____

Signature _____

Date _____

SIGNED for on behalf of

South Derbyshire District Council

Name: Kevin Stackhouse

Position : Strategic Director (Corporate
Resources) _____

Signature  _____
Signature

Date: 24 January 2021

Annex A

Tier One Authorities		
Code	Name	DA duty 2021/22 allocation
E08000016	Barnsley	£586,210
E06000022	Bath and North East Somerset	£311,380
E06000055	Bedford	£335,779
E08000025	Birmingham	£3,263,007
E06000008	Blackburn with Darwen	£382,118
E06000009	Blackpool	£411,598
E08000001	Bolton	£682,592
E06000058	Bournemouth, Christchurch and Poole	£750,257
E06000036	Bracknell Forest	£203,767
E08000032	Bradford	£1,381,565
E06000043	Brighton and Hove	£606,288
E06000023	Bristol, City of	£1,079,426
E06000060	Buckinghamshire	£854,917
E08000002	Bury	£401,365
E08000033	Calderdale	£455,966
E10000003	Cambridgeshire	£1,140,318
E06000056	Central Bedfordshire	£470,255
E06000049	Cheshire East	£648,332
E06000050	Cheshire West and Chester	£647,714
E06000052	Cornwall	£1,173,569
E06000047	County Durham	£1,167,170
E08000026	Coventry	£849,930
E10000006	Cumbria	£995,779
E06000005	Darlington	£222,365
E06000015	Derby	£601,194
E10000007	Derbyshire	£1,471,203
E10000008	Devon	£1,421,907
E08000017	Doncaster	£732,742
E06000059	Dorset	£650,730
E08000027	Dudley	£663,972
E06000011	East Riding of Yorkshire	£573,444
E10000011	East Sussex	£1,069,272
E10000012	Essex	£2,763,458
E08000037	Gateshead	£459,609
N/A	GLA	£20,688,230
E10000013	Gloucestershire	£1,105,661
E06000006	Halton	£326,978

E10000014	Hampshire	£2,300,222
E06000001	Hartlepool	£237,071
E06000019	Herefordshire, County of	£361,911
E10000015	Hertfordshire	£2,013,659
E06000046	Isle of Wight	£292,040
E06000053	Isles of Scilly	£63,000
E10000016	Kent	£3,103,909
E06000010	Kingston upon Hull, City of	£732,844
E08000034	Kirklees	£918,922
E08000011	Knowsley	£459,768
E10000017	Lancashire	£2,493,526
E08000035	Leeds	£1,846,117
E06000016	Leicester	£857,364
E10000018	Leicestershire	£1,127,205
E10000019	Lincolnshire	£1,454,133
E08000012	Liverpool	£1,507,751
E06000032	Luton	£502,704
E08000003	Manchester	£1,652,996
E06000035	Medway	£592,126
E06000002	Middlesbrough	£394,865
E06000042	Milton Keynes	£535,189
E08000021	Newcastle upon Tyne	£735,668
E10000020	Norfolk	£1,806,177
E06000012	North East Lincolnshire	£373,916
E06000013	North Lincolnshire	£342,616
E06000061	North Northamptonshire	£664,295
E06000024	North Somerset	£378,304
E08000022	North Tyneside	£420,523
E10000023	North Yorkshire	£1,041,769
E06000057	Northumberland	£641,149
E06000018	Nottingham	£871,229
E10000024	Nottinghamshire	£1,540,091
E08000004	Oldham	£578,516
E10000025	Oxfordshire	£1,141,151
E06000031	Peterborough	£477,374
E06000026	Plymouth	£589,824
E06000044	Portsmouth	£496,809
E06000038	Reading	£341,986
E06000003	Redcar and Cleveland	£315,512
E08000005	Rochdale	£565,637
E08000018	Rotherham	£617,969
E06000017	Rutland	£63,000
E08000006	Salford	£677,601

E08000028	Sandwell	£841,812
E08000014	Sefton	£605,595
E08000019	Sheffield	£1,325,868
E06000051	Shropshire	£578,549
E06000039	Slough	£340,781
E08000029	Solihull	£422,417
E10000027	Somerset	£1,041,540
E06000025	South Gloucestershire	£467,971
E08000023	South Tyneside	£354,521
E06000045	Southampton	£587,012
E06000033	Southend-on-Sea	£372,090
E08000013	St. Helens	£436,525
E10000028	Staffordshire	£1,554,370
E08000007	Stockport	£576,435
E06000004	Stockton-on-Tees	£422,596
E06000021	Stoke-on-Trent	£647,559
E10000029	Suffolk	£1,411,844
E08000024	Sunderland	£666,874
E10000030	Surrey	£1,916,964
E06000030	Swindon	£430,326
E08000008	Tameside	£547,627
E06000020	Telford and Wrekin	£389,533
E06000034	Thurrock	£366,530
E06000027	Torbay	£308,541
E08000009	Trafford	£432,696
E08000036	Wakefield	£799,867
E08000030	Walsall	£690,150
E06000007	Warrington	£399,956
E10000031	Warwickshire	£1,040,132
E06000037	West Berkshire	£250,101
E06000062	West Northamptonshire	£765,078
E10000032	West Sussex	£1,498,174
E08000010	Wigan	£715,786
E06000054	Wiltshire	£830,051
E06000040	Windsor and Maidenhead	£240,380
E08000015	Wirral	£749,820
E06000041	Wokingham	£247,376
E08000031	Wolverhampton	£650,902
E10000034	Worcestershire	£1,092,703
E06000014	York	£334,506

Tier Two Authorities

E07000223	Adur	£32,529
E07000026	Allerdale	£32,057
E07000032	Amber Valley	£32,898
E07000224	Arun	£32,105
E07000170	Ashfield	£31,994
E07000105	Ashford	£33,583
E07000200	Babergh	£32,619
E09000002	Barking and Dagenham	£34,707
E09000003	Barnet	£36,159
E07000027	Barrow-in-Furness	£33,047
E07000066	Basildon	£34,097
E07000084	Basingstoke and Deane	£35,125
E07000171	Bassetlaw	£31,917
E09000004	Bexley	£33,794
E07000129	Blaby	£33,291
E07000033	Bolsover	£32,248
E07000136	Boston	£31,477
E07000067	Braintree	£32,264
E07000143	Breckland	£31,450
E09000005	Brent	£35,701
E07000068	Brentwood	£34,750
E07000144	Broadland	£33,077
E09000006	Bromley	£34,892
E07000234	Bromsgrove	£32,832
E07000095	Broxbourne	£34,104
E07000172	Broxtowe	£32,937
E07000117	Burnley	£31,778
E07000008	Cambridge	£37,089
E09000007	Camden	£42,403
E07000192	Cannock Chase	£31,739
E07000106	Canterbury	£33,176
E07000028	Carlisle	£32,315
E07000069	Castle Point	£32,437
E07000130	Charnwood	£32,295
E07000070	Chelmsford	£34,177
E07000078	Cheltenham	£33,524
E07000177	Cherwell	£34,385
E07000034	Chesterfield	£32,300
E07000225	Chichester	£34,060
E07000118	Chorley	£31,035
E09000001	City of London	£48,589

E07000071	Colchester	£33,646
E07000029	Copeland	£34,823
E07000079	Cotswold	£33,790
E07000163	Craven	£32,614
E07000226	Crawley	£35,672
E09000008	Croydon	£34,919
E07000096	Dacorum	£34,151
E07000107	Dartford	£34,997
E07000035	Derbyshire Dales	£32,383
E07000108	Dover	£33,017
E09000009	Ealing	£35,735
E07000009	East Cambridgeshire	£33,982
E07000040	East Devon	£31,959
E07000085	East Hampshire	£34,038
E07000242	East Hertfordshire	£34,089
E07000137	East Lindsey	£31,752
E07000193	East Staffordshire	£33,386
E07000244	East Suffolk	£32,438
E07000061	Eastbourne	£32,736
E07000086	Eastleigh	£33,837
E07000030	Eden	£33,354
E07000207	Elmbridge	£35,896
E09000010	Enfield	£35,028
E07000072	Epping Forest	£35,510
E07000208	Epsom and Ewell	£34,207
E07000036	Erewash	£31,317
E07000041	Exeter	£33,240
E07000087	Fareham	£34,603
E07000010	Fenland	£31,814
E07000112	Folkestone and Hythe	£32,479
E07000080	Forest of Dean	£31,748
E07000119	Fylde	£33,196
E07000173	Gedling	£31,945
E07000081	Gloucester	£32,639
E07000088	Gosport	£31,587
E07000109	Gravesham	£33,090
E07000145	Great Yarmouth	£32,365
E09000011	Greenwich	£35,099
E07000209	Guildford	£36,930
E09000012	Hackney	£37,505
E07000164	Hambleton	£32,685
E09000013	Hammersmith and Fulham	£39,583
E07000131	Harborough	£33,548

E09000014	Haringey	£35,655
E07000073	Harlow	£34,339
E07000165	Harrogate	£32,987
E09000015	Harrow	£35,201
E07000089	Hart	£34,691
E07000062	Hastings	£31,843
E07000090	Havant	£33,339
E09000016	Havering	£35,067
E07000098	Hertsmere	£35,337
E07000037	High Peak	£31,987
E09000017	Hillingdon	£37,190
E07000132	Hinckley and Bosworth	£32,730
E07000227	Horsham	£34,005
E09000018	Hounslow	£38,038
E07000011	Huntingdonshire	£32,903
E07000120	Hyndburn	£30,865
E07000202	Ipswich	£32,715
E09000019	Islington	£41,039
E09000020	Kensington and Chelsea	£43,806
E07000146	King's Lynn and West Norfolk	£32,863
E09000021	Kingston upon Thames	£36,120
E09000022	Lambeth	£38,320
E07000121	Lancaster	£31,346
E07000063	Lewes	£32,839
E09000023	Lewisham	£35,605
E07000194	Lichfield	£32,606
E07000138	Lincoln	£32,219
E07000110	Maidstone	£33,334
E07000074	Maldon	£34,275
E07000235	Malvern Hills	£31,885
E07000174	Mansfield	£31,238
E07000133	Melton	£32,338
E07000187	Mendip	£32,464
E09000024	Merton	£35,693
E07000042	Mid Devon	£32,455
E07000203	Mid Suffolk	£31,832
E07000228	Mid Sussex	£33,632
E07000210	Mole Valley	£35,994
E07000091	New Forest	£33,235
E07000175	Newark and Sherwood	£31,055
E07000195	Newcastle-under-Lyme	£32,215
E09000025	Newham	£36,047
E07000043	North Devon	£32,638

E07000038	North East Derbyshire	£31,482
E07000099	North Hertfordshire	£33,488
E07000139	North Kesteven	£32,617
E07000147	North Norfolk	£32,138
E06000061	North Northamptonshire1	£128,655
E07000218	North Warwickshire	£34,867
E07000134	North West Leicestershire	£32,571
E07000148	Norwich	£32,679
E07000219	Nuneaton and Bedworth	£31,944
E07000135	Oadby and Wigston	£32,301
E07000178	Oxford	£36,788
E07000122	Pendle	£31,493
E07000123	Preston	£32,722
E09000026	Redbridge	£33,353
E07000236	Redditch	£32,761
E07000211	Reigate and Banstead	£34,761
E07000124	Ribble Valley	£33,351
E09000027	Richmond upon Thames	£37,166
E07000166	Richmondshire	£33,697
E07000075	Rochford	£32,641
E07000125	Rossendale	£31,150
E07000064	Rother	£32,450
E07000220	Rugby	£34,240
E07000212	Runnymede	£37,053
E07000176	Rushcliffe	£32,229
E07000092	Rushmoor	£35,541
E07000167	Ryedale	£32,298
E07000168	Scarborough	£32,026
E07000188	Sedgemoor	£32,059
E07000169	Selby	£32,831
E07000111	Sevenoaks	£34,246
E07000246	Somerset West and Taunton	£32,038
E07000012	South Cambridgeshire	£36,601
E07000039	South Derbyshire	£32,752
E07000044	South Hams	£32,261
E07000140	South Holland	£32,038
E07000141	South Kesteven	£31,920
E07000031	South Lakeland	£33,072
E07000149	South Norfolk	£33,335
E07000179	South Oxfordshire	£33,540
E07000126	South Ribble	£31,881
E07000189	South Somerset	£32,452
E07000196	South Staffordshire	£32,633

E09000028	Southwark	£39,552
E07000213	Spelthorne	£36,086
E07000240	St Albans	£34,754
E07000197	Stafford	£32,783
E07000198	Staffordshire Moorlands	£31,297
E07000243	Stevenage	£34,566
E07000221	Stratford-on-Avon	£34,416
E07000082	Stroud	£32,440
E07000214	Surrey Heath	£34,283
E09000029	Sutton	£34,058
E07000113	Swale	£32,709
E07000199	Tamworth	£32,713
E07000215	Tandridge	£33,913
E07000045	Teignbridge	£32,264
E07000076	Tendring	£31,684
E07000093	Test Valley	£33,296
E07000083	Tewkesbury	£34,815
E07000114	Thanet	£32,011
E07000102	Three Rivers	£36,200
E07000115	Tonbridge and Malling	£34,242
E07000046	Torridge	£32,106
E09000030	Tower Hamlets	£41,944
E07000116	Tunbridge Wells	£33,361
E07000077	Uttlesford	£34,857
E07000180	Vale of White Horse	£35,167
E09000031	Waltham Forest	£34,573
E09000032	Wandsworth	£36,860
E07000222	Warwick	£34,498
E07000103	Watford	£33,957
E07000216	Waverley	£34,908
E07000065	Wealden	£32,355
E07000241	Welwyn Hatfield	£35,734
E07000047	West Devon	£32,083
E07000127	West Lancashire	£32,916
E07000142	West Lindsey	£31,785
E06000062	West Northamptonshire ¹	£100,946
E07000181	West Oxfordshire	£33,422
E07000245	West Suffolk	£32,829
E09000033	Westminster	£47,970
E07000094	Winchester	£34,386
E07000217	Woking	£36,992
E07000237	Worcester	£32,916
E07000229	Worthing	£32,749

E07000238	Wychavon	£31,988
E07000128	Wyre	£31,277
E07000239	Wyre Forest	£31,053

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	3rd JUNE 2021	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 5848/5722 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 – 3rd June 2021 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Corporate Plan 2020-24: Performance Report Q2	19 th November 2020	Clare Booth Corporate Performance & Policy Officer (01283) 595788
ASB Community Trigger	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Modern Slavery Statement 2019-20	19 th November 2020	Mary Bagley Head of Cultural & Community Services Mary.bagley@southderbyshire.gov.uk
Homeless Out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Housing Income Management Policy	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Homeless out of Hours Services	19 th November 2020	Paul Whittingham Head of Housing (01283) 595984
Better Care Funding Allocation - Financial Position	19 th November 2020	Eileen Jackson Strategic Housing Manager (01213) 595763
Service Based Budgets	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk

HRA Budget 20/21 and Financial Plan 2030	5 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
HRA Budget 20/21 and Financial Plan 2030	28 th January 2021	Vicki Summerfield Head of Finance Victoria.summerfield@southderbyshire.gov.uk
Draft Homeless Strategy (Including Temporary Accommodation)	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Derbyshire County Council Assistive Technology Contract Options	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Social Housing White Paper	28 th January 2021	Paul Whittingham Housing Services Manager (01283) 595984
Green Homes Grant – Local Authority Delivery Phase 1B	28 th January 2021	Matt Holford, Head of Environmental Services (01283) 595856
Corporate Plan 2020-24: Performance Report Q3	11 th March 2021	Clare Booth Corporate Performance & Policy Officer (01283) 5957880
Housing Customer Engagement Strategy	11 th March 2021	Paul Whittingham Head of Housing (01283) 595984
Housing Income Management Policy	11 th March 2021	Paul Whittingham Head of Housing (01283) 595984
Safer Streets Funding - Swadlincote Centre	11March 2021	Chris Smith Communities Team Manager (01283) 595 924
Contribution of Active Derbyshire	11March 2021	Hannah Peate Active Communities & Health Partnership Manager 01283 595973

Capital and Revenue Grant Award, DFG	20 th April 2021	Lucy Mitchell Housing Development Officer Lucy.mitchell@southderbyshire.gov.uk
Housing Repair Policy	20 th April 2021	Paul Whittingham Housing Services Manager (01283) 595984
Provisional Programme of Reports To Be Considered by Committee		
Housing Domestic Abuse Policy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Homeless and Rough Sleeper Strategy	3 rd June 2021	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24 Performance Report Quarter 4	3 rd June 2021	Clare Booth Corporate Performance & Policy Officer (01283) 595788
Green Homes Grant	3 rd June 2021	Matt Holford, Head of Environmental Services (01283) 595856
Service Plans 2021-22	3 rd June 2021	James Taylor Communications
Swadlincote Woodlands Local Nature Reserve status	19 th August 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Policy on Access to Allotments	19 th August 2021	Malcolm Roseburgh Cultural Services Manager (01283) 5955774

Better Care Funding Update	19 th August 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Derbyshire County Council Telecare/ Independent Living Update	19 th August 2021	Paul Whittingham Head of Housing (01283) 595984
Health and Housing Strategy 2021-23	30 th September 2021	Eileen Jackson Strategic Housing Manager (01213) 595763
Service Base Budgets 2022/23 – General Fund	4 th January 2022	Vicki Summerfield Head of Finance (01283) 595939
Service Base Budgets 2022/23 – Housing Revenue Account	4 th January 2022	Vicki Summerfield Head of Finance (01283) 595939
Tree and Hedge Strategy and Policy Report	TBC	Head of Cultural & Community Services
Methodology for Assessment of Affordable Housing Development	TBC	Eileen Jackson Strategic Housing Manager (01283) 595763