F. McArdle
Chief Executive

Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH

www.south-derbys.gov.uk

Please ask for: Debra Townsend
Phone: (01283) 595848
Minicom: (01283) 595849
DX 23912 Swadlincote

Our ref: DT/CL
Your ref:

Date: 12th June 2013

Dear Councillor,

Finance and Management Committee

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 20 June 2013** at **18:00**. You are requested to attend.

Yours faithfully,

Frank McArdle

Chief Executive

To:- **Conservative Group**
Councillor Wheeler (Chairman), Councillor Mrs. Watson (Vice-Chairman) and Councillors Jones, Lemmon, Murray, Smith and Watson.

Labour Group
Councillors Bell, Rhind, Richards, Southerd, Taylor and Wilkins.

AGENDA

Open to Public and Press

1   Apologies

2   To confirm the Open Minutes of the Meeting held on 25th April 2013

3   To note any declarations of interest arising from any items on the Agenda

4   To receive any questions by members of the public pursuant to Council Procedure Rule No.10.

5   To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.

6   Reports of Overview and Scrutiny Committee

Exclusion of the Public and Press:

19 The Chairman may therefore move:-

That in accordance with Section 100 (A) of the Local Government Act 1972 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 paragragh of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

20 Land at Melbourne

21 To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.

22 To receive the Exempt Minutes of the Meeting held on 25th April 2013.

REPORT TO:	**FINANCE AND MANAGEMENT COMMITTEE**	**AGENDA ITEM:**	**8**
DATE OF MEETING:	**20 JUNE 2013**	**CATEGORY: DELEGATED**	
REPORT FROM:	**DIRECTOR OF FINANCE & CORPORATE SERVICES**	**OPEN**	
MEMBERS' CONTACT POINT:	**KEVIN STACKHOUSE EXT 5811**	**DOC:**	
SUBJECT:	**SERVICE PLANS 2013/14**	**REF:**	
WARD(S) AFFECTED:	**ALL**	**TERMS OF REFERENCE:**	

1.0 <u>Recommendations</u>

1.1 That the Service Plan for Finance & Corporate Services be approved as basis for service delivery over the period 1st April 2013 to 31st March 2014.

2.0 <u>Purpose of Report</u>

2.1 To consider a presentation on the Service Plans for Finance & Corporate Services

3.0 <u>Detail</u>

<u>Introduction</u>

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 Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

<u>Form and Content</u>

3.2 The form and content of Service Plans has been reviewed and minor changes have been made for this year's plans. This year's plans have been amended to capture a number of cross-cutting themes for the Council such as the Transformation Programme, Partnerships, outcomes and linking priorities to budgets.

3.3 Each Plan contains sections on:

- Overview of the Service – workforce and financial information.
- Service performance – key achievements 2012/13; key strengths and areas for improvement;
- Key national, regional and local strategies;
- Partnerships.
- Consultation & communication – What consultation and communication exercises are planned for 2013/14, and how these will be used to shape the delivery of services

- Service Review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
- Managing risks
- Action Plans

3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29.

3.5 The Service Plans cover a one-year period and will be reviewed at the end of March 2014 to link in with the Corporate Plan and Sustainable Community Strategy. Monitoring / progress reports on Service Plans will be made to Members as part of the quarterly performance management framework monitoring process.

4.0 **Financial Implications**

4.1 None associated directly with this report; implications are detailed in the relevant service plan.

5.0 **Corporate Implications**

5.1 None associated directly with this report; implications are detailed in the relevant service plan.

6.0 **Community Implications**

6.1 None associated directly with this report; implications are detailed in the relevant service plan.
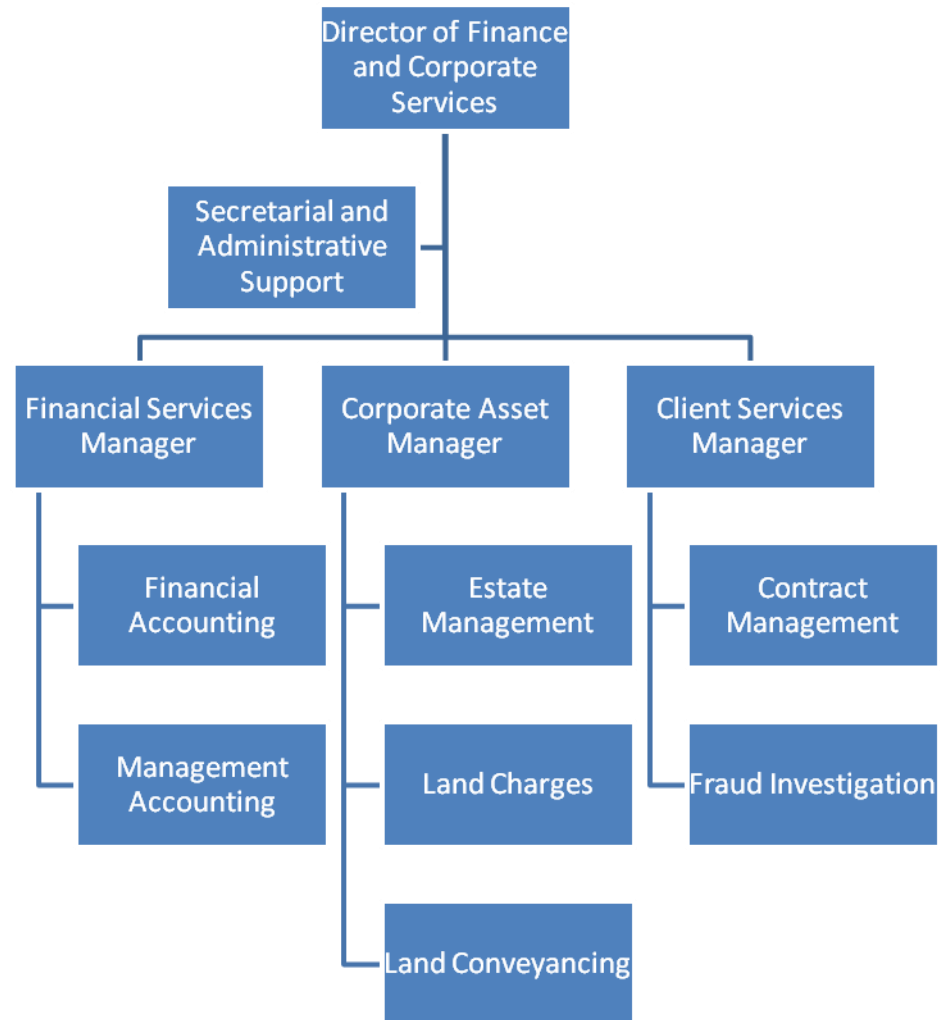
6.2 There are no direct equalities and safeguarding implications associated with this report. Any implications are detailed in the Service Plan.

7.0 **Background Papers**

Copies of the Finance & Corporate Services Service Plan is available on request or on the Council's intranet at http://harvey/misc/PerformMgtFrame/ServicePlan/ServPlan1314

Organisation Chart **Appendix A**

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                    ┌─────────────────────┐
                    │ Director of Finance │
                    │   and Corporate     │
                    │     Services        │
                    └──────────┬──────────┘
      ┌──────────────────┐     │
      │ Secretarial and  │─────┤
      │ Administrative   │     │
      │    Support       │     │
      └──────────────────┘     │
        ┌────────────────┬──────┴──────┬────────────────┐
┌───────────────┐  ┌──────────────┐  ┌──────────────┐
│   Financial   │  │  Corporate   │  │   Client     │
│   Services    │  │    Asset     │  │  Services    │
│   Manager     │  │   Manager    │  │  Manager     │
└───────┬───────┘  └──────┬───────┘  └──────┬───────┘
        │                 │                  │
   ┌─────────┐       ┌──────────┐      ┌──────────┐
   │Financial│       │  Estate  │      │ Contract │
   │Accounting│      │Management │     │Management │
   └─────────┘       └──────────┘      └──────────┘
        │                 │                  │
   ┌──────────┐      ┌──────────┐      ┌──────────────┐
   │Management │     │   Land   │      │     Fraud    │
   │Accounting │     │ Charges  │      │ Investigation│
   └──────────┘      └──────────┘      └──────────────┘
                          │
                     ┌──────────────┐
                     │     Land     │
                     │ Conveyancing │
                     └──────────────┘
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Key Performance   Appendix B

Section 1: Performance measures

Theme: Value For Money							
Measure	**Lead Officer**	**Actual 2012/13**	**Quarter 1 Target 2013/14**	**Quarter 2 Target 2013/14**	**Quarter 3 Target 2013/14**	**Quarter 4 Target 2013/14**	**Target 2013/14**
VM 01- Publish a 'fit for purpose' Medium Term Financial Plan	Director of Finance & Corporate Services	Feb-13	n/a	Review following 2012/13 out turn	Update following Financial Statement	Balanced Budget for 2014/15	Feb-14
VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	Corporate Assets Manager	£123,087	£0	£0	£50,000	£0	£50,000
VM 03- Maximising central funding for the Council (As notified by the HM Treasury)(£)	Client Services Manager	£377,000	£0	£0	£0	£353,000	£353,000
VM 04 - On-going efficiency savings. (£)	Director of Finance & Corporate Services	£412,154	£150,000	£150,000	£200,000	£300,000	£300,000
VM 05 - Achieve an external 'fit for purpose' Code of Corporate Governance assessment. (As assessed by External Audit)	Director of Finance & Corporate Services	Sep-12	AGS approved by Audit Committee	AGS signed off by External Auditors	AGS judged 'satisfactory' in Annual Audit Letter	n/a	Jun-13
VM 06 - Percentage of satisfied customers contacting or dealing with the Council.	Director of Finance & Corporate Services	94.00%	90.00%	90.00%	90.00%	90.00%	90.00%

Section 2: Projects and their tasks

Theme: Value For Money					
Project	**Lead Officer**	**Quarter 1 Task / Milestone**	**Quarter 2 Task / Milestone**	**Quarter 3 Task / Milestone**	**Quarter 4 Task / Milestone**
VP 01 - Implementation of Welfare Reform and the new Local Council Tax Reduction Scheme	Client Services Manager	VP 01.1 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms	VP 01.2 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	VP 01.3 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	VP 01.4 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Implement any changes to the Scheme prior to April 2014
VP 02 - Continue the programme of procurement and service transformation reviews	Director of Finance & Corporate Services	VP 02.1 - Update report to Business Improvement Board	VP 02.2 - Update report to Business Improvement Board	VP 02.3 - Update report to Business Improvement Board regarding next 3-year plan 2013-16 agreed and baseline levels set	VP 02.4 - Update report to Business Improvement Board
VP 03 - Implement next stages of the Paper Lite Strategy	Director of Finance & Corporate Services	VP 03 .1 - Proposals submitted by Service Provider	VP 03 .2 - Procurement arrangements and financial implications considered	VP 03 .3 - Proposals signed off by the Client	VP 03 .4 - Implementation of the electronic mailroom
VP 04 - Move towards an e-Committee solution	Legal & Democratic Services Manager	VP 04.1 - Ongoing trials and proposals formulated. Procurement arrangements and financial implications considered.	VP 04 .2 - Proposals signed off by the Council	VP 04 .3 - Preferred solution implemented	VP 04 .4 - Post project review undertaken

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
VP 05 - Continue to communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them	Director of Finance & Corporate Services	VP 05.1 - Annual Report and Work Plan considered by Committee	VP 05.2 - Produce monthly media reports	VP 05.3 - Produce monthly media reports	VP 05.4 - Produce monthly media reports
VP 06- Implement the next stages of the Customer Access Strategy	Director of Finance & Corporate Services	VP 06.1 - Finalise proposals for consultation	VP 06 .2 - Consider structural and financial implications. Implementation Plan made.	VP 06 .3 - Proposals signed off by the Council	VP 06 .4 - Implementation and transition commences

Consultation & Communication Appendix C

Team	Detail	Purpose	Undertaken by	Survey Used Y/N	Resulting outcomes / What changes to service provision have occurred?
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's key high level priorities and financial plans through the Area Forums.	Director of Finance and Corporate Services	N	None directly. This was more about information exchange to explain the impact of the Government's spending reductions for South Derbyshire and how the Council was dealing with that impact. This included an update on the MTFP. Any feedback is disseminated down into services where operational concerns are raised.
Finance and Management Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seeks views of the Business and Voluntary Sector on the Council's budget proposals for 2013/14.	Director of Finance and Corporate Services	N	As above - This was more about information exchange to explain the impact of the Government's spending reductions for South Derbyshire and how the Council was dealing with that impact. This included an update on the MTFP. More focus on changes to the Welfare System and the new system for distributing business rates.
Northgate Public Services	ICT Satisfaction Survey	To seek views of council services on functions provided by NPS's computer and telecommunications teams.	ICT Manager	Y	Nov 2013
Northgate Public Services	Internal Customer Satisfaction Survey	To seek views of council services on functions provided by NPS.	Service Director	Y	February 2014

Managing Risks   **Appendix D**

Risk Reference	Description	Degree of Control	Risk Rating	Mitigating Action	By Whom	When
FCS 1	The Department consists of small, discrete and specialist teams where detailed knowledge and experience rests with individuals. Consequently, resilience is a risk.	Treat the Risk	Continues Low	Transfer and disseminate information across Services. Cover between units established. Two accountancy staff undertaking professional training Keep under review arrangements through the Partnerships who may be able to provide cover and provide temporary resources where necessary.	Director of Finance and Corporate Services	On-going
FCS 2	Reliance on Partnerships to deliver services. Includes partners ceasing to exist or going out of business.	Treat the Risk	Continues Low	Continue to monitor closely the performance frameworks which include early warning signs of deteriorating service delivery. Support NPS to develop the Regional Business Centre and the Audit Partnership to expand to protect their service bases.	Director of Finance and Corporate Services	On-going

REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	20 JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	Director of Finance & Corporate Services Kevin Stackhouse (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC:
SUBJECT:	Corporate Plan 2009 to 2014: Performance Management Year End Report 2012/13	
WARD (S) AFFECTED:	All	TERMS OF REFERENCE: FM 08

1.0   Recommendations

1.1   That the Committee:

(a) Note the achievements and out turn performance at the 2012/13 year end, in relation to the Council's Corporate Plan 2009/14.

(b) Review where progress has failed to achieve the specified target (where applicable) and consider the adequacy of the remedial action taken.

(c) Receive an overview of the number of accidents as part of the Council's Health & Safety performance management framework.

2.0   Purpose of Report

2.1   To report details of progress and achievements during the period 1 October to 31 December 2012, in relation to the Council's Corporate Plan 2009 –2014.

2.2   Details are provided in the respective appendices outlined below, which are attached to this report.
   ☑ Progress against Corporate Plan 'Key Projects' as attached at Appendix A; and,
   ☑ Progress against Corporate Plan 'Performance Measures' as attached at Appendix B.

2.3   An overview of the number of accidents, which have occurred within the Council during the current year compared with the previous year. – Appendix C.

3.0   Detail

Executive Summary

It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the third quarter's performance on the key targets the Council has set and approved.

Corporate Plan 2009/14

3.1   To provide context the Council's Corporate Plan 2009-14 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices:* and *Value For Money*)

3.2   In March 2012, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on 'how our actions' will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or 'key projects' and performance measures

3.3   Each 'theme' contains a number of 'outcomes' that help explain what the 'theme' is about. In order that the Council and its stakeholders are able to tell whether the 'outcomes' are being delivered, a number of 'key projects' (with a series of 'tasks/ milestones') and performance measures have been allocated to each 'outcome' that will be monitored either on a quarterly or annual basis.

3.4   This Committee is responsible for the delivery of four 'outcomes' [*Financial resilience- a sustainable financial base maintained; 'Cutting costs' not services; Strong leadership and robust governance; and An improved customer experience'*] within the '**Value for Money**' theme.

Key Projects

3.5   Table 1 below summarises the progress made during 2012/13 against 'key projects.' It shows that 5 tasks for the year have been achieved. The one failure related to the Access to Services Strategy. This was progressed as planned to the 3rd quarter, but was then deferred pending the review of the Council's structure. This will now be reviewed in 2013/14.

Table 1: Progress against Corporate Plan Projects (as at 31 March 2013)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Value For Money	5 (83%)	1 (17%)	0	6 (100.0%)

Performance Measures

3.6   Table 2 below, provides a summary of performance against annual targets for 2012/13. It shows that 5 (71.4%) of annual targets were met at the year end.

Table 2: Performance Measures – performance against annual targets (as at 31 March 2013)

Theme	Target 'Achieved'	Target 'Failed'	Target 'N/a'	Total
Value For Money	5 (71.4%)	2 (28.6%)	-	**7 (100.0%)**

3.7 Table 3 below, summarises the annual targets that have 'not been met.' A brief commentary and the remedial action taken is also provided.

Table 3: Performance Measures - targets not achieved at the year end (31 March 2013)

Description	Annual Target 2012/13	Year end Actual 2012/13	Commentary
VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	£50,000	£0	One piece of land approved for disposal in 2012/13. Proceeds received in May 2013 of £75,000.
VM 07 - Respond to 95% of all official complaints within 10 working days	95%	86.5%	Out of 59 complaints dealt with in the year, 51 were responded to within the target date of 10 working days. The remaining 8 were all dealt with in less than 20 days.

Managing Risks

3.8 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 4 below outlines the main risks across the Value for Money theme of the Corporate Plan.

Table 3: Managing Risks

Risk Description	Degree of Control	Risk Rating	Mitigating Action
The Department consists of small, discrete and specialist teams where detailed knowledge and experience rests with individuals. Consequently, resilience is a risk.	Treat the Risk	Continues Low	Transfer and disseminate information across Services. Cover between units established. Two accountancy staff undertaking professional training. Keep under review arrangements through the Partnerships who may be able to provide cover and provide temporary resources where necessary.

Risk Description	Degree of Control	Risk Rating	Mitigating Action
Reliance on Partnerships to deliver services. Includes partners ceasing to exist or going out of business.	Treat the Risk	Continues Low	Continue to monitor closely the performance frameworks which include early warning signs of deteriorating service delivery. Support Northgate and the Central Midlands Audit Partnership to increase number of clients and protect their service base.

Corporate Risks

3.9 In addition to risks that may impact upon the individual themes and priorities in the Corporate Plan, the Council maintains a Corporate Risk Register. This analyses the strategic issues and external factors that potentially impact across all council services. The associated risks are identified as part of the corporate planning process. These risks are regularly reviewed and an update is provided in Table 4, below.

Table 4: Managing Corporate Risks

Risk Description	Degree of Control	Risk Rating	Mitigating Action
Further reductions in Government Grant • Local authorities are expected to face further reductions over and above those currently notified. This includes a reduction in funding to support the new Council Tax Support scheme. • In addition, uncertainty around how the new NNDR redistribution system will impact upon the Council. (***Main Chief Officer Responsible – Director of Finance and Corporate Services***)	Treat the Risk	Remains High	• Updated Medium-term Financial Plan in place covering 5-years. This allows for a reduction in overall resources. • Budgets considered prudent with provisions for inflation and growth. • Current reserves are healthy and will help to sustain further reductions in the short-term allowing time for more sustainable action. • On-going work/transformation programme in place to generate efficiencies and budget savings. • As a growth area, overall reduction could be mitigated through the New Homes Bonus and the new national redistribution system. • The risk remains high until the requisite budget savings have been made and the impact of CSR 2013 is known. Work is on-going.
Continuing effects of the Economic Downturn • As a growth area, potential income streams from planning and grants are limited, whilst pressure remains on expenditure. • In addition, an increase in the number of people claiming benefits and	Tolerate the Risk	Remains Medium	• Budgets for income streams and specific grant allocations are assumed at current minimum levels; service provision is based on this. • Supporting voluntary and community groups to support people in need, including through the Derbyshire Financial Inclusion Partnership. • Measures in place to maximise benefit subsidy and fraud is proactively being pursued with successful prosecutions.

4

Risk Description	Degree of Control	Risk Rating	Mitigating Action
finding difficulty in paying council tax and housing rent. • Development and regeneration projects such as the Depot relocation are delayed which hinders service provision and limits the ability to meet identified needs such as affordable housing. (***Main Chief Officers Responsible – Directors of Finance and Community/Planning Services***)			• The Asset Management Plan has been refocused to ensure our assets are being positioned to react to an economic upturn. • On-going dialogue with developers and housing providers to look at alternative options for regeneration. • The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate these external factors.
Keeping pace with Technology • The Council's IT infrastructure is becoming dated and capacity to store and handle data efficiently is becoming limited compared to more modern day solutions. • Greater use of technology and managing data in electronic form, brings responsibilities to ensure information is stored properly and securely (***Main Chief Officer Responsible – Director of Finance and Corporate Services***)	Treat the Risk	Remains Medium	• The IT strategy has identified some key projects that are currently being actioned, with the server infrastructure now upgraded. • E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade now nearing finalisation. • The Council undertakes an annual independent health check to ensure that the Council is compliant with the industry standard (PSN) IT Code of Connection. • Annual internal audit system review, tests robustness of systems and infrastructure – actions monitored by the Audit Sub-Committee. • Although the risk remains Medium, current investment and positive actions over the remaining year should lower this risk in the longer-term term.
Business Continuity and in particular the loss of the main Civic Offices. • Council services are predominantly managed from one Administrative Building. There is no alternative building to accommodate an IT facility which is crucial to enable many services to operate. (***Main Chief Officer Responsible – Director of Finance and Corporate Services***)	Treat the Risk	Remains High	• Disaster Recovery solution now being implemented off-site. • Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required. • Could take advantage of spare capacity in private sector market although this would depend on timing. • Although the likelihood of occurrence is low, the potential impact of this risk is high. However, current investment into the off-site facility to provide a disaster recovery solution should lower this risk in the longer-term.

5

Risk Description	Degree of Control	Risk Rating	Mitigating Action
Capacity and Resilience in Service Provision • Reducing staff and budget resources could create capacity and resilience within council services. (***Main Chief Officer Responsible – Chief Executive Officer***)	Treat the Risk	Remains Medium	• Training and development programme being reviewed to include change management and "doing more with less." External service provider currently being procured. • Current structures becoming mature and bedding in although pressure remains.
Partners and Voluntary Sector • Financial pressures on partners who deliver services with or on behalf of the Council, including voluntary organisations. (***Main Chief Officer Responsible – Director of Community and Planning Services***)	Tolerate the Risk	Remains Medium	• Current grant funding is being maintained for all supported organisations. • Spending can be refocused to meet external funding requirements and is project based rather than on-going. • Dedicated officer time to support the voluntary sector and local organisations. • The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate external factors.

4.0 Financial Implications

4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the Corporate Plan will require a sustained efficiency programme, including the shifting of resources to the priority areas.

5.0 Corporate Implications

5.1 No other specific legal or other resource implications

6.0 Community Implications

6.1 The Council aspires to be an "excellent" Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations

Outcome	VO 1 - Financial resilience - a sustainable financial base maintained			Status	Comments/ Remedial Action
Project	VP 01 - Universal Credits and Localism of Council Tax support	Q1 Task	VP 01.1 Initial options and implications considered.	Achieved	Report considered by the Committee on 6th September 2012.
		Q2 Task	VP 01.2 Preferred options out for consultation	Achieved	Update report considered by the Committee on 18th October 2012.
		Q3 Task	VP 01.3 New scheme approved	Achieved	Final scheme recommended by the Committee on 10th January and detailed regulations adopted by Full Council on 24th January 2013.
		Q4 Task	VP 01.4 New scheme implemented	Achieved	Implemented on 1st April 2013 in accordance with the statutory timetable.

Outcome	VO 2 - 'Cutting costs not services'			Status	Comments/ Remedial Action
Project	VP 02 - Continue the programme of procurement and service transformation reviews in accordance with the Council's Business Improvement Plan	**Q1 Task**	VP 02.1 This is set out in the Business Improvement Plan, which is reported separately to Council	Achieved	This has helped achieve the efficiency savings generated to-date as reported under performance VM04. Several smaller scale projects being monitored through the Business Improvement Board.
		Q2 Task	VP 02.2 This is set out in the Business Improvement Plan and reported separately to Council	Achieved	As above.
		Q3 Task	VP 02.3 This is set out in the Business Improvement Plan and reported separately to Council	Achieved	As above.
		Q4 Task	VP 02.4 This is set out in the Business Improvement Plan and reported separately to Council	Achieved	As above.

Outcome	VO 2 - 'Cutting costs not services'			Status	Comments/ Remedial Action
Project	VP 03 - Upgrade the IT Server infrastructure to increase capacity & provide IT capability across the Council	Q1 Task	VP 03.1 Upgrade the Server estate	Achieved	This has included an upgrade to the Council's Disaster Recovery/Back-up Solution with a "mirrored" system operating outside of the Computer Suite in a secure location elsewhere in the Civic Offices.
		Q2 Task	VP 03.2 Determine virtualisation and remote access solution	Achieved	E-mail archiving software is being set up and tested. The VDI (Virtual Desktop Infrastructure) solution (or "Thin Client") will be based on a Dell and Microsoft platform to maintain compatibility.
		Q3 Task	VP 03.3 Procure and implement the preferred solution	Achieved	Procurement undertaken using IT framework agreements and technical infrastructure now in place.
		Q4 Task	VP 03.4 Upgrade Microsoft Office	Achieved	VDI and E-mail solution now being tested for training and roll-out in 2013/14. Whole project will be complete by December 2014.

Outcome	VO 3 - Strong leadership & robust governance			Status	Comments/ Remedial Action
Project	VP 04 - Adopt a Code of Practice for Elected Members and review the Overview & Scrutiny process in light of statutory guidance	Q1 Task	VP 04.1 Report on detailed regulations	Achieved	A new Standards Committee and Code of Conduct for Members was approved by the Council on 28th June 2012.
		Q2 Task	VP 04.2 Consider options and approve preferred framework	Achieved	Overview and Scrutiny Committee recommended some minor changes to the Constitution at its meeting on 12th September 2012.
		Q3 Task	VP 04.3 Raise awareness and conduct training	Achieved	The Local Code and review has now been fully implemented.
		Q4 Task	VP 04.4 Implement Local Code	Achieved	As above

Outcome	VO 4 - An improved customer experience			Status	Comments/ Remedial Action
Project	VP 05 - Communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them	Q1 Task	VP 05.1 Annual Report & Work Plan reported to Committee	Achieved	Approved by the Committee on 21st June 2012.
		Q2 Task	VP 05.2 Monthly Media Report	Achieved	Report circulated monthly. In addition, media releases made on proposals for a Council Tax Support Scheme and External Auditors report. Annual Report published.
		Q3 Task	VP 05.3 Monthly Media Report	Achieved	Completed
		Q4 Task	VP 05.4 Monthly Media Report	Achieved	Completed

Outcome	VO 4 - An improved customer experience			Status	Comments/ Remedial Action
Project	VP 06- Develop and adopt an 'Access to Services Strategy' for all residents	**Q1 Task**	VP 06.1 Establish customer access requirements	Achieved	Strategy and Governance arrangements were approved by the Committee on 26th April 2012.
		Q2 Task	VP 06.2 Determine impact on technology and assess impact on front line services	Achieved	Consultation and data gathering taking place in all Council Departments. Process mapping to be commenced in areas of high customer interaction. Progress being monitored by a Project Board.
		Q3 Task	VP 06.3 Consult on proposals with stakeholders	Achieved	Completed. Draft report being reviewed with proposals for Committee planned for March/April 2013. It should be noted that full implementation will not take place during 2013/14.
		Q4 Task	VP 06.4 Commence transformation and implement new processes	Fail	Project deferred pending review of Council structure. This will now be reviewed during 2013/14.

Outcome	Measure	Actual / Out turn 2011/12	Target Quarter 4 2012/13	Actual Quarter 4 2012/13	Quarter Status	Annual Target 2012/13	Predicted Out turn 2012/13	Predicted Status	Comments/ Remedial Action
VO 1 - Financial resilience - a sustainable financial base maintained	VM 01- Publish a 'fit for purpose' Medium Term Financial Plan	Feb-12	Feb-13	Feb-13	Green	Feb-13	Feb-13	Green	
	VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	£123,087	£25,000	£0	Red	£50,000	£0	Red	One piece of land approved for disposal in 2012/13. Proceeds received in May 2013 of £75,000.
	VM 03- Maximising the 'take -up' of grant income for the Council (£)	New	Increase in New Homes Bonus	£377,000	Green	Increase in New Homes Bonus and Benefit Subsidy	£377,000	Green	
VO 2 - 'Cutting costs not services'	VM 04 - On-going efficiency savings. (£)	£340,893	£230,000	£412,154	Green	£230,000	£412,154	Green	
VO 3 - Strong leadership & robust governance	VM 05 - Achieve an external 'fit for purpose' Code of Corporate Governance assessment. (As assessed by External Audit)	Jun-11	n/a	n/a	n/a	Jun-12	Jun-12	Green	
VO 4 - An improved customer experience	VM 06 - Percentage of satisfied customers contacting or dealing with the Council.	94.00%	85.00%	94.00%	Green	85.00%	94.00%	Green	
	VM 07 - Respond to 95% of all official complaints within 10 working days	New	95.00%	86.50%	Red	95.00%	86.50%	Red	Out of 59 complaints dealt with in the year, 51 were responded to within the target date of 10 working days. The remaining 8 were all dealt with in less than 20 days.

Health and Safety - Accident Statistics 2012/13

Purpose of the Report

This report provides an overview of the number of accidents that have occurred during the year (2012/13) within the Council.

Background

The Health & Safety Officer provides advice and training on health and safety matters across the Council. This Officer is also responsible for producing management information on the number of accidents. These are collated on a regular basis and are reported to the joint Health & Safety Committee. This Committee reviews the accidents and makes recommendations or learning that needs to be implemented.

Accident Statistics

The Council's accident statistics are broken down into reportable and non- reportable accidents.

Reportable accidents are those covered by RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations, 1995). These accidents have to be reported to the Health and Safety Executive and include:
- o Where a member of staff has been required to stay in hospital for 24 hours after an accident;
- o Where a member of the public was taken to hospital for treatment after the accident;
- o If the accident results in the member of staff being off work for 3 days after the date of the accident,

The table overleaf shows the number of accidents that have occurred during the current quarter (1 January to 31 March 2013) by reportable accident type and category and the year to date.

The table also provides comparative details of the number of accidents for the previous year (2011/12)

Table: Accident Cause Statistics – (for the 4th quarter 1 January to 31 March 2013) and Year to Date: Comparative Accident Cause Statistics for the previous year (2011/12)

Accident cause	Quarter 4 (1 January – 31 March 2013)			Current Year (2012/13) Actual		Previous Year (2011/12) Actual	
	Non Reportable	Reportable	Total	Non Reportable	Reportable	Non Reportable	Reportable
Manual handling	1	-	1	4	1	4	3
Contact Fixed Objects (e.g. sharps)	1	-	1	7	1	11	-
Struck by Moving Vehicles RTA's	1	-	1	3		-	1
Struck by Moving Objects – others	-	-	-	5		1	1
Slips / Trips / Falls	5	1	6	13	1	4	3
Violence – Physical such as dog bites	-	-	-	1		-	-
Violence - Verbal	-	-	-			-	-
Near Miss	-	-	-	1		-	-
Other, such as cuts.	1	-	1	4		11	2
Total	**8**	**1**	**9**	**38**	**3**	**34**	**10**

	Non Reportable	Reportable	Total	Non Reportable	Reportable	Non Reportable	Reportable
Members of the Public	-	1	1	8	2	10	3
Employees	8	-	8	30	1	24	7

Actual Number of Employees (Not FTE's)	290	280	280
Number of Employees Trained in Safety Awareness	200	800	800
Lost time for all reportable accidents (days)	-	13	N/a

Source: SDDC Accident Statistics

During the final quarter of 2012/13 there were eight non-reportable or minor accidents, which were all incurred by employees. All have resulted in existing risk assessments being reviewed and control measures being reinforced.

The table also shows that 200 out of 280 employees were trained in safety awareness.

During the year 2012/13 there have been 38 non reportable accidents, compared to 34 non reportable accidents during 2011/12. These reportable accidents equate to 13 days in 'lost time'. No comparable lost time data is available for 2011/12

REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	20TH JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE Kevin.Stackhouse@south-derbys.gov.uk	DOC:
SUBJECT:	CONSULTATION ANNUAL REPORT 2012/13 AND ACTION PLAN 2013/14	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That the key consultation achievements for the year ending 31st March 2013, detailed in **Appendix 1** are noted.

1.2 That the refreshed Consultation Action Plan 2013/14, detailed in **Appendix 2** is agreed.

1.3 That the refreshed Consultation and Engagement Strategy 2013/16 attached at **Appendix 3** is approved.

1.4 That the planned consultation activity to be undertaken by the Council in 2013/14, detailed in **Appendix 4** is noted.

2.0 Purpose of Report

2.1 To present the annual consultation report for 2012/13 that details how consultation activities will support the delivery of key priorities set down in the Corporate Plan 2009/14.

2.2 To detail the achievements made during 2012/13 and their contribution to Council priorities for the year.

2.3 In addition, to present the refreshed 2013/14 Action Plan and Consultation Engagement Strategy and planned consultation activity for the Council.

3.0 Executive Summary

3.1 The importance of effective consultation with services users, community groups and members of the public remains a high priority both locally and nationally. This is reflected in our Corporate Plan where having robust systems and processes to

consult, assess and use feedback will ensure that resources are directed to the priorities of our local community.

3.2   The agenda of the Government continues to assert new rights for citizens to have more information and influence over the local decisions and where they choose, more opportunity to get involved in managing and shaping how local services are delivered.

3.3   This report includes the updated Action Plan for 2013/14, which has been refreshed to incorporate the significant change in the approach for seeking the public's views, from 'consultation' towards 'engagement'.

4.0   Detail

4.1   We are required to deliver high quality and value for money services that the residents of South Derbyshire need and want. This is a fundamental part of the Council's vision, *'Making South Derbyshire a better place to live, work and visit'.* Consultation is, therefore, a permanent and valued part of our approach to continuously improving the quality and cost effectiveness of the services that we provide.

5.0   Key achievements 2012/13

5.1   There have been a number of key outcomes achieved during 2012/13, these are outlined below:

5.2   **Council Tax Reduction Scheme –** Working with South Derbyshire CVS and other partners we carried out a 12 week consultation on proposals to change the Council Tax Scheme. This consultation included a survey which was available online and hard copy format which was supported by information on the options available. This included a number of drop in sessions around the district with residents. Meetings were held with key partners and other voluntary groups. Two focus groups were also held with 20 members of the citizen's panel. In total the consultation contacted over 4,000 people directly and sent out information through the press and social media across the district. This maximised the opportunity for local residents and community representatives to participate in this consultation.

5.3   **Citizen Panel Surveys –** A survey was sent out to Panel Members in February 2013. This survey was sent out to a thousand Panel Members and covered Community Safety. The response rate for this Derbyshire County Council survey has remained at a similar level to previous years.

5.4   **Local Development Framework Consultation**

5.4.1   The process of formulating a Local Plan for South Derbyshire has floated in and out of the public eye since 2008. So, when consultation began on one of its key components, the Preferred Growth Strategy, it was imperative to spread the right messages far and wide. The usual channels – press releases, consultation roadshows and the website offered a useful foundation on which to build.

5.4.2   Attendees were asked to provide their views, which were broadcast through social networking channels to stimulate healthy debate.   During the course of 16

consultation events, over 600 Tweets, covering a diverse range of subjects, were sent out, with a quarter retweeted to 34,340 more followers. Most importantly, wave after wave of two, three and four way conversations were held with groups and individuals wanting to offer an opinion or suggestion.

5.5 **Budget/Corporate Priorities –** Extensive consultation took place with residents in the development of the Council's budget and corporate priorities for 2013/14.

5.6 **Other Consultations that took place:**
- Dog Control Orders
- Environmental Forum
- Business Events
- Healthier South Derbyshire Day
- Festival of Leisure
- Liberation Day
- Homelessness Strategy

6.0 Looking Ahead to 2013/14

6.1 To meet the challenges we are continuing to focus on embedding a culture of engagement across all of the Council's functions. Furthermore, we will continue to work closely with the Communications Team to promote our decision-making processes and how people can 'have their say' that is just as important as communicating the results of the consultation.

6.2 In this section we highlight a number of the activities that will be happening during 2013/14, a full list of these are shown in Appendix D.

6.2.1 **Allocations/Tenancy Policy** – Consultation on revised policies.

6.2.2 **Supported Housing** - To consult on improvements to services to elderly and vulnerable people in South Derbyshire.

6.2.3 **Environmental Health** - To determine how the work of the Environmental Health service is valued by businesses within the context of maintaining a vibrant local business community.

6.2.4 **Community Safety Roadshows** - These are being piloted in 2013 with two planned for April. They will include partners having stalls, Police surgeries, and promotion of number plate security screws fitting and property marking scheme.

6.2.5 **Local Plan** – Further consultation is planned in late 2013 on Part 1 (Core Strategy) and initial consultation on Part 2 (Sites and Boundaries).

6.2.6 **Open Spaces** - Urban parks will be the subject of consultation to find out who attends them, their current recreational use, reasons why or why parks are not used by the public, what they would like to see at the parks.

6.2.7 **Community Planning/Parish Plans** - Consultation will be taking place through the development of parish/community plan to identify a vision for that community including both built environment and programme work.

6.2.8 **Business Events -** Consultation will take place with participants to find out whether they felt the event or activity was appropriate and valuable

6.2.9 **Council Tax Reduction Scheme** - To review the Council scheme and consult with key stakeholders on the development of the scheme for 2014.

6.2.10 **Budget Consultation/Corporate Priorities** - Consultation is scheduled across the district on the budget options and priorities for the Council for 2014/15.

7.0 Financial Implications

7.1 There will be some costs associated with Consultation over the next 12 months. Any costs will be found from existing budgets.

8.0 Corporate Implications

8.1 This report is linked with the theme 'Value for Money' in the Council's Corporate Plan and the priority action 'meeting community needs in delivering effective consultation and communication with the community, businesses and other organisations'. A key outcome will be an increase in the number of residents who feel that they can influence decisions in South Derbyshire.

9.0 Community Implications

9.1 This report is linked to the theme 'Vibrant Communities' in the South Derbyshire Partnership's Sustainable Community Strategy. A key outcome will be public involvement in the Council's decision making processes, thus, rejuvenating the local democratic process.

10.0 Conclusions

10.1 The Council's consultation and engagement programme continues to involve its citizen's and stakeholders in decision-making, ensuring that their views are used to improve our services and inform the development of our policies. The annual report is an essential tool for raising awareness of our progress.

11.0 Background Papers

11.1 Appendices 3 and 4 are available on request and as attachments contained on the CMIS page for the Committee.

Appendix 1 – Consultation 2012-2013 Action Plan

Aim	Action	Outcomes	Lead	Delivered
1. To embed the new approach to consultation and engagement	Produce a new Engagement Strategy following the review undertaken.	Strategy produced and submitted to Council. Attached to report for approval by Members.	Policy and Communications Manager	December 2012 June 2013
2. To undertake effective employee engagement.	Carry out research into the trends emerging from the latest employee survey.	Report prepared on Leadership for Strategic Coordination Group. Presentation given to all unit managers by Chief Executive.	Policy and Communications Manager	January 2013 March 2013
3. To support service areas in engaging with service users and the wider community.	Supporting service areas to develop appropriate forms of consultation to engage with service users and the wider community. This has included detailed Equality Impact Assessments when appropriate.	Supported services to carry out planned consultations as per plan. We have carried out a detailed Equality Impact Assessment on the changes to the Local Council Tax Reduction Scheme.	Web Editor	March 2013
	Providing support and advice to service areas to analyse the information coming out of consultations.	Advice and support given to services on how to engage and consult with residents.	Web Editor	March 2013
4. To effectively coordinate and disseminate the results of consultation activity.	From the Service plans 2012/13 put together a timetable for consultation.	Google Calendar updated on the Council's website with key consultation events as appropriate.	Web Editor	August 2012
	Work with service areas to continue to develop the consultation section on the website publishing the results and outcomes of all of our consultations.	Consultation section on the website has been kept up to date.	Web Editor	March 2013

Appendix 2 - Consultation 2013 - 2014 Action Plan

Aim	Action	Lead	Scheduled Completion
1. To embed the new approach to consultation and engagement	Roll out the new approach through training and communication following approval of strategy to staff and Members.	Web Editor	December 2013
2. To undertake effective employee engagement	Undertake the Employee Engagement Survey through Best Companies and report back findings to Members.	Web Editor	February 2014
3. To support service areas in engaging with service users and the wider community.	Supporting service areas to develop appropriate forms of consultation to engage with service users and the wider community.	Web Editor	March 2014
	Providing support and advice to service areas to analyse the information coming out of consultations.	Web Editor	March 2014
4. To effectively coordinate and disseminate the results of consultation activity.	From the Service plans 2013/14 put together a timetable for consultation.	Web Editor	August 2013
	Work with service areas to continue to develop the consultation section on the website publishing the results and outcomes of all of our consultations.	Web Editor	March 2014

SOUTH DERBYSHIRE DISTRICT COUNCIL

CONSULTATION AND ENGAGEMENT STRATEGY

2013/2016

1

1.0 Background

1.1 The Council has a statutory duty to consult on various matters affecting the community. The Government is increasingly focusing on effective consultation and empowering the public. The new Localism Act came into effect on 11 November 2011. The Act seeks to ensure that people have greater opportunities to have their say and aspires to embed a culture of engagement and empowerment in our public services.

1.2 This means that the Council must consider as a matter of course the possible information provision, consultation and involvement opportunities they need to provide across all of their functions.

1.3 The previous Corporate Consultation Strategy was approved in 2007. Since then there has been significant change in the approach for seeking the public's views, and a move from 'consultation' towards a more comprehensive process of 'engagement'. This strategy has been refreshed to ensure that it recognises the changing environment.

1.4 This Consultation and Engagement Strategy will help the Council meet the new duty by ensuring that all levels of community engagement are carried out in the most appropriate way with different methods of engagement used relevant to the activity and circumstances. The strategy will be refreshed every 3 years and the Action Plan will be updated every year.

2.0 Purpose of the strategy

2.1 This Consultation and Engagement Strategy aims to support strong, active and inclusive communities, who are informed and involved in decision-making and enable us to improve public services to enhance the quality of life across South Derbyshire.

2.2 This strategy should be viewed as a 'living document' that will need to change to reflect the current environment that the Council works within.

3.0 Corporate context

3.1 This strategy supports the Council's vision of *making South Derbyshire a better place to live, work and visit.* It provides a focus for all engagement activities, policies and processes to align with one of the Council's key themes, which is providing value for money.

3.2 The Council's Corporate Plan 2009 – 2014 highlights the importance of involving the Community and gives the following corporate commitment to carry out '*effective consultation and communication with the community, business and other organisations*.'

3.3 Through the Localism Act 2011 there are new opportunities and rights for citizens to have access to more information and increasing influence over the local decisions. We will be looking at how we are able, through consultation

and engagement, to involve residents and, where they choose, to give them more opportunity to get directly involved in managing and shaping how local services are delivered.

3.4   The Equality Act 2010 has clarified over 20 pieces of equality legislation and covers Race, Religion and Belief, Gender, Disability, Sexual Orientation and Socio Economic Status. It highlights the need for local authorities to consult and involve its service users in their decision-making processes. This places a heavy emphasis on the need for the Council to consult and demonstrate how we have consulted with different sections of the community, in particular seldom heard groups. Furthermore, we have gained the "Achieving" status for the Equality Framework for Local Government. The framework means that we have been externally assessed as providing fair and equitable services to our diverse communities.

3.5   The Council's Corporate Plan 2009 – 2014 highlights the importance of delivering 'Value for Money' and gives a commitment to '*increasing efficiency*' and *'high performing services*.' To assist with delivering on these commitments, a review of all customer service channels is being undertaken which, will inform us of the most efficient and effective methods for our future customer engagement. This strategy will reflect the findings of that report by shaping the way in which we engage with local people.
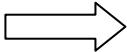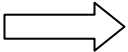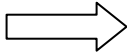
4.0   Why we engage

4.1   Community engagement gives individuals, communities and partners a range of very important benefits:

- Meeting requirements to carry out statutory consultation.
- Developing a better understanding of and relationship with communities through genuine dialogue.
- Involving residents in public services and ensuring their knowledge, experience and priorities help us shape our services.
- Encouraging more voluntary and community groups to become involved in planning and delivering local services.
- Helping people to establish an improved sense of neighbourhood and more cohesive communities.
- Engaging more people in local democracy.

5.0   What we mean by Community Engagement

5.1   Communities can be:

- Communities of place - people within a defined geographical area such as a town, village, neighbourhood or housing estate.
- Communities of interest - people who share a particular experience, interest or characteristics, such as young people, faith groups, older people, disabled people, ethic groups, or lesbian, gay and bisexual people.

5.2   Communities may define themselves and definitions of community do change. People often belong to more than one community and communities are nearly always very diverse.

5.3   Community Engagement can mean different things to different people, different communities and different services and situations. We have designed our Consultation and Engagement Strategy to ensure that we can provide the most appropriate means for communities and customers to be involved and to give feedback.

5.4   Based on David Wilcox's '*Guide to Effective Participation'* (see diagram below[1]), this involvement can vary from simply providing information on a particular subject, to asking for views or opinions on an issue or process, to actually involving members of the public and others in the decision making process itself.

5.5   The various means of community engagement are:

- **Information** supports all types of community engagement and keeps people informed about such things as decisions, services and local events.
- **Consultation** can be used when there is a decision to make about something or when there are a number of choices about the details.
- **Deciding together.** This is when local people are involved in deciding which options to choose, but it is the Council that will act on the decisions.
- **Acting together.** This is when decisions are made by partnerships between local people or agencies and the Council. The people involved in making the decisions also take part in carrying them out.
- **Supporting independent community initiatives.** This is when independent groups get help to develop and carry out their own plans.

LOW	DEGREE OF INVOLVEMENT			HIGH
Information You tell people what is planned so that they are informed about what is happening.	**Consultation** You provide information and use the feedback to inform the subsequent decision	**Deciding together** You encourage people to provide some additional ideas and options, and to decide with you the best way forward.	**Acting together** Not only do different interests decide together what is best, but also they form a partnership to carry it out.	**Supporting others** You help others do what they want - perhaps within a framework of grants, advice and support provided by the resource holder

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[1] Adapted from the Guide to Effective Participation by David Wilcox (1994)

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5.6   A high level of involvement is not necessarily better than a low level of involvement and each level of activity is valuable in its own right. The Council will use the appropriate level of involvement to meet the needs of each situation and will always define an appropriate level of consultation at the outset of each consultation exercise

6.0   Principles and Standards

6.1   The Council is a member of the Derbyshire Community Engagement Group (DCEG), which brings together public sector organisations in Derbyshire that, engage the public. We will work to the principles and standards outlined by DCEG to ensure that we support the continuous improvement of public services through effective engagement with users and potential users of our services.

6.2   As a Council we will work to the standards overleaf to ensure robust methods of community engagement are adhered to:

Clarity of purpose - before beginning any engagement activity, we will be clear about why it is happening, which engagement activity we will use, what the community can and cannot influence, and how we will use the information gathered through the engagement activity.

Timing - we will allow sufficient time to design and carry out engagement activities. We will also allow sufficient time to ensure that the results of the engagement activities can shape our policies, plans and services to meet the needs of our communities.

Evidence base - we will use available research, knowledge and community intelligence including qualitative information to help us plan engagement activities. We will not carry out engagement activities if the information we need is already available.

Efficient - we will use utilise existing structures, forums and groups to make the most efficient use of resources and to build on existing contacts and networks.

Quality - we will work to ensure that staff responsible for engagement have the skills and capacity to achieve high quality engagement. We will ensure that they are aware of the barriers there can be to engagement and how they can be overcome.

Communication - we will always be open, honest and accountable when sharing information and responding to contributions from all participants. We will communicate a minimum level of information to the community so that they are informed of the process and how they can get involved.

Partnership working - we will build on and strengthen our approach to joint working by encouraging further collaboration and partnership working, with particular recognition of the knowledge and expertise of the voluntary and community sector. This will include promoting opportunities for shared communications and consultation activities where appropriate.

Inclusion - we will use a mixture of appropriate methods tailored to different audiences to help to reach as wide a range of stakeholders as possible, including those communities defined as 'seldom heard'. We will recognise the complexity of engaging with seldom-heard groups and understand the additional barriers to engagement, such as accessibility and transport issues.

Feedback - we will provide feedback to the community about the engagement activities we carry out and will explain how the community's input contributed to the decision-making process. We will explain how and when we will provide feedback to the community at the same time as we carry out the community engagement exercise. We will also make the feedback as widely available as possible.

Monitoring and review - we will monitor and review the engagement activities we carry out to ensure that all sections of the community have the opportunity to engage should they chose to, particularly those whose voices are often not heard, and change our practices accordingly. We will evaluate effectiveness and share learning.

7.0   Framework for coordination

7.1   **Consultation and Engagement Strategy** – this sets out the framework for public and service user consultation and engagement.

7.2   **Derbyshire Consultation and Engagement Group (DCEG) –** the Derbyshire Community Engagement Group brings together public sector organisations in Derbyshire that engage the public. We look for opportunities to work jointly to share best practice and resources and to produce a joint Consultation Programme.

7.3   **Consultation calendar –** The calendar on our website is a key tool for co-ordinating our activities and was developed to increase awareness, minimise duplication, and promote joint consultation where appropriate and practical. We need to continue to promote its effective use so that it can be the prime source of information when planning a consultation to access good practice and avoid duplication of effort.

8.0   Key mechanisms for implementing Community Engagement

8.1   The Citizens' Panel is a mechanism for residents of South Derbyshire to regularly give their opinions and comments on a range of Council issues.

8.2   The Council works with South Derbyshire Partnership to make sure "there is a strong sense of community". Through this we work to improve consultation methods so that all groups can participate.

8.3   Six Area Forums/Safer Neighbourhood meetings are held quarterly across the District so that residents can get involved in the decision-making process and receive information about our services.

8.4   The South Derbyshire Statement of Community Involvement (SCI) highlights the Council's guiding principals to encourage people to become involved in the planning process.

8.5   Media relations and communications play an important role in community engagement and ensure that residents are kept up to date with services and are informed about all Council consultations and community engagement events. The Communications Strategy ensures that a coordinated and strategic approach is given to all communications activity. The Council's Communications Team is involved in supporting consultation activity.

8.6   The Council's Constitution describes our mechanism for considering and responding to petitions as a means of engaging more meaningfully with local communities, enabling the public to let us know about their concerns and as a mechanism for generating service improvements.

8.7   Tenant participation encourages and supports all tenants and residents to become more involved with the services the Council provides for them. The

service works with tenants and residents to find the best forms of participation for particular service issues using a variety of methods and techniques.

8.8 The Council's Communities and Equalities Group chaired by a Member Champion consists of representatives from across the communities of South Derbyshire. The forum meets quarterly and provides the Council with an external reference and peer challenge for reviewing and discussing aspects relating to equality, community feedback and social inclusion.

9.0 Responsibilities

9.1 Information about community engagement will be coordinated by *Policy & Communications.* The purpose of this will be to establish the nature and purpose of the activity, to identify the corporate resources required and the extent of involvement. This will also reveal how the activity fits within the Council's and partners bigger programme of consultation so that areas of duplication/cross-over can be identified and joint working proposed. This will help the Council to streamline its consultation activity and to avoid consultation fatigue, which occurs when the same people are consulted time and time again.

9.2 In practice, this will mean that all service areas will identify the key pieces of consultation they will undertake in the next financial year as part of the service planning process. An annual plan of proposed consultation activity will be compiled from Service Plans and planned consultation. Using this information, a timetable of key consultations for each year (i.e. the consultation calendar) will be made available on the Council's website. This will ensure that an overview of the complete range of the Council's community engagement activity will be easily accessible to the public, the Council's partners, Members and Officers.

9.3 **Members** – as representatives of their constituents, have a key community leadership role. We will continue to support this role through our Area Forums/Safer Neighbourhood Meetings. The Finance and Management Committee will receive the Consultation Annual Report and Action Plan.

9.4 **Service areas** – are responsible for identifying consultation activity planned and any gaps in consultation activity that will need to be undertaken in future years for inclusion in the Service Plan.

9.5 **Partners –** to co-ordinate consultation and look for opportunities for joint working. Sharing knowledge of different groups of stakeholders and locality issues and sharing best practice.

10.0 Inclusion and engagement

10.1 The range of groups with which the Council might consult is extensive. It includes service users, potential service users, interest groups, partners, business and industry and other stakeholders.

10.2   It is important to ensure that consultation is inclusive and recognises that some people may be less accessible to consult with than others, termed as 'seldom heard', e.g. young people in care, adults with learning disabilities or ethnic minorities.

10.3   We will use a variety of different methods to ensure that the people of South Derbyshire have an opportunity to have their say and to ensure that their different voices are heard. There are various mechanisms through which individuals and groups can engage with and help to influence services provided by the Council and other public services, for example, Youth Councils, Health Watch Derbyshire, Voluntary Sector Forum and service-user involvement mechanisms. We will adapt and develop forums in line with community wishes and business needs.

11.0   Sharing results

11.1   Providing feedback is vital both internally and externally. Feedback can help strengthen the credibility of consultation work and also helps to ensure that respondents feel valued in the process. It builds a trusting relationship, increasing the likelihood that consultees will respond to future exercises.

11.2   Internally the results will be shared on the consultation intranet pages and via the staff magazines (where appropriate), to ensure that all staff involved in consultation are able to learn from each other and share best practice. Key messages will also be reported on an annual basis to the Finance and Management Committee.

11.3   Externally, it is important to be specific from the outset about the potential audiences who need to know the results and use an appropriate mechanism to provide feedback. We will be open and transparent when sharing results and make clear links to actions taken as a result of public feedback, which have led to policy development and service improvement. Results and outcomes will be posted on the Council's website and will be communicated through local and online media as appropriate.

Appendix 4 – Planned Consultations by the Council in 2013/14.

Housing and Environmental Services

Area	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
Senior Housing Management	Allocations Policy	To consult on a revised Allocations Policy.	Senior Housing Management	N	May – June 2013
Senior Housing Management	Tenancy Policy	To consult on a revised Tenancy Policy.	Senior Housing Management	N	June – August 2013
Performance & Projects	Quarterly performance and policy areas	To provide the Tenant led Performance & Scrutiny Panel with in depth information to allow them to scrutinise our services to ensure our services are high quality and of benefit to tenants.	Performance & Projects	N	Quarterly
Tenant Participation	Publications Panel	To review editions of the Housing News and Annual Report.	Tenant Participation	N	Quarterly
Tenant Participation	Supported Housing Working Group	To consult on improvements to services to elderly and vulnerable people in South Derbyshire.	Tenant Participation	N	Quarterly
Tenant Participation	Home Standard Panel	To consult on ongoing delivery of the repairs service, contracts and improvement initiatives.	Tenant Participation	N	Quarterly
Tenant Participation	Home Standard Panel	Reviewing the fit to let standard.	Tenant Participation	N	October 2013
Environmental Health	Better regulation survey	To determine how the work of the Environmental Health service is valued by businesses within the context of maintaining a vibrant local business community.	Environmental Health	Y	Throughout the year

Community and Planning

Area	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
Safer Communities	Community Safety Road shows	These are being piloted in 2013 with two planned for April. They will include partners having stalls, Police surgeries, number plate security screws fitted and property marking scheme.	SSDP CVS	N	Quarterly
Safer Communities	Liberation Day	Consultation and evaluation with key groups on the day.	In house	Y	May 2013
Safer Communities	Safer Neighbourhood Meetings	Regular consultation take place quarterly at each of the six wards across the district, offering residents the opportunity to share their crime and disorder issues, help set priorities in their areas and give feedback on possible solutions suggested.	SSDP	N	Quarterly
Planning Policy	Publication of Local Plan Pt 1	Statutory consultation on draft Core Strategy prior to formal submission to Government.	In house	Yes	Quarter 3
	Initial Consultation Local Plan Pt 2	Consultation on Local Plan part 2 'Site and Settlement Boundaries'.	In house	Yes	Quarter 3/4
Culture and Community	Leisure Facilities	APSE, QUEST, Forestry Commission and National Forest Commission surveys.	SDDC and partners	Y and N	Annually
Culture and Community	Festival of Leisure	Consultation and evaluation takes place at the event to find out what residents think about the event, why they attend, where they travel from to attend and what they would like to see at future festivals so that it can be improved.	In house	Y	June 2013
Culture and Community	Football Pitches	Questionnaire given out annually to check on satisfaction with pitches and booking service.	In house	Y	May/June 2013
Culture and	Xmas Lights	Consultation and evaluation takes place at the	In house	Y	November 2013

Community		event.			

Area	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
Culture and Community	Open Spaces	Urban parks will be the subject of consultation to find out who attends them, their current recreational use, reasons why or why parks are not used by the public, what they would like to see at the parks, etc.	In house	Y	Postcards handed out in parks and project based work.
Culture and Community	Cemeteries	Questionnaires regarding service satisfaction are handed out as part of the burial pack for service users.	In house	Y	When service used
Culture and Community	Community Planning/Parish Plans	Consultation will be taking place through the development of parish/community plan to identify a vision for that community including both built environment and programme work.	Partnerships with community leader	Y	When required
Culture and Community	Community Partnership Scheme	Consultation and evaluation of the service provided by the Community Partnership scheme including organisational development and funding advice.	In house	N	When required
Culture and Community	Compact	Survey will be sent out to ascertain levels of familiarity with Compact	CVS	Y	Online
Culture and Community	Cultural Events	Consultation will take place to find out how they have heard about the event, where they have travelled from, what they think about it and what improvements could be made to future events.	In house	Y	Programmed events
Economic Development	Business Events and Activities	Consultation will take place with participants to find out whether they felt the event or activity was appropriate and valuable	In house	Y	Programmed events
Economic Development	Programme of Tourism Impact Research	A partnership-based evaluation programme, including research with businesses and visitors, to look at how much income is brought into the area and how many jobs are	Visit Peak District and Derbyshire/ National	N	To be completed by Summer 2013

Area	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
		supported as a result.	Forest and Beyond		
Economic Development	The National Forest Walking Festival	Both walkers and walk leaders will be consulted during the event to find out whether this project has worked in terms of attracting people to try walking/joining walking groups.	In house	Y	As part of event (18-30 May)
Sport and Health	Active People Survey	Questions relating to physical activity are asked on an annual basis and help provide statistics for monitoring national indicators and local performance indicators.	Sport England	Y	Through year
Sport and Health	School Holiday Activities	All young people who attend any of the provision provided by the Sport and Health Team will be consulted to find out whether they enjoyed the activity.	In house	Y	July/August
Sport and Health	Healthier South Derbyshire Events	Attendees at the at Green Bank Leisure Centre event will be asked what activities they currently participate in, what activities they would like see made available and whether they reach the 3 x 30 minutes of exercise per week, etc.	In house	Y	January 2014
Sport and Health	Junior and Youth Needs Survey	To ascertain updated version of junior and youth needs survey which was last conducted in 2008/9. To inform activity provision, etc.	In house/ partner support	Y	Summer 2013 to Summer 2014

Corporate Services

Area	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
Council Tax	Council Tax Reduction Scheme	To review the Council scheme and consult with key stakeholders on the development of the scheme for 2014.	In house/ CVS	Y	Sept-Dec 2013
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's priorities and financial plans through the Area Forums.	In house/ CVS	N	November 2013 to February 2014
Finance and Management Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seek views of the Business and Voluntary Sector on the Council's budget proposals for 2012/13.	Director of Finance and Corporate Services	N	January 2014
Northgate Public Services	ICT Satisfaction Survey	To seek views of council services on functions provided by NPS's computer and telecommunications teams.	ICT Manager	Y	November 2013
Northgate Public Services	Internal Customer Satisfaction Survey	To seek views of council services on functions provided by NPS.	Service Director	Y	February 2014

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	20TH JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE Kevin.Stackhouse@south-derbys.gov.uk	DOC:
SUBJECT:	COMMUNICATIONS ANNUAL REPORT 2012/13 AND ACTION PLAN 2013/14	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That performance against the Communications Action Plan 2012/13 detailed at **Appendix 1** and the key achievements for the year ending 31st March 2013 are noted.

1.2 That the Council's revised Communications Action Plan for 2013/14 detailed in **Appendix 2** is agreed.

1.3 That the updated Corporate Communications Campaigns, detailed in **Appendix 3** are approved.

2.0 Purpose of Report

2.1 This report looks back at the outcomes achieved in external and internal communications during 2012/13 and presents a revised action plan for 2013/14 that details how communication activities will be delivered and support the key priorities set down in the Corporate Plan 2009/14.

3.0 Executive Summary

3.1 This is the annual communications report and details the achievements of the approach to external and internal communications, along with an evaluation of the effectiveness of the 2012/13 corporate campaigns.

3.2 The Communications Team's work in external communications through strengthening brand and corporate identity guidelines and advances in e-communications has increased the awareness of South Derbyshire District Council across the district, regionally and nationally. Improvements in internal communications have had a positive impact on the workforce.

4.0 Detail

4.1 The Communications Team uses media management, design, social media and marketing, the website and the intranet along with reputation and brand management to inform residents, businesses, tourists, partners and stakeholders about the services and levels of performance provided by South Derbyshire District Council.

4.2 Over the last 12 months the growth in the use of social media as part of the Council's media campaign has increased dramatically. This trend is expected to continue and increase in the future. This will be reflected in the development of a new Communications and Social Media Strategy during 2013/14 which will highlight how the Council will manage communications moving forward.

External communications

4.3 The District Council's reputation has been successfully promoted using targeted campaigns linked to the Corporate Plan priorities.

4.4 Increased positive media coverage, showcasing our achievements as an organisation as well as those of individual Councillors and members of staff, has provided case studies directly linked to our strategic priorities and corporate responsibilities.

4.5 Regular articles have appeared in local newspapers, such as the Burton Mail and Derby Telegraph and magazines including Derbyshire Life. This is supported with increased coverage by local community outlets as well as regular appearances of officers and members on local radio stations including Radio Derby and Touch FM to promote Council and community activity. A number of events have also secured television coverage, with features on the Pancake Races and on the blossoming reputation of Swadlincote.

4.6 On average, 23 press releases have been issued each month. Latest figures show an increase in the amount of coverage in the media, particularly positive coverage. The amount of negative coverage remains very low. A breakdown of all activity over the year is shown in Graph 1 below.

Graph 1 – Media Coverage between April 2012 and March 2013

Media Coverage as at 31 April 2013
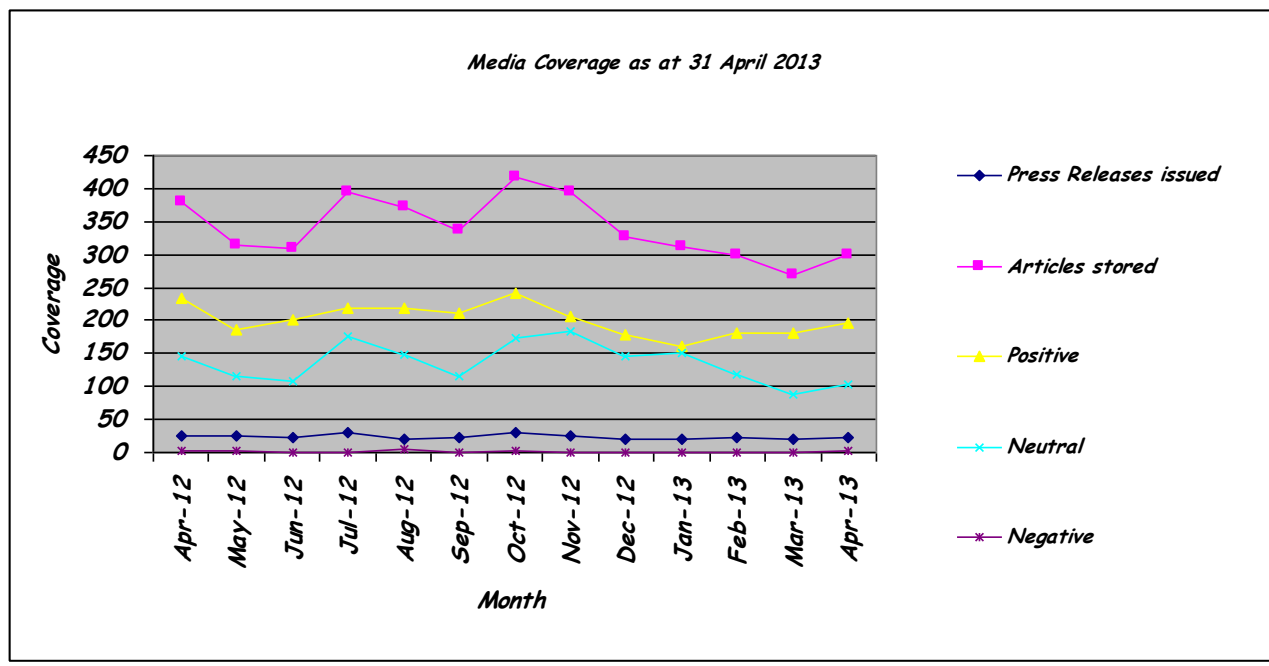
A total of 2,622 positive, 1,771 neutral and 19 negative stories about South Derbyshire District Council were recorded in 2012/13. This is compared to 2,237 positive, 1,778 neutral and 43 negative stories in 2011/12.

Local output has undoubtedly been assisted by the introduction of the Swadlincote Post, a free weekly newspaper distributed to 10,000 households. Our relationship also remains strong with other publications covering the district.

Our standing with regional titles also continues to go from strength to strength, with Regenerate the Midlands, for example, running a three page article on the 'renaissance' of Swadlincote. Our national profile is also on the rise, as exemplified by the in depth profile on Swadlincote Market by Market Trader magazine.

4.7   **Web –** Online access channels are increasingly being used as the way people access the information they need from the Council. This year 319,301 visits were made to the website with the number of page views 1,005,803. 21.5 percent of visits were made via mobile platforms (phones and tablets) with over 70% of mobile engagement made through Apple devices. This represents a 123% increase over the previous year and demonstrates the rapid increase in the use of mobile devices by the Council's customer base.

The most popular sections of the website during 2012/13 were:

Service	Page Views	Increase in views	Rationale	Link to comms activity
Community and living	42,428	+37%	Biggest increases for community events – bonfire & fireworks and Christmas lights and Community Grants.	Aligns with activity promoting the events on Twitter
Council and	126,678	+25%	Council tax,	Reflecting

			benefits, jobs and careers, and contact us pages showing increases throughout the year.	changes in Economic situation
Democracy				
Environment	91,737	+20.4%	Biggest increase was for household recycling, flooding and Licensing information.	Recycling and Flooding increases link directly to bad weather in winter months and activity on Twitter
Planning and Building Control	145,839	+16.72%	Biggest increase was for planning policy pages.	Huge increase in activity during Oct (+420%, Nov +140%, Dec +280% reflecting local plan social media activity)

4.8 **Social Media** - With social media channels being increasingly used by our customer base and rising expectations of being able to access information online 24/7, we maximised our online communications through the collaborative use of social media channels and the website, along with innovative ways of presenting information. We have developed the main channels as shown below:

4.8.1 **Twitter** – As a result of using Twitter to promote the Local Plan Consultation our resident engagement has increased considerably. Our informal style struck a chord with followers impressed with our rapid responses and their issues being addressed openly. New 'Local Plan followers' continued to engage with us through the winter flooding problems, when there were difficulties with refuse and recycling due to the bad weather and on more popular events such as the Christmas lights.

4.8.2 We have pushed forward with the development of hashtags to link and track conversations e.g. #sddclocalplan. In addition, engaging with existing hashtags #FF and #EastMidlandsHour has resulted in our messages reaching wider audiences. Use of Hoot suite has enabled us to start scheduling messages which means that our presence can be maintained 24/7 as appropriate. Adding followers linked to specific initiatives (e.g. Farmers' market traders, photographers for 2020Vision, sports personalities for Olympic Legacy) has helped to develop engagement and reach new and larger audiences.

4.8.3 **Facebook** – We have worked with services to develop their presence on this social media channel. There are now Facebook pages for The National Forest Walking Festival, Housing Services, the Safer South Derbyshire Partnership, our Commercial Team and South Derbyshire Sport. Each is developing its own follower base but they follow one another to ensure messages are communicated as widely as possible.

4.8.4 **Blogs** – Three new blogs have been established:
- Local Plan
- Safer Neighbourhood Wardens

4

- Virtual Visitor Book for the 2020VISION street gallery.

The blogs have allowed services to engage with their followers in a more informal and immediate way than through the website, building their audiences by posting comments and images. The Local Plan Blog received over 3,600 page views and gave access to documents, video, FAQs and online magazine format publications in support of the consultation process. The Virtual Visitor Book captured 42 comments praising the 2020VISION project and encouraging further activity. The Neighbourhood Wardens blog meanwhile has brought together some of the important initiatives they have been involved with around dog fouling, stray dogs and helping residents during the winter flooding.

4.9   **Local Development Framework**

4.9.1   The main showcase for our social media activity this year was to support the Local Development Framework consultation. So, in what is thought to be a first for this kind of planning blueprint, we developed an extensive social media campaign to coincide with the road shows at no additional cost to the taxpayer. Our approach saw a touch of the traditional and a sprinkling of spontaneity. At each of the road shows, the scene was set, explaining what was proposed and where.

4.9.2   Attendees were asked to provide their views, which were broadcast through social networking channels to stimulate healthy debate. During the course of 16 consultation events, over 600 Tweets, covering a diverse range of subjects, were sent out, with a quarter re-tweeted to 34,340 more followers. Most importantly, wave after wave of two, three and four way conversations were held with groups and individuals wanting to offer an opinion or suggestion.

4.9.3   Figures show the blog, containing a dozen posts, attracted 3,616 page views, while hundreds of newcomers started following the Council's Twitter feed. Crucially, 2,849 residents soaked in the specially set up Preferred Growth Strategy page on the website, dwarfing visits to material on the previous two consultation phases combined by almost 2,000 residents. Through intelligent signposting and continuous output, documents connected to the strategy were downloaded 1,485 times while residents scoured additional pages of information relating to the wider Local Plan over 10,000 times. And, showing the campaign's impact, 297 consultees provided 1,497 comments on the blueprint – a jump of 40 and 52 per cent respectively from previous consultations.

4.10   **Graphic Design** – Strong corporate branding is used by the Council on all major publications. The photography used within publications is of genuine South Derbyshire locations and people. Design projects throughout the last year supported statutory functions including the election canvas, Housing News, the Annual Report and the 'What's on' guide.

4.11   **Communications Report -** This year we revamped the monthly Communications report that is produced for staff/members. This electronic report summarises all the main activities in the campaigns as well as web/social media activity and non-campaign issues which have occurred. The report shows the work completed across the Council as part of our corporate campaign themes along with photos and other relevant information to capture outcomes achieved with photos and other relevant information to capture the outcomes achieved.

4.12   **Corporate campaigns 2012-2013**

During the last year, activity has been focussed around five corporate campaigns to support the delivery of key priorities identified in the Corporate Plan 2009-2014. The campaigns included the following:

4.12.1 **Promoting the district and supporting economic growth**

This campaign centered on promoting the work of the Council in the opportunities it provides for tourism, economic development and job creation across the district. Main achievements have included:

- Enhancing South Derbyshire's blossoming reputation as a vibrant tourist destination in the heart of The National Forest.
- Promoting the work done to help make Swadlincote a better place to live, work and visit. Developments such as the Pipeworks and the up and coming golf course have received wide ranging media coverage.
- Raising the profile of the South Derbyshire Business Advice Service while shining the spotlight on the achievements of smaller companies

4.12.2 **Improved Value for Money**

This campaign focused on communicating the message that the Council is ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively whilst driving down costs and further improving the customer experience. Highlights from this campaign included:

- Showcasing the Council's award winning activities, such as Swadlincote scooping the best small outdoor market award from The National Association of British Market Authorities.
- Production of the Annual Report, outlining how Council Tax is spent and some of our key achievements.
- Celebrating some the ways the Council is doing more with less during the age of austerity (grants, innovative ways of providing services) and the recognition this has received in audit reports.

4.12.3 **Improved Recycling**

The aim of this campaign was to communicate the change that is happening to the recycling service over the next year, clearly articulating the vision for the service by managing the short-term messages whilst focusing on the longer-term vision. Activities included:

- More effective mechanisms have been put in place to alert residents when inclement weather affects refuse and recycling collections, with our Twitter account and website offering real time information.
- Continued support has been given to documenting the ongoing roll out of the new recycling service. Potential methods of publicising the scheme, including brand design and leafleting are under consideration.

- Partnership working has been undertaken with Derbyshire County Council to promote the fact that recycling paper is easy and helps to divert tonnes of waste away from landfill.

4.12.4 **Improved lifestyles built on the legacy of the Olympics**

This campaign supported sporting, leisure and cultural activities in the run up to, during and following the Olympics. The main activity included:

- Continuation of the Burton Mail leisure article for the fifth consecutive year, enabling us to highlight up and coming events.
- A sustained output of information designed to inspire and motivate residents to get fit, healthy and active during and after the Olympics.
- Highlighting how we are 'igniting the legacy' in the wake of the greatest show on earth. This includes the external funding obtained for projects such as the Eureka Park restoration and plans to enhance leisure facilities in Melbourne.

4.12.5 **Improved feeling of safety and security**

This promoted the message that South Derbyshire is a safe place to live and the activities that are happening across the district to promote community cohesion and deter crime and Anti Social Behaviour. Activities included:

- Showcasing key events, including Liberation Day and community road shows, to provide details about the services and products available to communities to help protect against crime.
- Assisting the Safer South Derbyshire Partnership to set up a Facebook page to put informative articles, pictures, alerts, events and maps at people's fingertips 24 hours a day, seven days a week.
- Illustrating how individuals demonstrating anti social behaviour are being made accountable for their actions and the role those members of the public can play in bringing them to justice.

Internal Communications

4.13 'Better', our eye-catching electronic staff magazine, continues to be a lively and interesting read providing a wide range of information for staff/members to keep them up to date with activities across the Council. Over the last year we have continued to improve 'Better' by keeping this fresh and contemporary with new features such as the quick questions with Councillors.

5.0 <u>Looking Ahead</u>

5.1 Our external work will primarily focus on the achievement of the key priorities under the Corporate Plan 2009/14 through the provision of corporate campaigns. Internally, our work will focus on developing the online internal communications channels. An Action Plan is appended but a summary of some of the key actions that need to take place in 2013/14 are covered below:

- Producing a new Communications and Social Media Strategy for the Council that sets the future direction for our communications activity.
- Building on corporate campaigns linked to the delivery of the key priorities within the Corporate Plan

- Continue to develop the relationship with the media and that an approved response given to all media enquires within two working days.
- Production of staff magazines (Better and Hub)
- Reinventing internal communications channels to develop online delivery.
- Delivery of media training for officers.
- Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.
- Continuing to develop the use of Social Media to improve communication by increasing the number of effective channels to convey messages to improve the reputation of the Council.
- Introducing a new campaign – 'Democracy in the Digital Age' – to engage residents in the democratic process in unique, imaginative ways. We will also be celebrating the 40th year of South Derbyshire District Council.

6.0 Financial Implications

6.1 All activities in the last year have been funded from existing resources and it is intended to continue developing and innovating communications without increased expenditure.

7.0 Corporate Implications

7.1 The Communications Team delivers on those projects set out in the Corporate Communications Strategy, which all link back to the Council's Corporate Plan themes and priorities.

7.2 Communications campaigns are directed towards improving the reputation of the Council and improving satisfaction with Council Services.

8.0 Community Implications

8.1 Through improving accessibility to information and promoting the work of the Council, members of the Community will be better informed about their area and the services provided. This will enable the Community to better understand the challenges and opportunities that are present and provide them with different channels to offer their views on how the District should be developed in the future.

9.0 Conclusions

9.1 Through its Action Plan for 2013/14 the Council will further develop its reputation locally, regionally and nationally. The Council will through its commitment to residents, staff, partners, businesses and visitors, keep them better informed and involved so that they can better influence the quality and nature of Council services in South Derbyshire.

10.0 Background Papers

None

Appendix 1 - Communications Action Plan 2012/13

Area	Actions Required	KPI	Progress
Media Management			
Media Management	To successfully deliver the Corporate Communications Campaigns.	Campaign delivered and outcomes achieved	All campaigns delivered on target and outcomes achieved.
Media Management	To continue to develop the relationship with the media and that an approved response given to all media enquires within 2 working days.	90% within 2 working days	100%
Media Management	Monthly internal newsletter/s (Better and The Hub) produced, approved and circulated to the client and partnership.	Monthly circulation	Newsletter/s circulated
Media Management	Achievement of actions within the Council's Communications Action Plan, to achieve 90% completion.	90% completion	10/11 actions delivered (91%)
Media Management	Delivery of social media training for officers/members.	1 session held for both officers and members	Social Media Training session held in February 2013.
Internal Comms			
Internal Comms	Developing the internal communications channels (Newsletters, blogs and briefings) following the internal communications survey.	Internal Communication Channels developed following survey.	Following the last internal communications survey, improvements have been made to Better and Blogs.
Graphic Design			
Graphic Design	To carry out Graphic Design work as agreed with the Council.	95% of all edits within 3 days 90% of new projects within 2 weeks.	100%

Area	Actions Required	KPI	Progress
Web/Social media			
Web and Social Media	Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	Content published within 3 days (90%)	99%
Web and Social Media	Develop the use of Social Media and online tools to improve communication by increasing the number of effective channels available to convey messages to improve the reputation of the Council.	Social media training – members Evaluate benefits of extending use of SMS messaging service Review cost and effectiveness of online tools, incorporating where appropriate	Social Media Training session delivered. Social Media Campaign used to great success as part of the LDF consultation. Improved cross-referencing of media channels achieved increased reach of messages and improved access to information e.g. tweets included links to targeted information/images on website/blogs. 2 new blogs successfully set up – Local Plan & 2020Vision Virtual Visitor Book. Presentation of documents as online magazine readers increased readership and audience.
Web and Social Media	Undertake a review of the Council website/intranet sites.	Report produced with recommendations over future options.	Review of the website/intranet sites has been delayed to 2013.
Print Services			
Print	To carry out Print work for the Council.	90% of all print jobs completed as per timescales agreed with user.	100% as at 31/3/13

Appendix 2 - Communications Action Plan 2013/14

Area	Actions Required	KPI	Target Date
Strategy	Development of a new Communications and Social Media Strategy.	Strategy developed and approved.	30/11/13
Media Management	To successfully deliver the Corporate Communications Campaigns.	Campaign delivered and outcomes achieved	31/03/14
Media Management	To continue to develop the relationship with the media and ensure an approved response is given to all media enquires within 2 working days.	90% within 2 working days	Monthly
Media Management	Achievement of actions within the Council's Communications Action Plan, to achieve 90% completion.	90% completion	31/03/14
Media Management	Delivery of media training for officers	Session held for officers	31/03/14
Internal Communications	Internal newsletters (Better) produced, approved and circulated to the client and partnership.	Monthly circulation for Better	Monthly
Internal Communications	Development of internal online communications.	Internal communication channels developed	31/12/13
Web and Social Media	Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	90% content published within 3 days	31/03/14
Web and Social Media	Consolidate and develop the use of Social Media and online tools to support and increase the effectiveness of corporate campaigns.	Success evaluated against appropriate targets for social media for each campaign.	31/03/14
Web and Social Media	Undertake a review of the Council intranet.	Report produced with recommendations over future options.	31/12/13
Graphic Design	Carry out Graphic Design work as agreed with the Council.	Work to support key corporate projects	31/03/14
Print	To carry out Print work for the Council.	90% of all print jobs completed as per timescales agreed with user.	Quarterly

Appendix 3 - Corporate Campaigns 2013/14

Name	Description	Director	Theme	Measures/Projects
Safer Communities	Promoting the message that South Derbyshire is a safe place to live and the activities that are happening across the district to promote community cohesion and deter crime and Anti Social Behaviour.	Community and Planning Housing and Environment	Safe and Secure	**Measures** • Reduce the number of ASB calls to service. • Reduce proportion of people who feel unsafe when outside in their own neighbourhoods at night-time. • Reduce proportion of people who feel unsafe when in their own homes at night-time. **Projects** • Focus the Safer Neighbourhood Wardens on the prevention of anti-social behaviour and enviro-crime. • Work with Partners to ensure diversionary activities are being delivered in 'target' locations. • Ensure 'Safer Neighbourhood' funding is used effectively to combat local crime and disorder issues. • Work with our Partners and communities to reduce acquisitive crime across the District. • Putting Victims First – Work with our Partners to revise the Anti social Behaviour (ASB) Policy and ensure we provide an enhanced service to vulnerable victims of ASB.
Igniting the Olympic legacy	Supporting the full range of sporting, leisure and cultural activities building on the legacy of the Olympics	Community and Planning	Lifestyle Choices	**Measures** • Adult participation in sport. • Number of participants in sports, physical activity and health, play schemes, cultural and environmental activity and Leisure Centres. **Projects** • Support communities in delivering cultural events across the district. • Deliver improved leisure facilities for the Community. • To increase levels of participation in sport, health and physical activities.
A cleaner and greener South Derbyshire	Communicating the changes that are happening across the district to make it cleaner and greener, particularly the introduction of the new recycling service.	Housing and Environment	Sustainable Growth and Opportunity	**Measures** • Residual household waste per head of population. • Household waste recycled and composted. **Projects** • Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise.

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Name	Description	Director	Theme	Measures/Projects
South Derbyshire: Open for Business	Promoting the work of the Council in the opportunities it provides for tourism, economic development and job creation across the district.	Chief Executive	Sustainable Growth and Opportunity	**Measures** • Total Visitor Spend. • Total Number of Visitors. • Net additional commercial / employment floor space created. • Net additional homes provided. **Projects** • Enhance the vitality of the district's town centres. • Deliver the 'National Forest' Tourism Action Plan. • Promote inward investment and business development
Cutting costs not services	Communicating the message that the Council is ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively whilst driving down costs and improving the customer experience.	Finance and Corporate Services	Value for Money	**Measures** • Publish a 'fit for purpose' Medium Term Financial Plan • Disposal of assets deemed 'surplus to requirements' to generate income. • Maximising the take up of grant income for the Council. • On-going efficiency savings. • Achieve an external 'fit for purpose' Code of Corporate Governance assessment. • Percentage of satisfied customers contacting or dealing with the Council. **Projects** • Implementation of Welfare Reform and the new Local Council Tax Support Scheme. • Continue the programme of procurement and service transformation reviews. • Implement next stages of the Paper Lite Strategy. • Move towards an e-Committee solution. • Continue to communicate and engage with our communities to ensure that the Council is delivering services appropriately. • Implement the next stages of the Customer Access Strategy.

Name	Description	Director	Theme	Measures/Projects
Democracy in the Digital Age	Putting instant accessible information at the fingertips of residents.	Chief Executive	Value for Money	**Measures** • Achieve an external 'fit for purpose' Code of Corporate Governance assessment. • Percentage of satisfied customers contacting or dealing with the Council. **Projects** • Implement next stages of the Paper Lite Strategy. • Move towards an e-Committee solution. • Continue to communicate and engage with our communities to ensure that the Council is delivering services appropriately. • Implement the next stages of the Customer Access Strategy.
Celebrating 40 years of SDDC	Celebrating the evolution of the Council, democracy and the district over the past 40 years.	Chief Executive	Value for Money	**Measures** • Percentage of satisfied customers contacting or dealing with the Council. **Projects** • Continue to communicate and engage with our communities to ensure that the Council is delivering services appropriately.

REPORT TO:	Finance & Management Committee	AGENDA ITEM: 12
DATE OF MEETING:	20 June 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Finance & Corporate Services	OPEN
MEMBERS' CONTACT POINT:	Kevin Stackhouse (Ext. 5811)	DOC:
SUBJECT:	Data Quality Strategy – 2012/13 Annual Report and 2013/14 Action Plan	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: FM

1.0 Recommendations

1.1 That Members note the progress made against the Data Quality Strategy Action Plan 2012/13 attached at Appendix 1

1.2 That Members approve the Action Plan 2013/14 attached at Appendix 2.

2.0 Purpose of Report

2.1 To note progress made against the Data Quality Strategy Action Plan 2012/13.

2.2 To provide feedback from the annual data quality and performance management audit conducted by the Central Midlands Audit Partnership (CMAP) in February 2013.

2.3 To set out planned actions on data quality in 2013/14.

3.0 Detail

Background

3.1 In June 2012, this Committee adopted a revised Data Quality Strategy 2012/15 and agreed the Action Plan for 2012/13.

3.2 An audit of the Council's data quality and performance management arrangements was undertaken in February 2013 by Central Midlands Audit Partnership (CMAP) in order to follow up on the KPI self assessment process previously conducted in 2011/12 and as part of the Council's 2012/13 Audit Plan.

Progress made during 2012/13

3.3 Progress against data quality is shown in detail in Appendix 1. Outlined overleaf are some of the key outcomes achieved in data quality during 2012/13.

3.4 In April 2012, a data quality audit follow-up exercise was undertaken by Northgate's Policy & Communications Team on those KPIs that were previously considered to present a medium risk of miscalculation of error.

3.5 Although the level of risk cannot be eliminated altogether, the level of risk for the miscalculation of error is now deemed to be 'low'.

3.6 Progress against identified priority actions were reported as part of the previous Annual Corporate Governance assessment.

3.7 Significant work has been undertaken in ensuring that the Council's ICT infrastructure is compliant with the Public Service Network (PSN) Code. This work has included:
- a review of all GCSX e-mail accounts;
- updating of ICT security and service management policies;
- applying the latest security patches on servers as required; and,
- ensuring adequate disaster recovery plans are in place, such as the backing up of the Council's key systems are undertaken on a daily basis, with the data files being stored off-site.

3.8 In March 2013, the Council received confirmation that the PSN Code of Compliance has been met. One of the outcomes of the compliance process is confirmation from a recognised independent third party that the Council's ICT infrastructure, security measures and policies are fit for purpose.

3.9 Data quality continues to be embedded into the organisation, with job descriptions and person specifications being reviewed for those Officers who have responsibility for managing and reporting data. Furthermore, data quality is covered in the Council's Leadership and Development Programme. Data quality is also embedded as part of the Council's Corporate Risk Register.

Data Quality Self Assessment Audit

3.10 In February 2013, CMAP carried out a follow up audit exercise on the KPI self-assessment process previously conducted in 2011/12.

3.11 The Government require Councils to have effective arrangements in place for the monitoring and review of data quality. This audit helps provide assurance to the Council that the system is operating effectively and also provides an acceptable level of control in order to satisfy the requirements of the Audit Sub-Committee and External Audit.

3.12 Two KPI's were selected for review having been identified to be higher risk indicators via the KPI self-assessment process and in agreement with Northgate's Policy & Communications Team. These are:
- *LM 01 – Adult participation in sport* (previously NIS 008); and
- *SM 08 – Number of acquisitive crime incidents per 1,000 population.*

3.13 The audit report focussed on the weaknesses in the Council's systems of control and made recommended control improvements, as CMAP considered appropriate.

3.14 The audit report contained two recommendations: one being considered a low risk and the other, a moderate risk. However, it should be noted that there are no adverse

implications for the organisation's Annual Governance Statement arising from this work.

3.15 In light of the findings from this audit, the Council's Data Quality Strategy Action Plan for 2013/14 has been updated accordingly.

3.16 Following the audit, steps were taken to address the issues raised in the audit process in relation to *SM 08 – Number of acquisitive crime incidents per 1,000 population,* where the calculation of this KPI had been inaccurately reported during Quarters 1 to 3 in 2012/13. A recalculation of the indicator has been reported to the Housing and Community Committee on 13 June as part of the year end performance report.

Action Plan 2013/14

3.17 Detailed actions on data quality for 2013/14 are shown in Appendix 2. Some of the key actions included are outlined below.
- A data quality self–assessment follow up exercise will be undertaken in June 2013 by the Council on any new KPIs or existing KPIs that are considered to be of medium risk or higher.
- CMAP will then carry out an audit on KPI's that are considered to be of medium risk or higher in July 2013.

3.18 It is expected that the achievement of this action plan will enable the Council to demonstrate that it is working to good 'data quality' principles.

4.0 **Financial Implications**

4.1 There are no direct financial implications associated with this report.

5.0 **Corporate Implications**

5.1 The *Data Quality Strategy 2012/15* sets out how the Council will collect data to manage its performance. It will also support the production of management information for the priorities listed in within the Corporate Plan.

5.2 This will require all Council services to ensure that accurate and reliable data is produced.

6.0 **Community Implications**

6.1 Achieving the actions within the *Data Quality Strategy 2012/15* will ensure that decisions regarding services and their performance are made in an accountable and transparent manner. This will enable residents and stakeholders to understand the achievements of the Council and the areas where additional considerations may be made.

7.0 **Background Papers**

7.1 CMAP, '*South Derbyshire DC – Data Quality & Performance Management Report,'* (March 2013)

Appendix 1 - Progress Report on Action Plan 2012/13

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Head of Corporate Services	April 2012	Any issues raised are now incorporated into the Audit annual review programme.	Complete
2	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Head of Corporate Services	March 2013	Data Quality is embedded in Corporate Risk Register.	Complete
3	Establish a register of performance information returns that are collected by the Council to various agencies and update on a regular basis.	Centralised record of what is reported when, and who is responsible.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	March 2013	Database of high level details of any statistical returns to Government departments or any other Body is available on the Councils intranet at http://harvey/misc/PerformMgtFrame/Stat Duties KPIs collected as part of the monitoring arrangements for the Council's Performance Management Framework are available on the intranet at http://harvey/misc/PerformMgtFrame/Perf meas/KPIDatabase	Complete
4	Ensure that the data collected has supporting processes in place. (Methodology Statements)	Data quality embedded into all performance reporting.	Head of Corporate Services / Heads of Service / Policy & Communications Manager (Northgate Public Services)	December 2012	Methodology Statements in place for all new and revised KPIs.	Complete
5	Management Team / Operations Board consider data quality on a quarterly basis when monitoring performance.	Increased awareness of data quality. Data quality issues are reported and resolved in a timely manner.	Head of Corporate Services	On going	Any issues raised will be documented. Issues picked up as part of the Council's Audit Plan 2012/13 and via the annual data quality audit undertaken by CMAP.	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
6	Review job descriptions and job specifications for relevant staff responsible for data collection and reporting.	Improved accountability for data quality issues.	Head of Corporate Services / Head of Organisational Development (Northgate Public Services)	March 2012	Head of Corporate Services has worked with Northgate's HR team in order to identify relevant posts	Complete
7	Re- launch the revised Data Quality Strategy and remind Heads of Service and their managers of their data quality responsibilities.	Increased awareness of data quality issues Identification of knowledge gaps.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	July 2012	Data Quality Strategy re launched and publicised widely, such as in the staff e-magazine 'Better'.	Complete
8	Develop an e-learning module on Data Quality for inclusion in the new starters' induction module.	Increased awareness of data quality issues.	Policy & Communications Manager (Northgate Public Services)	Dec 2012	Data Quality has been incorporated into the induction programme.	Complete
9	Implement a Third Party Data Protocol.	Increased awareness of data quality issues. Improved accountability for data quality in partnerships.	Head of Corporate Services	April 2012	Protocol implemented.	Complete
10	Ensure that suitable controls and measurements are place for the PIs that were self assessed to be 'high risk':	Strengthened data quality arrangements.	Head of Housing & Environmental Services Head of Leisure & Community Services / Policy & Communications Manager (Northgate Public Services)	April 2012	Revised controls and procedures have been put in place for the following KPIs that were self assessed to be high risk: *SM01 - Number of private sector dwellings vacant for more than 6 months* *SM 07 – Number of criminal damage incidents per 1,000 population* *SM 08 – Number of inquisitive crime incidents per 1,000 population* *LM 01 – Adult participation in sport* *LM 06 – Satisfaction with sports provision in the local area*	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
11	To monitor the delivery of the Action Plan.	Improved accountability for data quality.	Head of Corporate Services / Corporate Policy & Communications Manager (Northgate Public Services)	Ongoing / March 2013	This forms part of the quarterly reporting process with the 2012/13 Action Plan reviewed and 2013/14 Action Plan prepared.	Complete

Appendix 2 - Progress Report on Action Plan 2013/14

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 1 April 2013)
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Director of Finance & Corporate Services	April 2013	Any issues raised are now incorporated into the Audit annual review programme
2	Ensure that suitable controls and measurements are in place for KPIs identified by the Council.	Strengthened data quality arrangements.	Director of Leisure & Community Services / Policy & Communications Manager (Northgate Public Services)	June 2013	Revised controls and procedures have been put in place for *SM 08 - Number of acquisitive crime incidents per 1000 population* Robbery figures have now been included in the calculation. Revised performance figures for Quarters 1, 2 and 3 have subsequently been reported in the Corporate Plan.2012/13 end of year monitoring report.
3	Ensure that the data collected has supporting Methodology Statements or processes in place.	Data quality embedded into all performance reporting.	Director of Finance & Corporate Services / Directors / Policy & Communications Manager (Northgate Public Services)	July 2013	Guidance issued to Directors as part of the Service Planning exercise Checks are to be undertaken when the Service Planning exercise has been completed.
4	Undertake self assessment exercise on any new or existing KPIs presenting a medium risk of miscalculation of error.	Strengthened data quality arrangements.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	Sept 2013	
5	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Director of Finance & Corporate Services	March 2014	Data Quality is embedded in Corporate Risk Register
6	To monitor the delivery of the Action Plan.	Improved accountability for data quality.	Director of Finance & Corporate Services / Policy & Communications Manager (Northgate Public Services)	March 2014	

REPORT TO:	Finance & Management Committee	AGENDA ITEM: 13
DATE OF MEETING:	20 June 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Finance & Corporate Services	OPEN
MEMBERS' CONTACT POINT:	Kevin Stackhouse (Ext. 5811)	DOC:
SUBJECT:	Corporate Equalities and Safeguarding Annual Report 2012/13 and Action Plan 2013/14	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: FM

1.0 Recommendations

1.1 That Members approve, for publication, the Corporate Equalities and Safeguarding Annual Report for 2012/13 which is accessible as **Appendix 1** on CMIS for this Committee.

1.2 That Members note progress made against the 2012/13 Action Plan attached at **Appendix 2.**

1.3 That Members approve the Corporate Equalities & Safeguarding Action Plan for 2013/14, attached at **Appendix 3.**

2.0 Purpose of Report

2.1 The Equality Act 2010 (the Act) requires the Council, from July 2011 onwards to publish annually a report to demonstrate that it has considered the aims of the Equality Duty.

2.2 To seek approval for the Corporate Equalities and Safeguarding Annual Report 2012/13 to be published on the Council's website.

2.3 To note progress made in 2012/13 for delivering the actions contained in the Equalities & Safeguarding Action Plan.

2.4 To approve the Corporate Equalities & Safeguarding Action Plan for 2013/14.

3.0 Detail

3.1 The Act places a Duty on public authorities and others carrying out public functions to consider the needs of all individuals in their day to day work: in shaping policy, in delivering services, and in relation to their own employees. In particular to have due regard to the need to:

1. **Eliminate unlawful discrimination** and any other conduct prohibited by the Act
2. **Advance equality of opportunity** between people who share a 'protected' characteristic and people who do not share it; and

3.   **Foster good relations** between people who share a 'protected' characteristic and people who do not share it**.**

3.2   The Duty covers the following 'protected' groups:
- Age
- Disability (as set out in the Act)
- Race
- Gender (sex)
- Pregnancy and maternity
- Religion or belief (and non-belief)
- Sexual orientation
- Gender re-assignment
- Marriage and civil partnership (with regard to eliminating discrimination)

3.3   There is no explicit legal requirement to collect and use equality information across the 'protected' groups, in order to have 'due regard' to the aims of the Equality Duty. However, the Council needs to understand the impact of its policies and practices with 'protected' groups.

3.4   To demonstrate compliance, the Council must publish relevant and appropriate information. This can be evidenced in a variety of ways, such as the minutes of a meeting to the publication of data that supports a key decision providing it is accessible to the public. This information may be contained within another document.

3.5   The publication of the Corporate Equalities and Safeguarding Annual Report and Action Plan demonstrates the impact of the Council's employment functions on its employees and how service users are affected by its policies and practices. This is shown in Appendix 1.

Progress made during 2012/13

3.6   The Council delivered across a number of actions during 2012/13 in Equalities and Safeguarding, this is shown in Appendix 2. Outlined below are some of the key outcomes achieved during the period:
- Publication of the first Annual Corporate Equalities Report.
- Setting and publication of three Equalities Objectives in April 2012, where progress will be monitored over the next 3 years.
- Updating the equalities profile of the District using 2011 Census data
- Undertaking an Equality Assessment on new policies and procedures adopted by the Council which have a significant impact on services and employees, such as the proposed Council Tax Reduction Scheme etc.
- Reviewing existing policies and procedures to ensure that they have due regard for the Equality Duty.
- Continuing to work with the community focussed Communities & Equalities Group, which is chaired by the Equalities Member Champion.
- Working in partnership with the South Derbyshire Council for Voluntary Service to make a difference to our communities in South Derbyshire by working with groups such as Shout Out and the Older Peoples Forum.
- Supporting a range of community events, including Liberation Day, Healthier South Derbyshire Day, Festival of Leisure and South Derbyshire Day. These events also contribute to meeting the three aims of the Equality Duty.
- Publication of the annual workforce profile.

- Strengthening and developing the Internal Equalities group within the Council, such as thinking consciously about the three aims of the Equality Duty as part of the process of decision making.
- The extended remit of the Internal Equalities group has also taken on the responsibility for the development, implementation, monitoring and review of the Council's Safeguarding Policy and related procedures. This also satisfies the recommendations made in the external audit report on safeguarding, which was undertaken in June 2012. Consequently, the internal group has been renamed the Corporate Equalities and Safeguarding Group and the respective Member Champions for Equalities and Safeguarding are invited to attend.

Activities planned for 2013/14

3.7   During 2013/14, the Council will continue to deliver a number of activities in line with its Equalities Policy and in particular having due regard to the three aims of the Equality Duty. These are shown in detail in Appendix 3 but are summarised below:
- Equalities legislation is focussed on empowering Councils to manage their responsibilities proportionally. Through the Corporate Equalities and Safeguarding Group we will aim to drive improvement, and focus on those issues that matter locally across the district. We will promote this work by publishing progress on these activities through the Annual Report.
- Continue to work in partnership with the South Derbyshire Council for Voluntary Service and provide support to a range of community events.
- Delivering the Council's Equalities and Safeguarding Action Plan for 2013/14.

4.0   Financial Implications

4.1   There are no direct financial implications associated with this report.

5.0   Corporate Implications

5.1   The Council's commitment and approach to having due regard to the Equality Duty is set out in its Policy Statement and Annual Equalities & Safeguarding Report, which will be implemented through the Council's Performance Management Framework.

6.0   Community Implications

6.1   In supporting the Council's vision of making 'South Derbyshire a better place to live, work and visit,' the Council has a number of 'values' that lie at the core of everything it does , that help us to make a difference for both our employees and our communities within South Derbyshire.

6.2   The Council wants all of its communities to strong places of togetherness and belonging. In particular, this is again demonstrated in the Annual Equalities & Safeguarding Report.

7.0   Background Papers

Government Equalities Office, '*Equality Act 2010: Public Sector Equality Duty,* June 2011.
CMAP - 'South *Derbyshire DC – Safeguarding Report'* June 2012

Corporate Equalities & Safeguarding Annual Report 2012 / 2013

1   CONTEXT

The Equality Act 2010 places a Duty on the Council to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between all persons i.e. removing or minimising disadvantages suffered by protected groups; taking steps to meet the needs of people from protected groups where these are different from the needs of other people and encouraging people from protected groups to participate in public life or other activities where participation is disproportionately low;
- foster good relations between all persons i.e. tackling prejudice and promoting understanding between people from different groups.

The Duty covers the following 'protected' groups:

- race
- disability
- sex (gender)
- age
- marriage and civil partnership (with regard to eliminating discrimination)
- pregnancy and maternity
- religion or belief (and non-belief)
- sexual orientation
- gender re-assignment

The Equality Duty requires the Council to consider how the policies it puts in place, the decisions it takes and the services and other functions it delivers affect people from different 'protected' groups.

To demonstrate compliance with the Duty, the Council is required to publish appropriate equality information about its employees and service users every year and set itself equality objectives that must be reviewed at least every four years.

The publication of information should be proportionate to the Council's size and type.

2.   INTRODUCTION

In line with recent technical guidance published by the Equality and Human Rights Commission, the Council has focused on information most relevant to furthering the aims of the Equality Duty.

The first section provides an overview of the geographic area of South Derbyshire and the identification of key issues faced. This is followed by an overview of the make up and functions of the Council, again to provide context along with details of equality information relating to our workforce and service users. The final section identifies gaps in information to be addressed in the Council's Corporate Equalities & Safeguarding Action Plan for 2013/14.

3.   SOUTH DERBYSHIRE

3.1   District Profile

- Covers an area of about 33,812 hectares, a mixed rural and urban district with a population of 94,600 (ONS Census 2011)
- South Derbyshire is the fastest growing district in Derbyshire for over 20 years, where the population has increased by 16% since the 2001 Census.
- 49.7% of the population are male and 50.3% are female. (the ratio being similar to the county and national position)
- Younger people (under 16 years) make up 19.8% of the District's population (Derbyshire 17.8% and England 18.9%)
- Working age people (16 - 64 years) make up 64.8% of the District's population (Derbyshire 63.7% and England 64.8%)
- People of retirement age (65+ years) make up 15.5% of the District's population (Derbyshire 18.6% and England 16.3%)
- People whose day to day activities are limited make up 17.5 % of the District's population (Derbyshire 20.4% and England 17.6%)
- The District has a low ethnic minority population, where a total of 6% of residents have declared themselves as being Non- White British (Derbyshire 4.2% and England 20.2%)
- The largest ethnic minority group are Asians/Asian British who make up 2.5% of the District's population
- 64% of the District's residents have declared their religion to be Christian which is comparable to both the county and national position (26.8% declaring themselves with no religious belief)
  Source: ONS 2011 Census -all figures rounded to one decimal percentage point

More information about our communities is contained within a range of area profiles which are both available on our website or through the Derbyshire Observatory

Derbyshire County Council published a Derbyshire equalities profile in 2009. The Profile provides an analysis of key statistics for communities of interest in Derbyshire

3.2   Key Issues

The main challenges facing the geographic area of South Derbyshire is identified through consultation with local people, and are set out in the South Derbyshire's Sustainable Community Strategy 2009 -2029 which is the overarching policy framework for our Corporate Plan.

More information on the key issues affecting South Derbyshire is contained within other plans and strategies

This means that everything the Council does can be related back to the community's priorities. The main issues can be summarised as:

- **Lack of housing affordability for local people** due to high house prices/rents, limited supply. Meeting the housing needs of vulnerable people, particularly the elderly e.g. through helping to tackle fuel poverty, the disabled, to enable independent living and people on low incomes and struggling with debt are also priorities;
- **Maintaining a prosperous economy** by enabling development sites, facilitating business growth to encourage the creation of higher quality jobs and providing local employment opportunities
- **Maintaining a high quality environment** which is attractive to and valued by residents, visitors and business but has high maintenance costs
- **Maintaining safe, healthy, sustainable communities** particularly within the context of an ageing population and when funding is often targeted at urban areas with more visible problems.

3.3   Equality Objectives

The Council has set and published three equality objectives, which have been derived from the key issues identified above. In accordance with the Public Sector Guidance, a consultation exercise was undertaken prior to their publication on 6 April 2012.

Progress during 2013 /14 is outlined below:

1.   **Provide services which reflect the communities of South Derbyshire and are accessible to users**

This objective is progressed within the Council's Corporate Plan - *Value for Money* theme .Arrangements for a Customer Access Strategy was approved by the Finance & Management Committee on 26 April 2012. A series of consultation and data gathering exercises have taken place. In areas of high customer interaction a process mapping exercise has been also undertaken. A draft report outlining proposals on the way forward is to be considered by the Finance & Management Committee, so that the next stages of the Customer Access Strategy can be implemented during 2013/14.

2. **Work with Partners to help younger people to access employment opportunities in South Derbyshire**

This objective is being progressed within the South Derbyshire Partnership's Community Strategy. Details relating to the monitoring process can be found on the Council & Democracy webpage. For instance, a Youth Training Fair coordinated by the Job Centre was held at Swadlincote Town Hall in June 2012. The event was attended by some 200 young people predominantly under the age of 24 years, who were interested in a job, apprenticeship and any other training opportunities on offer. From November 2012, the Old Post Centre, at Newhall has been delivering employability sessions to help local unemployed people back into work.

3. **Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer**

This objective is being progressed within the Council's Corporate Plan – *Safe & Secure* theme. In July 2012 a tender for a housing related support service in the District was submitted to Derbyshire County Council. By September work was well underway in moving the existing Care-line facility to a new location at Oakland Village. The next stages are to be implemented during 2013/14.

4.0   South Derbyshire District Council

At the 31st March 2013, the Council employed 284 people (including 35 people employed on temporary contracts). This equates to 262.78 Full Time Equivalents – FTE's) the majority of which are based at Civic Offices. These include part-time, job-share, seasonal, temporary and casual staff. The net revenue budget of the Council for 2012/13 was £11.4 million.

There are 36 elected Members of the District Council, representing 15 electoral wards. Many Councillors are also parish or town councillors, and some are additionally Members of Derbyshire County Council.

South Derbyshire's management structure can be viewed on the Council's website

4.1   Equalities & Employment Policies

The Council updated its Equalities Policy Statement in March 2012. The Policy sets out our commitment to promoting fairness and equality issues and celebrating diversity in South Derbyshire and promoting the aims of the Public Equality Duty in all that we do.

The Council has introduced a number of measures to support good employment practice and managing change, such as holding the 'Investors in People' (IIP) status since 2002. In recognition of the Council's commitment to training and development, a 'Silver IIP' award was attained in 2008.

Corporate actions to promote equality within the Council's work are set out in the Council's Corporate Equalities & Safeguarding Action Plan. (Appendix A)

In accordance with the guidance produced by the Government's Equalities Office, the Council has taken a proportionate timely approach to assessing equality and that it is properly considered prior to any decisions being made. This process includes collecting evidence to understand potential differential impacts using equalities information and engaging with representatives of the people / main groups likely to be affected.

Case Study - Equalities Timeline

August 2000 - *Council's first Equal Opportunities Policy Statement adopted.*

October 2003 - *the Council adopted the Equality Standard for Local Government (the 'Equality Standard') which was developed to help councils achieve and maintain high standards of equality in providing services and employing people.*

March 2008 – *Level 2 (out of 5) achieved of the Equality Standard. This demonstrates that the Council has a robust approach to assessing needs / requirements and consulting with stakeholders on equality issues*

June 2008 - *Corporate Equality and Fairness Scheme published with an action plan to demonstrate the Council's commitment to treating people fairly in everything it does as a service provider, employer and a community leader in promoting equal opportunities and fostering good relations between all people regardless of race, gender and disability.*

April 2009 - *Equality Standard was replaced by the [Equality Framework for Local Government](#) (EFLG) and attained the 'Achieving' Level (The Levels being 'Developing', 'Achieving' and 'Excellent')*

January 2010 - *External assessment by the Improvement and Development Agency (IdeA) who confirmed that the Council was performing at the 'achieving' level*

March 2012 - *In light of the Equality Act 2010, the Council adopts a revised Equalities Policy.*

April 2012 – *Following a consultation exercise, the Council publishes its equalities objectives for 2012/16. Progress to be monitored via the Council's Performance Management Framework.*

June 2012 – *Annual Equalities Report containing appropriate information about its employees and services users is published along with an action plan for 2012/13. The Annual Equalities Report also demonstrates compliance with the Public Sector Equality Duty of the Equality Act 2010. .*

Case Study – Ongoing Commitment to Equalities

Annual reviews of training and development; employment policies and procedures, which have led to improvements such as providing 'toolkits' for managers to use. The toolkits ensure both policies and procedures are fairly and consistently applied. All reviews undertaken are also supported by staff and member training sessions, as appropriate. For instance. The recruitment and selection process 'toolkit' was reviewed in light of the Equality Act, and to remove any possibility of discriminating against 'protected groups' such as disabled people prior to a job offer being made. The equalities monitoring has been extended across the 'protected groups'.

Disability Two Ticks' Standard – *Since 2009, the Council has maintained its commitment as a 'positive about disabled people' employer.*

Communities & Equalities Group *which is chaired by the Council's Equalities Member 'Champion' is made up of representatives from a range of organisations who have an interest in equality and diversity issues, such as Age Concern, Derbyshire Friend, South Derbyshire Council for Voluntary Service (SDCVS), Derbyshire Association for the Blind and Derbyshire County Council. By working in partnership with the SDCVS an annual community equalities and diversity work programme is delivered*

Corporate Equalities and Safeguarding Group, *chaired by the Director of Finance and Corporate Services that advises and ensures that its' equality and safe guarding children, young people and vulnerable adult's work is undertaken in accordance with Council policies and procedures. The remit of the Group is The role of the Group has been widened to*

4.2   Staff Engagement

The annual employee Survey, and bi-monthly Joint Negotiating Group meetings (with the Trade Unions) constitute the Council's mechanisms for formal engagement on staff matters, including on any equalities issues identified by or affecting the workforce (any specific issues identified by individuals are dealt with on a one to one basis).

The main findings indicate the need to improve communications and the flow of information within the Council. An action plan has been put in place to encourage managers to hold more regular meetings involving all team members and this is being monitored by the District Council's Corporate Management Team.

5. WORKFORCE INFORMATION

5.1 Overall Workforce Profile

The composition of the Council's workforce is comparable with the District profile (with the exception of disability which is likely to reflect the ageing profile of the district)

	Total	Gender		Disability (see note)		Age			Ethnicity		Religion		
		M	F	Yes	No	16 - 24	25 - 64	65+	White British	BME	Christian	Other	None / Not Provided
	Nr	%	%	%	%	%	%	%	%	%	%	%	%
SDDC	284	53	47	3	80	6	92	2	90	3	57	4	37
District	94,600	49.7	50.3	8	82.5	10.0	54.8	15.5	94.0	6.0	64.0	2.6	33.4

Source: SDDC Workforce Profile 2012/13, 2011 Census Key Statistics for Local Authorities
Note – Disability SDDC - %ages of people declaring themselves disabled (Yes) /not disabled (No):
District - %ages of people whose day to day activities are limited a little (Yes) / No disability (No)

The Council continues to monitor sexual orientation as a 'protected characteristic' under the Equalities Act 2010 during the year. The statistics available continue to be statistically insignificant as only a small proportion of the workforce provided information about their sexual orientation. However, it is noted that the number of employees providing this information has increased compared to last year, and the number of 'self declarations' are likely to increase over time.

5.2 Distribution of the workforce

The distribution of the workforce by employment grades for ethnicity, disability, gender and age is currently not available. Work is underway to provide this information in future reports

5.3 Issues for Transgender employees

No issues have been identified through staff engagement. The Council's confidential annual Employee Survey seeks to identify any issues for 'protected' groups. No issues have been raised through this or by any other mechanism.

The Communities & Equalities Group provides a useful mechanism for raising awareness of issues faced by trans-people, particularly from a service delivery perspective, helping to raise staff awareness on how to deal positively with transgender service users.

5.4 Gender Pay Gap information

In line with the requirements of the Localism Act 2011, the Council's Pay Policy has been published which is in line with the requirements of the Localism Act 2011. This has been published on the Councils website.

5.5   Recruitment Monitoring

The Council collects equalities information from applicants applying for positions within the Council. This information is used to ensure that no discrimination occurs within our selection procedures, and to identify any action needed to encourage applications from under represented groups. During the year, 599 applications were received for 26 positions. Details are outlined in the Table below.

	Applicants %	Shortlisted %	Appointed %
Gender			
Male	65.9	54.3	42.3
Female	31.9	41.4	46.2
Age			
Under 25	31.2	20.7	19.2
26 - 35	22.5	21.6	23.0
36 – 45	14.5	14.7	15.4
46 - 55	13.4	19.8	7.7
56 - 65	3.8	4.3	
66+	0.2	0.9	
Ethnicity			
White - British	84.3	83.6	65.4
White – Irish /Other	2.8	1.7	
Asian – Indian/Pakistani/Bangladeshi	3.7	1.8	
Black – African/Caribbean/Other	1.8	0.9	
Mixed	1.8	0.9	
Other	0.4	0.9	
Sexuality			
Hetero-sexual	85.0	84.5	61.5
Homo-sexual	1.2	1.7	
Bi-sexual	0.5	0.9	3.9
Religion			
Christian	44.6	50.9	23.0
Islam	2.5	0.9	
Sikhism	0.5		
Buddhism	0.5	0.9	
Hinduism	0.5		
Judaism	0.3	0.9	
Other	2.8		
No Religion	40.4	33.6	42.3

Source: Workforce Profile 2012/13. Numbers are not shown to retain confidentiality. Balancing %ages represent non declarations

5.6   Occupational Segregation

Although the proportion of male and female employees is generally balanced across the majority of roles, the Council has identified that, like in other local authorities, a degree of horizontal segregation exists in some areas of the workforce.   This includes the proportion of male staff occupying roles involving manual work, the proportion of females undertaking administrative roles and, but to a lesser extent, at senior management level:

The Council continues to operate open and fair recruitment procedures which are regularly monitored and reported to Members and Trade Unions to ensure no discrimination within the recruitment process when roles become available.

5.7   Employee complaints related to discrimination

During 2012/13 there have been no employee complaints received on the grounds of discrimination or other prohibited conduct identified under the Equality Act 2010.

6.   SERVICE INFORMATION

The Council collects a range of information from customers, residents and employees in relation to the delivery of services and the opportunities available to influence Council decision making. This information is used to monitor and assess:
o   Take-up of our services;
o   Satisfaction of our services;
o   Effectiveness of our services;
o   Make-up of our workforce;
o   Effectiveness and impact of our employment practices;
o   Involvement in decision making; and,
o   Residents' experiences of living in South Derbyshire's communities.

Corporate *Equalities Monitoring Guidance* has been made available to help support service areas to undertake equality monitoring and to ensure that the monitoring is appropriate by complying with four main rules:
o   Only asking for information we need;
o   Providing an explanation of why we need the information and how it will be used;
o   Taking care to ensure that individuals cannot be identified from the information collected, especially where the results of monitoring are made public or shared; and,
o   Comply with the law in relation to confidentiality, data protection and freedom of information

Our Workforce Profile includes annual progress against performance indicators measuring the Council's progress on promoting equality.

To summarise, the Council takes a proportionate timely approach to assessing equality and that it is properly considered prior to any decisions being made. This process includes collecting evidence to understand potential differential impacts using equalities information and engaging with representatives of the people / main

groups likely to be affected. This process is supported by appropriate equalities training for both Members and Officers and demonstrating how the Council gives due regard to the aims of the Equality Duty when making its decisions

6.1   Housing Services

6.1.1   Choice Based Lettings [CBL] of social rented housing

The Council has a statutory responsibility to manage and regularly review the waiting list. At 31 March 2013, there are 2,015 applicants on the waiting list... A district wide common housing register is operated through our CBL system, advertising and allocating all social rented housing in the district.

The Council accommodates many applicants throughout the year in our own stock that is brought to a 'fit to let' standard before being offered to prospective new tenants. We also assist applicants in finding accommodation in the private sector through our Housing Options Service and Home Swapper schemes.

Collecting information on disability enables the District Council to monitor any differences in the proportion of successful applicants and to take appropriate action:

Disability	Number of Applicants
I have a need to move on medical grounds	134
I have a learning disability	96
I am a wheelchair user	70
I have a hearing impairment	55
I have a mental health problem	192
Total	**547**

Source: SDDC CBL Database, March 2013

Once the application has been assessed, it is categorised into bandings which help us to categorise a variety of housing needs. A breakdown of the banding by age group is detailed below.

Band		Total	Age						
			Under 18	18 - 25	26-45	46 -55	56 - 65	66 -75	Over 75
A	Nr.	415	1	61	102	85	55	45	66
	%	20.6%	0.2%	14.7%	24.6%	20.5%	13.3%	10.8%	15.9%
B	Nr.	762	1	184	314	94	55	70	44
	%	37.8%	0.1%	24.1%	41.2%	12.3%	7.2%	9.2%	5.8%
C	Nr.	787	0	135	304	100	96	86	66
	%	39.1%	0%	17.2%	38.6%	12.7%	12.2%	10.9%	8.9%
D	Nr.	51	1	18	22	5	3	2	0
	%	2.5%	2%	35.3%	43.1%	9.8%	5.9%	3.9%	0.0%
Total	Nr	2015	3	398	742	284	209	203	176
	%	100.0%	0.1%	19.8%	36.8%	14.1%	10.4%	10.1%	8.7%

Source: SDDC CBL Database March 2013
Note: 1) A to D = priority bands with 'D' being the highest priority /emergency

87% of the applicants have a local connection to South Derbyshire

With regard to ethnicity, the proportion of applications received and housed, broadly reflects the population of the South Derbyshire area:

6.1.2 Homelessness Services

We work with our Partners to provide advice and prevent homelessness. In 2012/13 we received 224 'formal' homeless presentations ('presentation' is the legal terminology and places statutory responsibilities on the Council to investigate each presentation thoroughly before reaching a decision which needs to be formally notified)

6.2 Benefits Service

Asking Council Tax and Housing benefits claimants to provide equalities information helps the District Council monitor take up amongst different protected groups and target promotional activity where required (Note: Entitlements are not affected by gender, so not recorded separately):

During 2012/13 there were a total of 6,539 unique live claims in which 256 claimants provided any equality monitoring information, as shown in the table below

Number disclosed	Disability	Ethnicity				
	Yes	White - British	White-Other	Asian	Mixed	Other
256	3.1%	92.6%	3.1%	1.6%	0.8%	1.9%

Source: SDDC Revenues & Benefits Service data March 2013

Number of current claims	Age	
	'Working'	'Pensionable'
6539	54.44%	45.56%

Source: SDDC Revenues & Benefits Service data March 2013

It is to be noted that the actual number of claimants (allocated for Council Tax Support purposes for 2013/14 is 989 people and represents 15.12% of the total number of claimants

Compared to last year, and as expected, the ratio of elderly to working age claimants is decreasing due to the gradual raising of the state pensionable age. .

Case Study - **Localisation of Council Tax Reduction Scheme (LCTRS)**

As a result of the Government's 2010 Spending Review, the national Council Tax Benefit Scheme for England & Wales will be replaced by Local Council Tax Support Schemes from 2013/14
 	
Local Council Tax Support is part of a wider set of reforms of the Welfare System which the Government sees as:
   o   Improving the incentives for people to work
   o   Ensuring public resources are used more effectively

Case Study - **Localisation of Council Tax Reduction Scheme (LCTRS)**

    o   Reducing the culture of benefit dependency

As part of the new scheme, the Government requires all Councils to protect pensioners so that they receive the same level of support as they do now, and in addition to protect other vulnerable groups as appropriate. The Council had to design and deliver a Scheme with a reduced budget which is responsive to the needs and opinions of the community of South Derbyshire and is fair and equitable as possible

The Council has worked in partnership with other Derbyshire collecting authorities (including Derby City) and the major precepting authorities (Police, Fire and Rescue Service and County Council) to explore the possibility of creating a common approach to a county-wide scheme and to arrive at proposals for fully funding the grant reduction by a combination of various factors, such as benefit reductions and reduced council tax discounts etc. Although there was a common approach to the schemes, local variations across Derbyshire have been implemented.

Initially four options were developed for consultation on the basis of the Scheme (the Local Council Tax Reduction Scheme – LCTRS) for South Derbyshire District Council.

During the consultation programme, which ran from 13 August to 5 November 2012, a fifth option was developed based on the feedback received and further analysis work being undertaken to minimise the impact of a new council tax benefit scheme on 'protected groups.' The outline for 'Option 5' was proposed at the Finance & Management Committee on 6 September 2012. The Committee considered an updated analysis and issues detailed in the report, subject to on going consultation on 18 October 2012. The proposals outlined in Option 5 would produce a Local Scheme based on the key features of the current national scheme, except that non protected working age claimants would then reduce by a straight line percentage.

The final local scheme was considered by the Finance and Management Committee on 6 December 2012, with a further meeting arranged on 10 January 2013 to approve and make final recommendations to Full Council.

The Department for Communities and Local Government produced an equalities impact assessment which is available at
http://www.communities.gov.uk/publications/localgovernment/lgfblocalcounciltaxeia

Further information can be found at by accessing the appropriate documentation in the Council's Committee Management Information System at
 http://south-derbys.cmis.uk.com/south-derbys/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/489/id/278/Default.aspx

Further details of the final scheme implemented by the Council can be found on the website at:
http://www.south-derbys.gov.uk/council_and_democracy/council_tax/ctreduction/default.asp

6.3   Sports & Leisure Facilities

Equalities information is collected by [Active Nation](#) who manages on our behalf our leisure centres. Monitoring information contained in the leisure centre membership process helps to inform activity programming and promotional activity (it should be noted that some people using the centres choose not to provide information)

Leisure Centre	Age Group			Gender	
	16 and under	17 - 49	50+	Female	Male
Etwall	32%	49%	19%	54%	46%
Greenbank	24%	62%	14.%	52%	48%

Source: Active Nation: Leisure Card holders / members using SDDC leisure centres, January 2013

Case Study

The Council engages with local community groups to ensure its sports and leisure provision reflects the needs of 'protected' groups.

The Council's [Sport & Health Strategy 2011-16](#) aims to support the delivery of a number of national and local objectives set by partners in relation to four key areas. These are

1. ***Young people participation and volunteering***
   a) *Supporting the delivery of local and national targets in relation to participation*
   b) *Engaging hard to reach groups and establishing sustainable delivery*
   c) *Identifying appropriate deployment opportunities to engage young leaders in the community network*

2. ***Adult participation and volunteering***
   a) *Identification of activities which provide the maximum impact in terms of meeting local and national targets*
   b) *Addressing gaps in provision assessed against the demands of the population*
   c) *Widening opportunities and access to volunteering*

3. ***Facilities***
   a) *Assessment of the current position and its requirements to support the changes in the South Derbyshire landscape*
   b) *Improving facility infrastructure to better meet current and future needs*
   c) *Working in partnership to improve facility development, management and promotion*

4. ***Reaching communities – addressing local needs***
   a) *Improving the quality of experience for all members of the community*
   b) *Marketing and promoting the opportunities available*

6.4   Community Safety

The Council's role as a lead partner within the Safer South Derbyshire Partnership (SSDP) supports our 'Duty' to foster good relations between different 'protected' groups.   Through this Partnership, we work closely with the Police and other organisations and agencies to tackle crime and anti-social behaviour issues in order to maintain low levels of crime in the district.

Derbyshire Police Authority and Derbyshire Constabulary have jointly facilitated an extensive programme of consultation and engagement across Derbyshire called "Have Your Say 2012".

This annual programme provides a valuable health check on different parts of the county and highlights the views of local communities on levels of safety, satisfaction and confidence in the local police as well as identifying the priorities that are important to them.

The information gathered from this programme is shared with key partners for the benefit of all. This year in particular, it also provides some relevant and pertinent data for the incoming Police and Crime Commissioner

As a result, a series of events covering each of the nine local Authority areas in Derbyshire were held. Face to face interviews were conducted and responses to the survey were also received by post and online. A total of 2,462 responses were received. Any concerns expressed by respondents were passed onto the appropriate Police departments. Since there was an opportunity at the events to speak directly to Police Officers, referrals were followed up and dealt with at a local level.

The main analysis was based on three policing divisions. The district of South Derbyshire is within 'D' Division (covering Derby, South Derbyshire and Erewash) and the results are shown in the table below.

	'D' Division			All Responses
	South Derbys.	Erewash	Derby	
	% Satisfied / Safe / Confidence	% Satisfied / Confidence	% Satisfied / Confidence	% Satisfied / Confidence
Satisfaction with how Police deal with crime and anti-social behaviour in your local area	77	76	72	76
How 'safe' do you feel in your neighbourhood	89	86	74	86
General confidence with policing in your local area	76	74	68	75
Total Responses	251	190	546	2,462

Source: Derbyshire Police Authority / Derbyshire Constabulary: Have Your Say, 2012 (Completed questionnaires only)

The demographic profile of the respondents was broadly in line with ONS Mid 2010 population data.

Case Study - Community Safety / Cohesion

Hate Crime

Hate crime is '*any incident which constitutes a criminal offence, which is perceived, by the victim or any other person as being motivated by prejudice or hate.*' (Home Office)

Hate crimes can occur because of a person's race, gender identity, religion or faith, sexual orientation and disability.

Following the publication of *Challenge it, Stop it, Report it*, the Government's plan to tackle hate crime the principle is applied more widely to include hate or prejudice based on age, gender, or appearance. These can include, physical attacks, threat of attack and verbal abuse or insults

Stop Hate UK provide this service and offer many ways to report hate crime and further information can also be obtained via the Safer Derbyshire website

During 2012/13, there have been 20 recorded hate crime incidents in the District, in which six formal charges have been made.

In May 2012, the Safer Derbyshire Partnership and the Police ran an awareness campaign targeted at taxi companies, off licences and fast food outlets. The campaign promoted reporting and support services

Safer Homes

This is a mobile joinery service working to improve security in the homes of the elderly (aged over 60 years) and vulnerable people living in South Derbyshire. The scheme is operated by South Derbyshire Council for Voluntary Service

Services people affected by violence

These services continue to be planned and delivered at the county level by the Derbyshire Safer Communities Board.

The services available in South Derbyshire are as follows:

Next Step is a voluntary led organisation based in Swadlincote that provides key services for addressing domestic abuse in South Derbyshire. Some of the services offered include
   o Confidential Helpline
   o Referral service to refuges nationwide
   o Counselling
   o Advocacy Support
   o Self Help Groups
   o Drop-in Service
   o Independent Domestic Abuse Adviser
   o Sanctuary Scheme – provides increased security to enable sufferers to remain   in their home to prevent homelessness (if safe to do so).

Case Study - Community Safety / Cohesion

- Support services for men in South Derbyshire

Lemon Grove is operated and funded by Trident Housing. They offer refuge accommodation for vulnerable women and their families

The Domestic Abuse Action Group is a partnership of local agencies that works together to improve communication between the service providers, and identifies projects that can improve service delivery for victims of domestic abuse.

Independent Domestic Violence Advocate offers advice, support and sign posting to high risk victims. These victims are at risk of serious harm or death

Liberation Day

This annual event held in May offers music, dancing and songs as well as advice on topics like reducing the fear of crime, community safety, pensions, fire safety, health and social care and much more. It is hosted by the Safer South Derbyshire Partnership for South Derbyshire residents aged 65 years and over.

A range of organisations such as Arthritis Care, Get Active in the Forest, Goldcard Transport, the Nottinghamshire and Derbyshire Energy Efficiency Advice Centre and the Royal National Institute for the Deaf regularly exhibit at the event.

The secret of the success of Liberation Day is that a wide range of information and advice on many important issues affecting older people is on offer under one roof. A full day of professional entertainment and refreshments are also provided free of charge.

Inter Faith Week

Working with Partners a series of events in November were hosted by South Derbyshire CVS to provide opportunities to understand the issues affecting various faith communities living in South Derbyshire and to raise awareness of the District Council's services.

Safer South Derbyshire Partnership is now on Facebook

The aim of this Facebook page which is linked to Twitter helps the Safer South Derbyshire Partnership to engage more with young local people. This site which is also linked to Twitter is used to promote activities and keep residents and Partners informed of initiatives and updates.

Case Study - Community Safety / Cohesion

Youth Engagement Scheme (YES)

This Scheme is targeted at young people aged 13-16 years who may have low self-esteem, be at risk of exclusion, educationally disengaged or may be young carers. The aim is to contribute to improving school and work place attendance levels, reduce anti-social behaviour, develop an appreciation for the communities in which the young people live and develop an aspiration for a more positive life. All 12 students who were referred from a Secondary School successfully completed the 8 week programme during February and March. Following the Schemes success a further scheme is scheduled to take place in October. The Community Safety Team is currently working with the Fire Service and the Police to establish a local Youth Cadet scheme to continue engaging with young people after this project ends.

Shout Out

Financial support from the 2012/13 Choosing Health Fund has successfully transformed the South Derbyshire Learning Disability Forum in to the vibrant Shout Out Group. A range of physical and cultural activities are provided with ongoing support provided by the South Derbyshire Council for Voluntary Service. The Group has a regular attendance of some 35 participants per week with more wishing to join. The Group is open to all of our residents who have learning disabilities or difficulties. Their families and carers are also welcome to attend.

One Shout Out member has recently completed a recognised coaching qualification

Derbyshire Handy Van Network – This scheme is open to all people aged 60 years and over. Help with the following is provided: home fire safety checks; fitting and checking of smoke alarms; home security checks and energy efficiency advice. The visits and the equipment they install are free, and each household can have up to two visits per year.

South Derbyshire Partnership

This statutory Partnership is made up of many public, private and voluntary sector agencies working together to combat and reduce all types of crime and disorder occurring in the District. Progress reports are considered at regular meetings.

More information about these projects and much more can be found on the website and here.

6.5   Public Car Parking

The Council maintains 19 public car parks within the district. The majority of these have car parking spaces for disabled users. Details of their locations and the number of spaces available (including disabled parking) is available on our website at www.south-derbys.gov.uk

Case Study
Disabled spaces at the High Street car park in Melbourne and at the Rink Drive and Hill Street car parks in Swadlincote have been improved.   *Blue badge parking in South Derbyshire is operated by Derbyshire County Council and further details can be found on their website or following the above hyperlink*

6.6   Public Conveniences

The Council provides 7 public conveniences within the District. Currently, six have disabled facilities have one has baby changing facilities. Details of their locations is available on our website at www.south-derbys.gov.uk

6.7   Customer Contact

The Council is committed to consulting the public, our service users, partners and other interested groups as part of providing effective services that meet the needs of the people of South Derbyshire.

The Council recognises that democracy is healthier and stronger if local people feel that their views are being listened to and taken into account when decisions are being made. A key priority in the Council's Corporate Plan 2009/14 under the theme 'Value for Money' is carrying out effective consultation and communication with the community, businesses and other organisations.

The Council carries out monthly satisfaction surveys to ensure that Customer Service Standards (helpfulness; politeness; professional knowledge; accuracy of information provided; treated fairly; and overall quality of the service provided) are met at the first point of contact.

On average, the findings for 2012/13 indicate the following:

- 94.7% of respondents were 'very satisfied/ satisfied' with the way their telephone call was handled by a Customer Service Advisor in the Contact Centre
- 95.4% of personal callers were 'very satisfied/ satisfied' with their 'initial contact' with a Customer Service Advisor.

No information is held on the make up of respondents. Steps are being taken to capture information in future surveys of people in the protected groups

6.8   Service Complaints and Compliments

The table overleaf shows that the Council received 49 complaints and 113 compliments between 1 October 2011 and 30 September 2012. None of the complainants or complimentors completed the equalities monitoring form.

	Period	
	1 Oct 2011 – 30 Sep 2012	1 Oct 2010 – 30 Sept 2011
Complaints	49	47
Compliments	113	118

Source: F&M Committee

7.   ADDRESSING GAPS AND FUTURE REPORTING

During 2013/14, the Council will continue to play its part in making society fairer by tackling discrimination and providing opportunity for all.

- Updating our equalities profile of the District using further releases of the 2011 Census data
- Working with SDCVS to develop and raise the profile of the Communities and Equalities Group
- Working in partnership with SDCVS to deliver the community work programme for 2013/14
- Distribution of the workforce by employment grades for the respective 'protective groups'
- Increased awareness for those people who deliver the Council's functions by the take up of training opportunities
- Ensuring that any third parties which exercise functions on its behalf are capable of complying with the Equality Duty
- Continue to have due regard for the aims of the Equality Duty when a policy is developed, implemented and reviewed

An action plan for addressing these issues is attached

8.   Further Information

For further information please contact:
South Derbyshire District Council
Civic Offices, Civic Way
Swadlincote
Derbyshire DE11 0AH

For assistance in understanding or reading this document please call 01283 221000 or email policy@south-derbys.gov.uk

Appendix 2 – Progress Report on Action Plan 2012/13

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (as at 31 March 2013)	Complete
Equalities						
1	Publish Equality Objectives.	Embed equalities into the organisation. Meet Statutory requirements	Heads of Service / Policy and Communications Manager(NPS)	Apr 12	Objectives published on Council's website on 31 March 2012.	Complete
2	Update the Equalities Profile of the District using the 2011 Census data.	Develop our knowledge and understanding of the communities we serve.	Policy and Communications Manager(NPS)	Dec 12	2011 Census District Profile made available on the Council's website Census Profiles used to inform the Annual Equalities & Safeguarding Report	Complete
3	Establish more consistent equalities monitoring of service users across outward facing services.	Improve service design and delivery via improved communication and engagement.	Policy and Communications Manager(NPS)	Mar 13	Policy briefing note considered by the Strategic Management Team. Revised guidance produced and disseminated. Representatives of the Corporate Equalities & Safeguarding Group ensure that both the Council's Safeguarding and Equalities Policies are properly disseminated to all Council staff.	Complete
4	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2012/13.	Increased VCO engagement in the work of the Group. .	Head of Planning & Community Services / Corporate Policy and Communications Manager(NPS)	Mar 13	Community Cohesion action plan developed. SD CVS promoting Increased awareness of other communities/ faiths in South Derbyshire. Consultation undertaken with vulnerable people and community groups about	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (as at 31 March 2013)	Complete
					welfare reform	
5	Undertake Equality Assessments (EAs) of the Councils 'Functions' and services delivered by Partners.	Increased awareness of the Public Sector Equalities Duty.	Heads of Service/ Corporate Policy and Communications Manager (NPS).	Mar 13	Equality Assessment Toolkit and templates produced. Revised EA Schedule agreed with the Client. Programme of equality assessments to reviewed in accordance with the guidance provided by the Government Equalities Office	Complete
6	Provide a range of training activities that raise awareness of the Council's responsibilities.	Equality training delivered to employees.	Head of Organisational Development.(NPS)	Mar 13	Training & Development Officer has outlined the training activities and the options available, See Action Point 12 below.	Complete
Safeguarding						
7	Identify lead Safeguarding Officer for the Council	Responsibility for coordinating, monitoring and reporting progress against this action plan	Head of Corporate Services.	Sept 12	The Head of Corporate Services identified as the lead officer for Safeguarding (as per CMAP recommendation 1) and now chairs the internal Corporate Equalities & Safeguarding Group.	Complete
8	Identify lead Safeguarding Member for the Council	Responsibility for implementation, monitoring and developing the Safeguarding Policy and related procedures	Head of Corporate Services	Nov 12	The Member 'champion' for Safeguarding identified (as per CMAP recommendation 1) and is now part of Corporate Equalities and Safeguarding Group. Report considered and approved by F&M Committee - 21 March 2013	Complete
9	Identify contact officers in each department of the Council and for the services delivered	Responsible officers identified for co-ordinating and escalating	Head of Corporate Services/ Head of Organisational Development (NPS) /	Nov 12	Key Contact Officers for each Department identified (as per CMAP recommendation 2a).	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (as at 31 March 2013)	Complete
	through the Northgate Partnership	safeguarding issues to the statutory authority. Provision of advice and support to other areas	Policy & Communications Manager (NPS)		Appropriate training to be provided to Officers. See Action Point 12 below.	
10	Refresh the Safeguarding Children and Vulnerable Adults Policy / Action Plan as determined by the Council	Refreshed Policy and Action Plan	Policy & Communications Manager (NPS) / Head of Corporate Services	Dec 12	The Policy Team (NPS) have refreshed the Council's Safeguarding Children & Vulnerable Adults' Policy as per CMAP recommendation 2b) Consultation undertaken with Derbyshire County Council's Safeguarding Officer Revised Safeguarding Policy approved by F&M Committee – March 2013 Safeguarding Action Plan developed and merged into the Equalities and Safeguarding Action Plan	Complete
11	Put in place a suitable framework of support workers	To assist and support departmental lead officers for Safeguarding issues	Head of Corporate Services / Head of Organisational Development (NPS)	Jun 13	Officers identified (see Action Point 9 above) Appropriate training put in place to support these Officers. (as per CMAP recommendations 3 and 5) See Action Point 12 below	Complete
12	Put in place a system for providing a central record of any relevant safe- guarding training courses attended by Council staff.	Accurate management information Aid in assessing whether the Council	Head of Corporate Services / Head of Organisational Development (NPS)	Sep 12	A training plan produced (as per CMAP recommendation 5). It outlines the level of training required for all relevant posts. (Note - The responsibility for accessing this training lies with the individual but is	Ongoing

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (as at 31 March 2013)	Complete
		is achieving its corporate aim to promote and embed a safeguarding culture and ethos across the organisation.			co-ordinated through the departmental safeguarding lead and the Training and Development Officer)	
Monitoring & Review						
13	Develop the internal Equalities Group within the Council.	Structured framework for monitoring progress and ensuring the implementation of the Council's Safeguarding and Equalities Policies. Increased awareness of equalities and safeguarding issues within the Council	Policy and Communications Manager (NPS).	Sept 12	The role of the internal Equalities Group has been developed and renamed the Corporate Equalities and Safeguarding Group in order to reflect the extended remit of the group (as per CMAP recommendations 1, 2a and 4) Representatives of the Corporate Equalities & Safeguarding Group ensure that the Council's Safeguarding and Equalities Policies are properly disseminated to all Council staff Progress is monitored on a quarterly basis	Ongoing & Complete
14	Produce the Annual Corporate Equalities and Fairness Report.	To provide awareness and better access to services across the District for all of our communities	Head of Corporate Services/Policy & Communications Manager (NPS)	June 2013	The Annual Report to include progress on both equalities and safeguarding issues. (as per audit recommendations 1 and 2c) Work on the Annual Report is due to commence in April 2013 and is presented for approval as part of this report.	Ongoing

Appendix 3 - Equalities and Safeguarding Action Plan 2013/14

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
1	Update the Equalities Profile of the District using further releases of the 2011 Census data.	Develop our knowledge and understanding of the communities we serve.	Policy and Communications Manager(NPS) (Update new titles)	Dec 13
2	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2013/14.	Increased voluntary and community engagement in the work of the Council. .	Director of Planning & Community Services Policy and Communications Manager(NPS)	Mar 14
3	Strengthen policies and procedures to ensure that any third parties that exercise functions on its behalf are capable of complying with the Equality Duty. are required to comply with it , and that they can do so in practice	Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options Undertake a programmed review of existing policies and procedures based on levels of risk Understanding the potential effects of the Councils activities on different people, which may include treating some people more favourable than others. For instance, provision of additional parking spaces for the disabled people, and making services more accessible for people with learning and or reading difficulties and etc	Director of Finance & Corporate Services Policy and Communications Manager(NPS)	Mar 14
4	Refresh the Training Plan to ensure it provides a range of training activities that raise awareness of the Council's responsibilities for both equalities and safeguarding issues.	Equality training delivered to employees. Safeguarding awareness training delivered through briefings and external training recorded by individuals.	Director of Finance & Corporate Services Head of Organisational Development (NPS)	Dec 13

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
5	Maintain a central record for any training courses attended by Council staff.	Accurate management information is recorded on My View. Aid in assessing whether the Council is achieving its corporate aim to promote and embed equalities and safeguarding s across the organisation.	Head of Organisational Development (NPS)	Mar 14
6	Undertake a Workforce Profile.	Monitor and assess the trends in the workforce Propose actions to address under representation. Promote a fair distribution of protected groups across the workforce.	Head of Organisational Development. (NPS)	Mar 14
7	Develop the internal Corporate Equalities and Safeguarding Group within the Council.	Structured framework for monitoring progress and ensuring the implementation of the Council's Safeguarding and Equalities Policies. Increased awareness of equalities and safeguarding issues within the Council Monitoring & Review of key equalities and safeguarding actions.	Director of Finance & Corporate Services Policy and Communications Manager (NPS).	Mar 14
8	Produce the Annual Corporate Equalities& Safeguarding Report.	To provide awareness and better access to services across the District for all of our communities Monitor progress and achievements	Director of Finance & Corporate Services Policy & Communications Manager (NPS)	June 14

REPORT TO:	**FINANCE & MANAGEMENT COMMITTEE**	**AGENDA ITEM: 14**
DATE OF MEETING:	**20TH JUNE 2013**	**CATEGORY: DELEGATED**
REPORT FROM:	**DIRECTOR OF FINANCE & CORPORATE SERVICES**	**OPEN**
MEMBERS' CONTACT POINT:	**LOYD BAKER, TRAINING & DEVELOPMENT SERVICE LEAD (ext 8770)** **Loyd.baker@northgate-is.com**	**DOC:**
SUBJECT:	**ANNUAL TRAINING REPORT 2012/13 AND PRIORITIES FOR 2013/14**	**REF:**
WARD(S) AFFECTED:	**NONE**	**TERMS OF REFERENCE: FM05**

1.0   Recommendations

1.1   To approve the priority areas for training and development during 2013/14, which are linked to the delivery of the key priorities of the Council's Corporate Plan 2009/14.

1.2   That Members note the range of training activities and actions provided during 2012/13.

2.0 Purpose of Report

2.1   To propose the priority actions for corporate training activities during 2013/14 to support the achievement of the Council's Corporate Plan 2009/14.   These are reflected in the Council's Workforce Development Strategy, which provides the framework for the effective management and deployment of the Council's workforce.

2.2   To provide an overview of corporate training, learning and development activities completed during 2012/13 and the outcomes.

3.0   Executive Summary

3.1   In line with previous years the assessment of the training priorities for the year 2012/13 were identified from a number of different sources.   This includes the Corporate Plan, Service Plans and individual Performance Development Reviews. Organisational Development (Northgate) is responsible for proposing appropriate training interventions to meet the needs identified.

3.2   A variety of learning activities have been provided.   During 2012/13 the focus has been on the introduction of the Council's new Competency Framework (see appendix 1 for a summary), Health and Safety training; and supporting a number of employees through academic study relevant to their roles that also promote succession planning.   Once again there was focus on management development through two more facilitated "Planning for the Future" days and training on in-house "Management Toolkits" in relation to employment policies has continued.   The Council has continued to provide alternative forms of learning with the further development of e-learning resources.

3.3 A significant amount of work has also been carried out with Health & Safety training. Training has occurred across all services addressing a number of needs highlighted in the Council's Health & Safety action plan. As well as conventional courses, this has also included a number of "toolbox talks" to fit into the working patterns of, and engage with, front line staff based at the Council depot. This has ensured that employees are provided with the appropriate knowledge and understanding to undertake their roles safely and promoted a proactive approach towards health & safety management.

3.4 In addition to this the Council had its first Health and Wellbeing Week. This has proven to be a success and included activities such as group walks, boxing demonstrations, trampoline sessions and stress awareness briefings, to support the management of stress and stress related absence at work.

4.0 **Detail - Review of 2012/13**
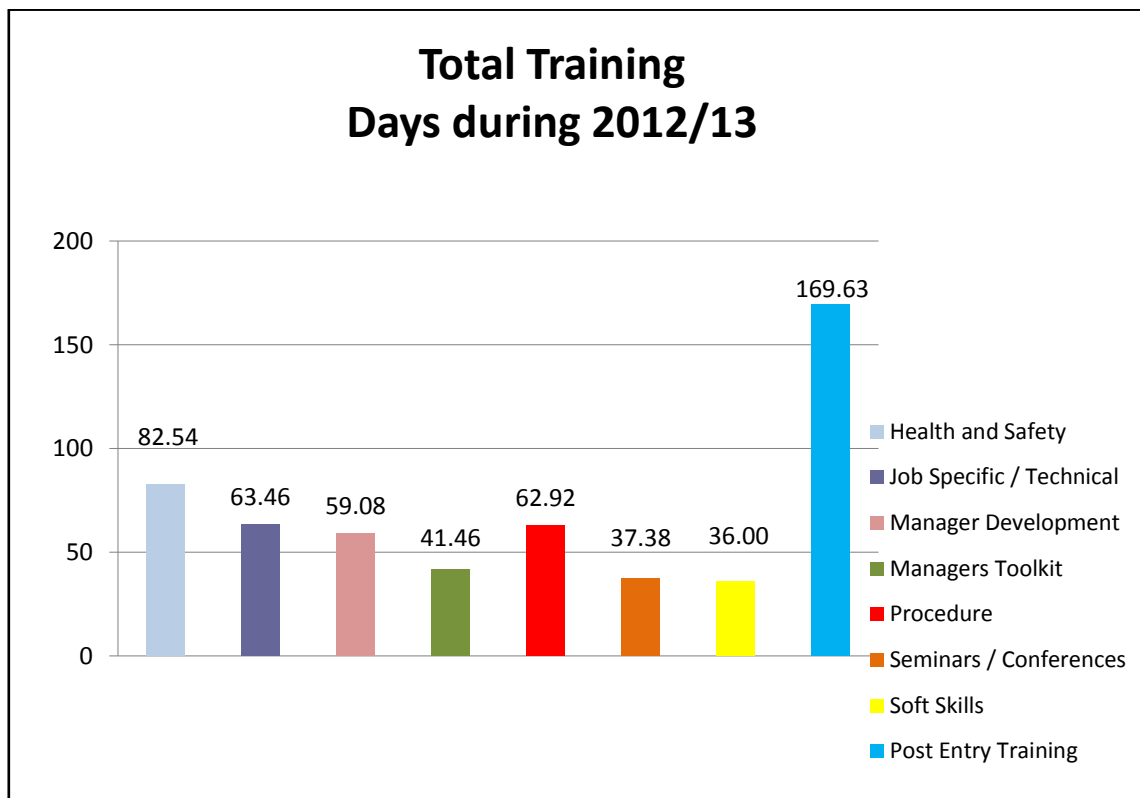
* Note that each training category will encompass a range of courses and the number of staff trained takes account of some staff attending different training courses within the same category.
** Soft skills training include course on customer care, time management etc.

4.1 Organisational Development (Northgate) delivered and supported 107 different training, learning and development programmes and provided 382.84 days of training. A further 169 days of learning and development were completed by employees including study on post entry training programmes. This is less post entry training than in previous years.

4.2 Based on current headcount of employees in the Council this equates to 2.03 training days per employee, a decrease from 3.01 last year. This is due in part to a reduction in management development training whilst the Council goes through a tendering process to select a new provider, as well as a slight reduction in Health and Safety training following on from a significant amount of training completed in the previous year.

4.3 "Technical / Job Specific" training is arranged by Service Areas and reported to Organisational Development (Northgate) to record in ResourceLink. This provides an electronic record of all training that has been completed and employees can view their own training records in the self service module, MyView. Historically this has led to low recording rates but following on from communications by Northgate Human Resources the number of days has increased. This provides a more inclusive picture of the level of training being completed across the Council and can help to identify areas of best practice and skills that can be used by different services areas.

4.4 Organisational Development (Northgate) continues to develop and deliver in house training solutions wherever possible. However it is also important to provide a range of learning opportunities to ensure a varied provision of high quality learning and development interventions and specialist expertise. External training providers are used on occasions when specialist / technical expertise is required.

Review of training activity 2012/13

4.5 Although the formal programmes are on hold whilst a new provider is sourced, leadership and management development training has continued to be a priority; "Planning for the Future" events and "Management Toolkit" sessions have been delivered throughout the year.

4.6 The continued focus on health and safety training as a priority is evident, ensuring safe operating procedures and compliance with legislation. A range of programmes have been rolled out including general Health and Safety Awareness, Manual Handing, Auto Defibrillator and First Aid courses.

4.7 The main focus at the start of the year was in relation to the Council's new Competency Framework. Training sessions for both managers and employees were made available to all staff of the Council, to launch the framework, as well as linking it to the Council's self service system MyView.

4.8 The second part of the year the focus was training on the roll-out of the Council's Customer Charter.

Training for front line staff

4.9 Organisational Development (Northgate) continued to support and respond positively to training requests for front line employees in Waste and Cleansing, Housing Maintenance, Grounds Maintenance, and Sports Development. This includes continuing to deliver the bespoke Customer Care training course for all Housing Services staff.

4.10 The development of skills within our front line workers promotes continuous improvement, as well as demonstrating our commitment to the workforce and reaffirming their value to the Council.

4.11 Activity during 2012/2013 has included qualifications in First Aid; engagement in Health & Safety training programmes and a whole variety of tool box talks on matters from Fuel Switch Safety to Stress Awareness.

4.12 A flexible approach to training delivery is taken to ensure it is arranged to fit in with working patterns and service needs.

<u>Modern Apprenticeships</u>

4.16 The Council has continued to support the development and engagement of young people in local government careers. During 2012/13 the Council has continued to employ young three people into Modern Apprenticeship posts. These are based in the Housing DLO and Grounds Maintenance.

<u>Work Experience</u>

4.17 The Council continued to support local schools by providing 16 work experience placements for pupils from years 10 and 11, university students and the unemployed. Co-ordinated by Organisational Development (Northgate) this provides a valuable opportunity for young people to gain an insight into Local Government, and raises the profile of the Council within the community. These are generally for short periods of up to a week, although longer placements have also been provided when required.

4.18 In addition to this the Council also provided longer term placements for two long term unemployed through a partnership with the Jobcentre Plus, as part of the national "Get Britain Working" campaign.

<u>MyView Performance Development Review (PDR) and Competency Framework Module</u>

4.19 A new competency framework has been rolled out across all Council staff. It consists of ten competencies with various levels, which sets out how postholders are required to meet the Council's expectations.

4.20 The framework will be used in future recruitment, as well as a tool to support succession planning.

4.21 This framework has been amalgamated into the Council's PDR process.

4.22 Through the partnership with Northgate, the Council has a self service system that is used across the Council. The latest module to be added to this is the PDR Module, which has made the PDR process paperless.

4.23 It also means that managers and employees can update personal objectives as and when objectives are met throughout the year, and can be viewed by employees and managers at any time, thus having access to up to date information within seconds. This assists with the Council's "paper-lite" strategy and due to easy access enables employees and managers to ensure it is always up to date.

Key Outcomes

<u>Leadership and Management Development</u>

4.24 Following on from previous formal training programmes for all managers, their skills are being utilised and developed by greater involvement in service planning and strategic planning of the Council. This has included two "Planning for the Future" sessions that have been attended by all senior and unit managers.

4.25 Following a review of the procedure, additional Attendance Management training was delivered to over 30 managers, and six Trade Union representatives, to ensure all parties understood the latest changes. Page 98 of 168

4.26 Also, Employment Law, Recruitment and Selection and Managing the Disciplinary Process courses were rolled out as part of the ever-expanding "Manager Toolkit" set of training courses.

4.27 The design and roll-out of the Council's Competency Framework has ensured potential new recruits are scored against the framework, ensuring consistency and aiding the recruitment of suitably able people into posts.

Health & Safety

4.28 As well as regular Health and Safety Awareness, Manual Handling and Accident Reporting and Investigation courses, a series of job specific toolbox talks were provided for Housing Maintenance staff throughout the year.

4.29 This proactive and business focussed approach to Health and Safety training helped the Council to maintain its RoSPA Gold award.

Vocation / professional training

4.22 Support has been provided for employees in a number of career graded posts and modern apprenticeship positions to progress towards vocational or professional qualifications. This provides opportunities to develop talent within the Council and is a positive approach towards succession planning.

Priorities for 2013/14

5.0 The Council's Workforce Development Strategy aligns the development of people with the improvement of services. The Corporate Training Plan for 2013/14 reflects the priorities in the Workforce Development Strategy, in addition to other identified needs arising from the Corporate Plan, Service Plans and individual PDRs. The following priorities have been identified for inclusion within the Council's Corporate Training Plan for 2013/14.

Leadership and Management Development

5.1 Further "Planning for the Future" sessions will be held to continue to increase closer working for managers across different levels.

5.2 As the contract with the provider of the leadership and development programme run over the previous four years drew to a close, the Council and Northgate have worked together on a tendering process to appoint a provider to work with over the next three years. It is expected that will hopefully further enhance the skills and capabilities of the managers and therefore improve the productivity of the workforce

Health & Safety

5.3 Organisational Development (Northgate) will continue to deliver a rolling programme of Health and Safety training, which includes health and safety awareness, training for risk assessors, and manual handling techniques.

Employment Policy

5.4 Organisational Development (Northgate) will continue to provide training for employees in employment practices used by the Council. This will include continued training for managers in attendance management, recruitment and selection, performance development reviews and disciplinary processes.

5.5 A new course on Investigation Skills will be designed and delivered to managers that will be applicable in any number of situations, from disciplinary and harassment claims to customer complaints.

<u>E-learning resources</u>

5.6 It is important that a range of learning opportunities is made available to employees. The existing employee e-learning resources will continue to be promoted and assessed and other bespoke modules will be written as required. A new equalities e-learning module has been written and launched, and the existing Safeguarding Children and vulnerable Adults course has been updated to reflect changes to the policy.

<u>IT Training</u>

5.7 The rollout of further MyView modules in "Timesheets" and "Other Expenses" will involve the creation of training / user guides and briefing sessions for all staff concerned.

5.8 Progressing the corporate Paperlite project and other developments of the Council IT systems will be supported with training on IT solutions and applications (such as use of e-mail) as appropriate.

<u>Soft Skills</u>

5.9 Through the partnership with Northgate, a number of soft skills courses on Customer Care, Time Management, Assertiveness, Conflict Handling and others will continue to be available to Council employees.

5.10 New courses in Handling Complaints, Investigation Skills and Capability Procedure are also planned.

<u>Outreach</u>

5.11 Work with the community on schemes such as, but not exclusively work experience with schools, and "Get Britain Working" with the Jobcentre Plus, to encourage and support people into work from hard to reach groups such as long term unemployed, youth and disabled.

Financial Implications

6.0 The corporate training budget, along with resources within Organisational Development (Northgate) will be allocated to support the priorities identified in the report.

Corporate Implications

7.0 The development of a learning culture within the Council is supported and promoted by Organisational Development (Northgate) who ensure that frameworks are developed and implemented to enable training, learning and development

opportunities. However, employees remain ultimately responsible for their learning and development, and line managers maintain a key role in developing and managing talent in their service areas.

7.1 Set against a backdrop of economic, social, environmental and technical change, Local Government is continually under pressure to improve. Effective leadership is critical to such improvement. The continued focus on leadership and management development will support the development of effective leadership in the Council and reflects the key theme of 'Value for money' in the Corporate Plan.

Community Implications

8.0 Having a suitably skilled and trained workforce enables the continued improvement of Council services. Workforce development is co-ordinated by Organisational Development (Northgate) based on information from a variety of sources that is then analysed and prioritised in accordance with corporate priorities.

Conclusions

9.0 This report has provided an overview of training, learning and development activity during 2012/13 and recommends the continual prioritisation of leadership and management development training, along with support for new systems introduced through the Northgate partnership in 2013/14.

Background Papers

10.0 Corporate Plan 2009 – 2014

10.1 Workforce Development Strategy 2009 – 2014
http://cmis.south-derbys.gov.uk/CmisWebPublic/Meeting.aspx?meetingID=1563

South Derbyshire District Council's Competency Framework

	Achieving Results	Communication	Creative Thinking	Customer Focus	Decision Making and Problem Solving	Making Change Work	Managing Resources, Projects & Processes	Organisational Awareness and Commitment	Personal Impact	Working Relationships
Level 1	Works towards goals & objectives	Communicates clearly	Open to new ideas	Responds to customer requirements	Breaks tasks down logically	Accepts change	Takes personal responsibility	Understands the formal structure	Considers own impact on others	Maintains current relationships
Level 2	Sets & achieves own standards	Communicates effectively	Questions existing approach	Understands customer needs	Deals with issues systematically	Supports change	Plans day-to-day	Supports the Council	Consciously sets out to influence outcomes	Strengthens working relationships
Level 3	Improves performance	Communicates with empathy	Encourages and implements creative ideas	Builds customer relationships	Takes an objective approach	Initiates change	Plans ahead	Understands climate and culture	Adapts approach to increase impact	Creates new working relationships
Level 4	towards, & meets, challenging goals	Maximises communication effectiveness	Introduces innovation and fresh thinking	Provides value to customer	Undertakes complex analysis	Delivers change	Develops detailed plans	Demonstrates absolute commitment	Positively influences	Develops powerful relationships
Level 5	Achieves strategic & organisational results		Encourages and promotes a culture of creativity	Strategic approach to customer service	Makes high level decisions		Manages complex plans and projects		Influences across and outside the organisation	

REPORT TO:	**FINANCE & MANAGEMENT COMMITTEE**	**AGENDA ITEM: 15**
DATE OF MEETING:	**20TH JUNE 2013**	**CATEGORY: DELEGATED**
REPORT FROM:	**DIRECTOR OF FINANCE & CORPORATE SERVICES**	**OPEN**
MEMBERS' CONTACT POINT:	**RICHARD SHOULS, HEALTH & SAFETY OFFICER (EXT 5872) RICHARD.SHOULS@NGAHR.COM**	**DOC:**
SUBJECT:	**ANNUAL HEALTH AND SAFETY REPORT 2012/13 AND ACTION PLAN 2013/14**	**REF:**
WARD(S) AFFECTED:	**NONE**	**TERMS OF REFERENCE: FM05**

1.0 Recommendations

1.1 To review the key health and safety achievements and performance for the year ending March 2013 and endorse the Health and Safety Action Plan that sets down the priority actions for 2013/14.

2.0 Purpose of Report

2.1 This report provides an overview of the Council's health and safety performance, including an analysis of accident data for 2012/13. It reflects the Council's approach in enabling managers and employees to understand and fulfil their health and safety responsibilities.

2.2 The Health and Safety Action Plan, approved by the Health and Safety Committee 23rd April 2013, can be found on the intranet (see Section 8 for details). The Action Plan sets down the priorities for Health & Safety work during 2013/14.

3.0 Detail

3.1 In March 2013, the latest Corporate Health and Safety Action Plan was developed. This sets out a number of targets and actions for the year 2013/14, along with timescales and responsibilities, in line with the Council's aim to continually improve health and safety performance.

3.2 The Plan is updated on a monthly basis. Progress is fed back to the internal Health and Safety Committee that meets quarterly and monthly to the Director of

Finance & Corporate Services who is now the Council's lead officer for health and safety matters. Two Elected Member Champions, Councillor P Watson and Councillor R. Bell are members of the Health & Safety Committee.

3.3   The health and safety service is delivered in partnership with Northgate Public Services, following the transfer of the function in August 2010. The Health and Safety Officer, Richard Shouls recently re-joined Northgate in August 2012 and provides the day to day operational service on behalf of the Council.

4.0   <u>Main Achievements</u>

4.1   A lot of progress was made in the last year; with 100% completion rate of actions, as detailed in the Corporate Health and Safety Action Plan 2012-13 (link available at end of the report).

Accidents

42.   The consistent fall of accidents within the Council is one of our main achievements in 2012/13, particularly reportable accidents (RIDDOR) to the Health & Safety Executive (HSE) which is the Government Agency that deals with Health and Safety matters nationally. A RIDDOR report (Reporting of Injuries Diseases and Dangerous Occurrence Regulations) is when we report major injuries, over seven days off work and incidents such as collapses of structures or failure of machinery.

HSE Inspection

4.3   One of our other recent achievements is the successful visit of the HSE during their recent Waste and Recycling national project. This resulted in an inspection of our contract for kerbside collections and visits to our crews and contractors on site. The HSE Inspector was satisfied that our operation and contract was up to a good standard.

ROSPA Gold Award

4.4   The Council continued to use the proven format of the Corporate Action Plan to ensure that our health and safety management framework is robust and proactively managed. Evidence of this was the achievement of another Gold RoSPA award for our work in 2012. This is the second time that the Council has received the Gold Award corporately; previously, the Housing Service also won the same award for 3 consecutive years.

Training

4.5   One of the methods to ensure a good safety culture that is proven to be popular and effective is training. The Council continued with its extensive portfolio of

health and safety training courses in subjects such as Health and Safety Awareness, Manual Handling, Risk assessment for Supervisors and the launch in this year of Stress Awareness training and support. The Health and Safety Officer has continued to provide. toolbox talks in the Depot for all of the tradesmen. This is a good way of getting buy in to health and safety issues from the workforce and particularly as they are carried out at times to suit the team and in their own environment. This approach also saves money as the training is carried out before the working day, ensuring that services are maintained for the Community.

4.6   A number of Health champions were trained in 2011 and this team were   then used to complement our busy programme of health and well being events in 2012 such as; Food Safety Week, Stress and Well Being week, Eye Care week and Health and Safety week.

4.7   Following structure changes within the Council new fire wardens were trained and a new system of checking the alarms was instigated at the Council Depot. This means that the wardens are aware of their role and responsibilities and work effectively as a team.

4.8   The Council has introduced a Drivers Medical Policy and as part of the scheme, all drivers are monitored on a regular basis to ensure that medical appointments are provided and support made available as appropriate.
         Other significant achievements included:

- Review of the Statement of Intent section of the overall Health & Safety Policy, which sets out Council aims and objectives in improving health and safety performance (link available at end of the report).
- A number of corporate health and safety policies and procedures were updated including the Fire Procedures at the Depot, the introduction of a Sharps Policy and an update of the Contractors Procedures.
- Ongoing population of Assess-Net (the Council's Health & Safety IT system), which stores all risk assessments, DSE assessments and accident data and produces regular management information. . Further training has been provided to DSE and risk assessors to enable them to independently review assessments which have resulted in a significant increase in the number of completed assessments held centrally.
- The H&S Audit & Inspection Programme has continued. In 2012 a number of services were audited, these included Environmental Health, Contract Management and Waste and Cleansing at Darklands Depot. All council sites now have annual detailed Health & Safety inspections, which included the Gypsy site at Lullington, Civic Offices, Darklands Road Depot and the Environmental Education team at Rosliston. Reports are sent back for action to the appropriate Head of Service for approval and agreement on actions to be completed. . These reports are also reported to the Health and Safety Committee.

- The Depot's fire evacuation procedures were reviewed and a practice evacuation held in September 2012

Training

4.9 Significant work has been completed with the identification of health and safety training needs and developing training materials for core modules. Where necessary, courses were tailored to meet departmental needs. A Corporate Health and Safety Training programme was launched and includes courses on Health and Safety Induction, Risk Assessment for Assessors, Display Screen Equipment (DSE) Assessment for Assessors, Manual Handling Techniques, Health and Safety awareness refresher courses, Health and Safety Training for Elected Members and further First Aid Training.

Achievements in health and safety training include:

4.10 A comprehensive training programme was delivered across the Council Support and engagement of teams in higher risk areas (i.e. Waste & Cleansing, Housing Repairs and Grounds Maintenance);

4.11 Delivery of tailored training courses including a programme of toolbox talks held with Housing Repairs at the Depot during their scheduled team meetings and one hour practical training sessions in Manual Handling were held with Grounds Maintenance and Refuse Operatives
Refresher training, based on 'IOSH Think about H&S' was provided to newly Elected Members, following local elections, to highlight their responsibilities. Linked to this is the nomination of two Elected Member Health & Safety Champions who now attend the Health & Safety Committee.

Implementation of IT

4.12 To realise a number of benefits that include efficiencies in the production of comprehensive management information, reducing administrative burden and operational processes, work has continued on the development of the electronic health & safety software 'Assess Net'.

4.13 Further support and training has been provided to DSE and risk assessors to enable them to independently review assessments. Benefits of Assess Net include streamlining existing processes, improved efficiency, sharing good practice and enhanced monitoring. Compliance monitoring in the form of a 'Gap Analysis' has been produced on a monthly basis and discussed at monthly update meetings with the Council's Lead Officer for Health and Safety..

Risk Assessments

4.14 Continued support to ensure the completion of risk assessments for all Council operations and activities has been provided. This has included a detailed monthly 'Gap Analysis' and producing worked examples of risk assessments for common areas and hazards known as 'Generic Assessments'.

4.15 Assistance has also been provided to Managers by carrying out specific individual assessments where legally required such as manual handling assessments, ergonomic workstation assessments for those with existing medical conditions and new/expectant mothers risk assessment. There has been continued support for the Managers at the Depot in updating their risk assessments including the need for new assessments such as flooding and exhumations.

Professional Support

4.16 Support has been provided to a number of areas and activities including ensuring all health and safety requirements are met for temporary workers participating in canvassing for the electoral registration process, completing health & safety audits then advising on any remedial action that is required and undertaking workplace inspections.

4.17 In addition, the Health and Safety Officer has provided support to Occupational Health through management of the health surveillance programme for Hand Arm Vibration Syndrome (HAVS), and screening the annual HAVS questionnaires to identify any symptoms. Support is also provided for Occupational Health reviews with both employees and management, in cases of work-related ill health.

4.18 An additional facility enabled through the partnership with Northgate Public Services is the provision of a dedicated support line for health & safety enquiries, which all senior management have access to.

4.19 Derby City Council carried out an external audit of the Health and Safety Systems. The audit team found the systems to be robust and asked for some minor actions to be completed which were completed by the deadlines set.

5.0 Accident Analysis

5.1 The Health and Safety Officer is responsible for producing management information on the number of accidents occurring, as well as carrying out investigation and reporting functions to the Health & Safety Executive (HSE) where necessary. All accidents are recorded on the IT system, Assess Net.

Trade Union Health and Safety representatives have access to and been trained in the use of this system and are automatically alerted in the event of a RIDDOR report.

5.2 Accident statistics are collated and reported back to the joint Health and Safety Committee on a quarterly basis. This Committee reviews the accident reports/trends and makes recommendations on any action or learning that needs to be implemented.

5.3 The Director of Finance & Corporate Services will now chair the Health & Safety Committee. The Elected Member Champions for Health & Safety, Officers from across the Council along with Trade Unions health and safety representatives also attend the meeting.

5.4 An annual trend analysis of all accidents has been produced for April 2012 – March 2013; a comparative analysis has also been provided for the previous year 2011-2012. A full breakdown, including graphs can be found in **Appendix A**.

5.5 In summary, in the financial year April 2012 – March 2013, there were 39 accidents, 3 of which were reported to the HSE, as RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) reportable incidents. This represents a decrease from the previous year where 44 accidents were reported, including 10 RIDDOR reportable incidents.

5.6 Given the high costs of accidents to the Council, a more important indicator is the proportion of accidents where managers took preventative action following the event to stop reoccurrence. Figures show that managerial action was taken in 100% of with Supervisors getting much more familiar and competent in completing investigations.

5.7 Sickness statistics have been analysed for the financial year 2012-13. This year a comparison has been made between office and manual workers, as illustrated in the table below.

5.8 The most common cause of absence for the third year running is musculoskeletal disorders, including back pain, with 404 days lost over the year by office workers and 496 days lost by manual workers. The second most common cause of absence was stress related conditions, including anxiety and depression, with 236 days lost by office workers and 425 days lost by manual workers.

Reason for Absence	*Office Workers*	*Manual Workers*
Musculoskeletal	11	16
Stress Related Conditions	5	6

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5.9   The high rate of musculoskeletal disorders amongst manual workers, coupled with manual handling being one of the leading causes of accidents, highlights the need to ensure all workers have undertaken manual handling training and tasks involving significant manual handling are risk assessed. During 2012, health and safety support was targeted towards teams containing manual workers, which tend to manage higher risk areas (i.e. Waste & Cleansing, Housing Repairs and Grounds Maintenance)

5.10   The Stress and Well-being week was a programme of events carried by Northgate HR in partnership with The Healthy Lifestyles Manager as part of the corporate health and safety action plan

5.11   The main aim of the event was to raise the profile of stress in the work place and try and not only get across to the staff the reasons and symptoms of stress but to try and introduce new ways of dealing with stress.

5.12   This was achieved by using the following various sessions.
- Stress awareness sessions delivered by the Training Officer
- Sessions allowing staff to relieve tension by having a short session with a boxing coach and punching some pads
- Fresh air walks were laid on for staff to get up from their desks and have a walk in the fresh air around one of the Council Parks
- Trampoline sessions were arranged so staff could have a bit of fun and go and bounce on a trampoline for 10-15 minutes and work off some tension.
- Body MOT's were arranged to capture both the Civic Office staff and the Depot Staff.

Targets for 2013-2014

5.13   The Corporate Health and Safety Action Plan for 2013/14 provides a clear focus, building on existing successes and setting out a number of targets for this year, along with timescales and responsibilities, in line with the Council's aim to continually improve health and safety performance. A copy of the Action Plan can be found on the intranet (see Section 8 for details). In particular, key priorities include:

- To review key policies and procedures including Sharps Policy, Fire Evacuation Procedures at the Depot and the new Careline offices, Radon Procedures and Management of Contractors (Annual Checks) procedures.
- To provide training for employees and to continue with a targeted approach, delivering a variety of toolbox talks to front line workers..

- To populate Assess Net and ensuring suitable and sufficient risk assessments are in place for all Council activities.
- To continue a robust health and safety Audit programme that will include carrying out audits for higher risk areas such as Housing Improvements, Sport and Health and a review of the Grounds Maintenance service.
- To review the outcome and any recommendations from the 2012 RoSPA submission and put forward a submission for 2013.
- To review the health surveillance programme for employees, to include identifying any gaps in the audiometry programme, undertake the annual HAVS screening and monitor Drivers Medicals.
- To provide health and safety advice and assistance to the project team in the plans for the new Depot when required and the new Careline offices, to ensure health and safety requirements are fully met.
- To provide assistance and support to the Well-being Champions for health and safety related events, including Health and Safety at Work week, Food Safety Week, Healthy Eyesight week and the Stress and Well-being week.
- To complete a Manager's Rough Guide to Health and Safety

6.0 Financial Implications

None. All resources are contained within existing budgets.

7.0 Corporate Implications

7.1 Communication and consultation of proposed changes to health and safety is an essential means of ensuring worker involvement and buy in. Effective communication is achieved through a variety of media including the intranet, notice boards, through internal publications such as 'Better', tool box talks and through the Health and Safety Committee.

7.2 Having effective health and safety arrangements promotes better working methods and early, preventative action to protect the well being of the workforce.

8.0 Community Implications

8.1 The Council has responsibility for providing a safe work environment for its employees and any member of the public, contractor or visitor receiving services or accessing buildings or areas managed or owned by the Council. The arrangements detailed in this report outline how this responsibility is managed.

9.0 Background Papers

Corporate Health and Safety Action Plan 2013-14 (click this link)
Corporate Health and Safety Action Plan 2012-13 (click this link)
Statement of Intent section of Safety Policy (click this link)

Organisational section of the overall Safety Policy (click this link)

10. **Glossary**

DSE - Display Screen Equipment, which is any work equipment which displays information electronically

HAVS - Hand Arm Vibration Syndrome, a debilitating condition often caused by the use of hand held vibrating tools

HSE - Health and Safety Executive; the governing body on health and safety in the UK

IOSH – Institute of Occupational Safety and Health

PUWER – Provision and Use of Work Equipment Regulations

RIDDOR – Reporting of Incidents, Diseases and Dangerous Occurrence Regulations, which requires that incidents which are more serious injuries, as well as incidents of specified ill-health and dangerous occurrences must legally be reported to the HSE. Recent changes in April 2012 mean that the over 3 day reporting rule for employees has become over 7 days.

RoSPA – The Royal Society for the Prevention of Accidents

Appendix A

SDDC Headline Accident Statistics for 2012-13

In summary, in the financial year of April 2012 – March 2013, there were 39 accidents, 3 of which were reported to the HSE, as more serious RIDDOR* reportable incidents.

Graph 1 below illustrates the breakdown of all accidents by month and compares the number of accidents in the last financial year with the year before (2011-2012). In both years there was a peak of accidents occurring in the month of July or August, as a result of minor accidents
occurring to children taking part in summer activities run by the Sport and Health unit.
Each year, the casual summer staff received health and safety training which includes the importance of accident reporting as well as manual handling techniques.

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Graph 1. Accident Stats by month

Number of Accidents (y-axis: 0, 2, 4, 6, 8, 10)

Months (x-axis): Apr, May, Jun, July, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar

Legend: 2011-2012
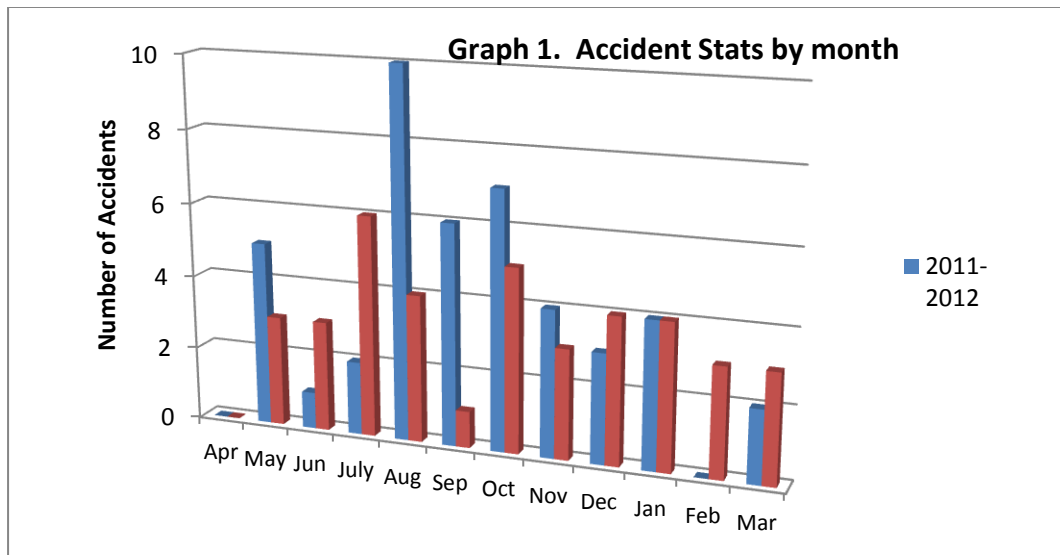
As shown in Graph 1, there has been a decrease in the total number of accidents reported in comparison to the previous financial year (April 2011 – March 2012) where there were 44 accidents, 10 were reportable RIDDOR accidents. Graph 2 shows the rates of more serious RIDDOR accidents in each of the financial years; again there has been a decrease in comparison to the previous financial year (April 2011 – March 2012) from 10 to 3 accidents.

Graph 2. RIDDOR Accidents by Month

Number of RIDDOR Accidents (y-axis: 0, 0.5, 1, 1.5, 2, 2.5, 3, 3.5, 4)

Months (x-axis): Apr, May, Jun, July, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar

Legend: 2011-2012

10
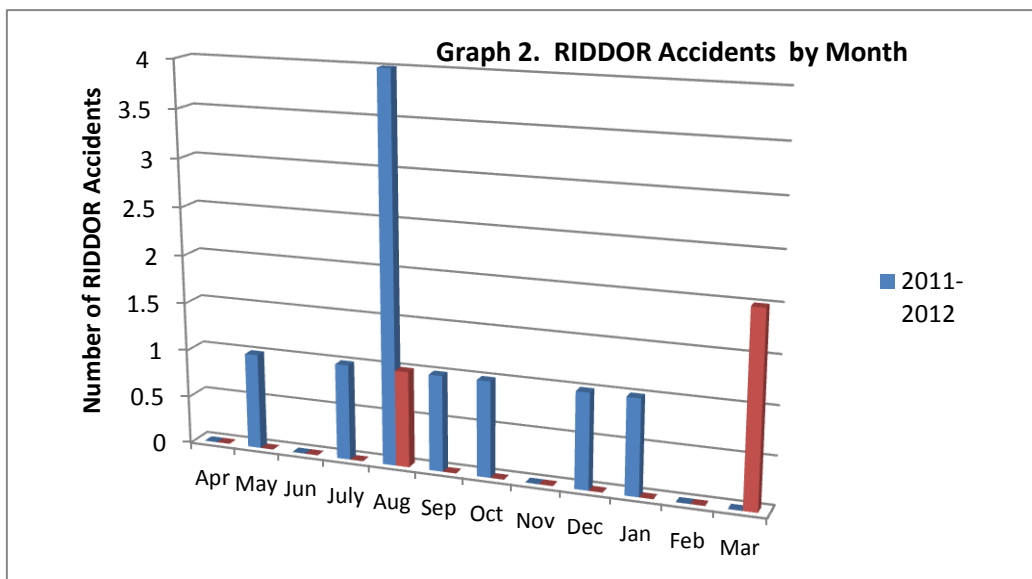
Figures show **managerial action was taken in 100% of cases this year**, this represents an Increase of 4% on the previous year.

Graph 3 below illustrates the breakdown of injuries by person type. The vast majority (77%) occurred to employees. In total 12 members of the public were injured as a result of Council activities, all of which were children injured whilst partaking in play activities.

Graph 3. Accident by Person Type

23%

77%

- Members of the Public
- Employees
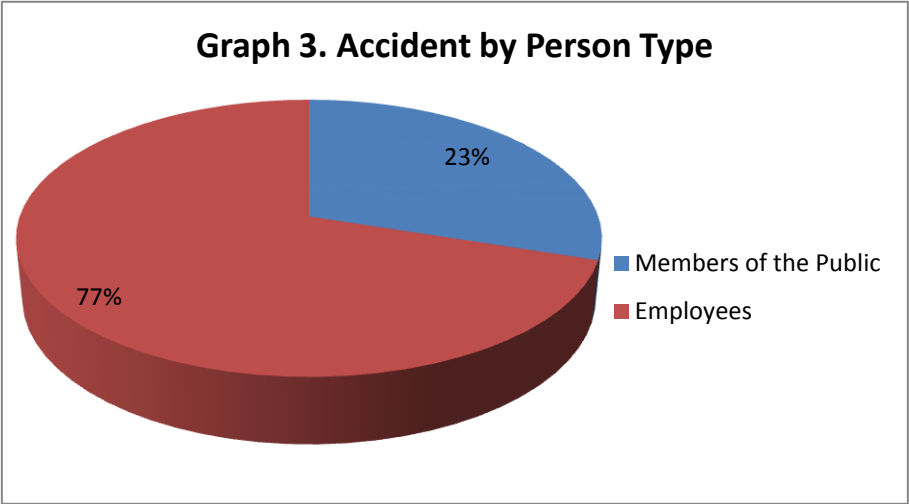
Graph 4 shows that the most common cause of an accident were minor injuries as a result of leisure activities all of which were children taking part in play activities. Taking members of the public out of the equation, the next most common cause of injury was being slips trips and falls and manual handling. The slips and trips are probably due to the extended winters we seem to be getting and the hazardous underfoot conditions.

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Graph 4. Accidents by Cause

Legend:
- Leisure acativity
- Struck By Object
- Manual Handling
- Slips, trips and Falls
- Contact With Vehicle
- Other

Values shown on chart: 12, 5, 6, 6, 4, 6

REPORT TO:	FINANCE AND MANAGEMENT	AGENDA ITEM: 16
DATE OF MEETING:	20 JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (595811) DIRECTOR OF FINANCE AND CORPORATE SERVICES Kevin.stackhouse@south-derbys.gov.uk	DOC: s:\cent_serv\complaints\committee reports\working papers for june 2013\complaints and foi report june 2013- final.doc
SUBJECT:	COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 01 OCTOBER 2012 TO 31 MARCH 2013	REF: KS/JHM
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CE6

1.0 Recommendations

1.1 That the complaints and FOI requests, as detailed in the report, are considered and noted.

2.0 Purpose of Report

This report provides:

2.1 A summary of official comments, compliments and complaints received by the Council for the period 1 October 2012 – 31 March 2013. Figures for the previous six months are given for comparison purposes.

2.2 A summary of the Freedom of Information (FOI) requests received by the Council for the period 1 October 2012 – 31 March 2013. Figures for the previous six months are given for comparison purposes.

3.0 Executive Summary

Comments, Compliments and Complaints

3.1 The comments, compliments and complaints procedure is designed to encourage people to give informal feedback on our services.

3.2 One comment, 43 compliments and 31 complaints have been received between 1 October 2012 – 31 March 2013.

3.3 The number of complaints received in the second half of this financial year has increased compared to the previous six months, and the number of compliments received has stayed the same.

3.4 Members are informed when a complaint is received relating to their ward. This is for information purposes only.

Freedom of Information

3.5 South Derbyshire District Council is committed to making itself more open. A large amount of information is already available to the public, through our website or through our offices and at local libraries**.**

Publication Scheme

3.6 Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:

- The classes of information it publishes
- How and where such information is published (e.g. website, paper copy, etc.) and
- Whether or not a charge is made for such information

The purpose of a Publication scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made.

In line with guidance from the Information Commissioner's Office, the scheme has been updated and the current version is available from the Website at www.south-derbys.gov.uk.

3.7 A total of 219 Freedom of Information requests have been received between 1 October 2012 – 31 March 2013. This is a increase of 1 over the corresponding period for 2011/12 and a increase of 10 over the previous six months.

4.0 Background

4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at www.south-derbys.gov.uk, or can be completed using an electronic form.

4.2 The aim of The Freedom of Information Act 2000, which came into force on 1st January 2005, is to extend the right to allow public access to information that the Council holds.

5.0 Detail

Comments

5.1 One comment has been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Division	1 April 2012 – 30 September 2012	1 October 2012 – 31 March 2013
Community Services	0	1
Total	**0**	**1**

Compliments

5.2 The table below compares the number of compliments received for the second half of 2012/2013 against the first half of 2012/2013. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Division	1 April 2012 – 30 September 2012	1 October 2012 – 31 March 2013
Customer Services	11*	9
Environmental Services	15*	9
Planning	17	11
Housing	0**	0**
Community Services	7	13
Corporate	2	0
Policy and Communications	0	1
Total	**43**	**43**

* This indicates where one compliment has referred to two separate divisions

** When repairs are carried out for tenants of the Council they are asked to complete a satisfaction questionnaire regarding the work undertaken. From the returned forms we have received over 400 compliments relating to the standard of the work and the politeness of the workmen.

Complaints

5.3 The table below compares the number of official complaints received

	1 April 2012 – 30 September 2012	1 October 2012 – 31 March 2013
Resolved at Stage 1	21	23
Stage 1 still ongoing	0	0
Resolved at Stage 2	7	8
Stage 2 still ongoing	0	0
Total received	**28**	**31**

5.4 The 31 complaints received can be broken down as follows

Division	1 April 2012 – 30	1 October 2012 –

	September 2012	31 March 2013
Planning Services	8	4
Housing	5	6
Customer Services (including Revenue)	7	9
Environmental Services	5	7*
Community Services	3	4*
Legal and Democratic Services	0	2
Corporate Services	0	0
Total	**28**	**31**

* This indicates where one complaint has referred to two separate divisions

5.5 For comparison, the table below shows the total number of complaints over the last five complete years

Division	2008/09	2009/10	2010/11	2011/12	2012/13
Planning Services	13	20	9	10*	12
Housing	10	11*	12*	7	11
Customer Services (including Revenue)	8	19*	14*	14	16
Environmental Services	5	7*	14*	10	12*
Legal and Democratic	5	3*	4	3	2
Finance and Property	0	1	0	0	0
Community Services	4	8	1	5*	7*
Corporate Services	0	0	1*	2	0
Total	**45**	**67**	**51**	**50**	**59**

* This indicates where one complaint has referred to two separate divisions

5.6 The schedule, giving details of the comments, compliments and complaints received, actions taken and improvements made is attached at **Annexe A.**

NB On the schedule there is a column headed 'Resultant Action' which shows any changes/improvements made as a result of the complaint. It is not always relevant for resultant action to be taken. If a complaint is not as a result of incorrect procedures or working practices then resultant action is not always appropriate.

5.7 Heads of Service are asked to complete a questionnaire following each complaint. This provides details of actions taken and improvements made as a consequence of a complaint.

5.8 If a complaint cannot be resolved at Stage 2 of our procedure, it can be taken to the Local Government Ombudsman for independent consideration. These complaints are the subject of a separate annual report.

Freedom of Information Requests

5.8 Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons. This is information, which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.

5.9 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days' staff time to satisfy the request.

5.10 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as "business as usual requests". We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted is handled differently. We are entitled to make a charge for this kind of information.

5.11 Requests for information under Freedom of Information have to be processed within 20 working days. However, requests for details under the Freedom of Information Act can be turned down if they fall within certain exemption criteria.

5.12 The table below compares the Freedom of Information requests received for the first half of 2012/2013 against the second half of 2012/2013.
Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	1 April 2012 – 30 September 2012	**1 October 2012 – 31 March 2013**
Number received	209	219
Number replied to within 20 statutory days	201	213
Number replied to after 20 statutory days	8	6
Number of Exemptions or partial exemptions	0	0
Number passed to Third Party	20	29
Number withdrawn	0	2

5.13 The requests for information received can be broken down as follows:

Division	**1 April 2012 – 30 September 2012**	**1 October 2012 – 31 March 2013**
Environmental Services	61*	45*
Planning Services	18*	20*
Democratic Services	8*	6*
Legal Services	4*	5
Finance	8*	12*
IT	8	14

Customer Services	34*	36*
Housing	17*	19*
Org Development	13	10
Community Services	5*	13*
Passed to 3rd Parties	20	29
Corporate Services	13*	15*
Property Services	15*	5
Procurement	0	2
Chief Executive	0	2*
All Departments	1	0

* Same request has involved several divisions

5.14 The details of the Freedom of Information requests received are attached at **Annexe B.**

5.15 A breakdown of the who originated the Freedom of Information request is attached at **Annexe C.**

6.0   Financial Implications

6.1   None directly stemming from this report.

7.0   Corporate Implications

7.1   Under the Complaints procedure the Council will write to the complainant within 5 working days, telling them who is dealing with their complaint and when they can expect to receive a reply. In most cases a full reply will be sent within ten working days.

7.2   Under the Freedom of Information Act the Council has to respond to any requests received within 20 working days. For many requests the information required cuts across areas of the Council. Consequently a coordinated approach has to be taken in the Council's response, with each service area being responsible for providing the information requested relating to their area.

7.3   If these deadlines are not met it will impact on the Council's reputation to deliver services effectively.

8.0   Community Implications

8.1   None.

9.0   Background Papers

None.

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Comments, Compliments and Complaints - 01 October 2012 – 31 March 2013

Comments

Date	Ward	Subject	Division
19.11.12	Hilton	Chlorine level in the swimming pool	Community Services

Compliments

Date	Ward	Subject	Division
04.10.12		Re: National Forest Network Launch. Just wanted to say thank you for last night - I have had very positive feedback from headteachers . Their staff really enjoyed the workshops and have gone back to school buzzing, which is exactly what we wanted!	**Community Services**
05.10.12	**Melbourne**	Thank you to Planning Officer for his prompt and comprehensive response to a query relating to the requirement of planning permission	**Planning Services**
08.10.12		Compliment regarding the excellent Tree Management Policy shown on our website.	**Community Services**
09.10.12		Thank you to Safer Neighbourhoods Officer for his contribution to the Intergenerational Debate Group meeting organized by the South Derbyshire Forum.	**Community Services**
09.10.12		Compliment to Environmental Services regarding the cleanliness of our streets compared to other towns and cities visited.	**Environmental Services**
10.10.12		On behalf of these who attended the summer play scheme at Hatton true heartfelt congratulations to the South Derbyshire Sport Team. A fabulous team, professional yet caring with a friendliness and bond that is and has been infectious to us all.	**Community Services**
11.10.12	**Church Gresley**	Thank you for the prompt action of the Grounds Team in cutting back an overhanging hedge. It has made such a really big difference to their walk to school.	Environmental Services
15.10.12		Sincere thanks for the Facilitator at Rosliston Forestry Centre for making her daughter's Woodland Fairy	Community Services

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		party so special. She was amazing with the children and made the day really enjoyable. Brilliant set up at Rosliston.	
16.10.12		Compliment to Heritage Officer regarding the recent Heritage Tour. He was an excellent guide and the tour was very good value for money.	Planning Services
26.10.12	**Seales**	Thank you to Building Control Assistant for her help with hand delivering an improved copy of a building certificate	Planning Services
01.11.12		Thank you to Customer Services Adviser for arranging for assisted refuse collection.	Customer Services
	Repton	Thank you to the Conservation and Heritage Officer for his talk given to the Repton Village Society about historic farmhouses and cottages in the district - it was superb and very much appreciated by all	Planning Services
08.11.12	**Seales**	Very happy and reassured at the service received from a Customer Services Adviser. Concerns handled in a professional manner with firm, sound advice given in a compassionate way. She's a credit to the organization.	Customer Services
14.11.12	**Swadlincote**	Thank you to the Active Nation first aiders who assisted a lady knocked down by a cyclist until the ambulance arrived. They did a wonderful job.	Community Services
28.11.12	**Swadlincote**	Compliment to Customer Services Adviser who was incredibly empathetic and made the process of moving house much easier. Thank you also to the Benefit Assistant who was also very helpful and reassuring.	Customer Services
12.12.12		Expression of deep gratitude to Planning Officer for the way she dealt with their planning application. She was very helpful and a valued employee of SDDC	Planning Services
13.12.12	**Hatton**	Massive thanks from Hatton Parish Council to the Community Partnership Officer who has helped them enormously with the BMX track project. He has been a great support over the last two years helping them make this dream a reality.	Community Services
14.12.12	**Melbourne**	Thank you to Development Control Technician for his efficiency and help in connection with Tree Preservation Orders – both greatly appreciated	**Planning Services**
08.01.13		Thank you for response regarding recycling over the Christmas period and the news of future plans for improved kerbside recycling during the next year	Environmental Services
11.01.13	**Church Gresley**	Thank you to Cemeteries Officer for her help in getting the boundary fence between the Methodist Church and the Cemetery, which was frequently vandalised, replaced with railings.	Community Services
30.01.13	**Melbourne**	Thank you to Community Services Officers for their contribution to a meeting between the Melbourne Rugby Club and the Melbourne Sporting Partnership regarding investment into the development of the Cockshut Lane site in Melbourne	Community Services
22.01.13	**Newhall**	Congratulations to the Council's Gritting Team who have done an excellent job of keeping the area well gritted. A stark contract to neighbouring authorities.	Environmental Services
22.01.13	**Etwall**	Very many thanks from the Etwall and Burnaston Local History Society to the Heritage Officer for his talk	Planning Services

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		on South Derbyshire farmhouses and cottages. A wonderful evening.	
22.01.13	**Findern**	All year, every year I consider your Refuse Collection service to be one of the best, most reliable services anywhere. Thank you to those concerned.	Environmental Services
22.01.13	**Hilton**	Many thanks to the Refuse Collection operatives who very kindly collected and emptied the black bin even though the brown bin was presented in error. I regard this as excellent and thoughtful service.	Environmental Services
23.01.13	**Swadlincote**	What an amazing job the two men were doing this morning clearing the footpaths around Swadlincote town centre and properly gritting them. Many thanks to them.	Environmental Services
25.01.13	**Egginton**	Very many thanks to the Principal Building Control Surveyor for his prompt response and for being so pleasant and understanding. What efficiency!	Planning Services
25.01.13	**Repton**	Thank you for the prompt response to the officers who repaired our bin lids – now both in working order.	Environmental Services
29.01.13	**Woodville**	Big thank you to the Anti-Social Behaviour Officer for sorting out the problems in our street so quickly. It is so appreciated and a massive relief.	Community Services
07.02.13		Compliments and positive feedback sent by different organisations to the Graphic Designer for her involvement in designing banners to promote the Environmental Education Service.	Policy and Communications
11.02.13	**Etwall**	Very happy with the service received from Customer Services in sorting out the problems she'd experienced when trying to renew her bus pass. New pass already arrived and vey grateful everyone who helped her.	Customer Services
14.02.13	**Swadlincote**	Thank you from all at Bank House to those who organised the Pancake Races – a great event. Definitely see you next year!	Community Services
14.02.13	**Swadlincote**	Thanks for a great day at the Pancake Races	Community Services
14.02.13	**Swadlincote**	We entered the Pancake Race and would like to say how much we enjoyed it, it was very good for the community and we'll definitely enter a team next year.	Community Services
25.02.13	**Aston on Trent**	Compliment to the Heritage Officer - I would like to commend the reports available on your website for their exceptional detail, clarity and historical content. The report on the Trent & Mersey Canal in particular was excellent; so much so that our history group is copying it as a key document for our heritage archives The appraisals and reports are of great credit to staff in the Community & Planning Department	Planning Services
26.02.13	**Seales**	Compliment to Customer Services Adviser - she was extremely helpful, totally on the ball and exhibited true customer service.	Customer Services
08.03.13	**Ticknall**	Compliment to the Area Planning Officer – Many thanks, you have put a deal of effort into this matter on my behalf and I very much appreciate your help.	Planning Services

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		There is never a time when I ask you a question that you do not give an excellent response.	
19.03.13	**Rosliston**	Thank you to Waste Management staff for dealing so quickly and efficiently with request to clear litter on the verges of Rosliston Road South / Burton Road, Rosliston	Environmental Services
21.03.13		Compliment to Customer Services staff for their help and advice given to the landlady of a Benefit Customer – better than Staffordshire Customer Services	Customer Services
21.03.13		Compliment from Benefit Customer for the help provided by Customer Service staff at a difficult time. She found them the only government department that offered her help and advice and spent time explaining things.	Customer Services
21.03.13		Thank you very much to the Customer Service Adviser for her kind words of reassurance when dealing with her Benefit claim.	Customer Services
26.03.13	**Hatton**	Thank you to Area Planning Officer for his help and advice re bridleway diversion in Hatton. Without his commitment it wouldn't have happened.	Planning Services
28.03.13	**Etwall**	Thank you to the Customer Services Adviser who kindly arranged for her bin to be emptied. Very pleased with the service and think SDDC is an excellent Council.	Customer Services

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Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
15.10.12	500 2nd Stage	Swadlincote	Six month empty property exemption and time taken to issue Council Tax bill	Customer Services	Amendments made to Exemption Notices to highlight requirement to notify changes in circumstance that affect an exemption.	Due: 29.10.12 Sent:: 26.10.12 Stage 2 Due: 14.11.12 Holding letter sent 14.11.12 Sent:: 03.12.12
15.10.12	501	Swadlincote	Level of service received from gas contractor	Housing	Contractor reminded to keep tenants informed of timescale for work.	Due: 29.10.12 Sent:: 26.10.12
17.10.12	502	Aston	Lack of information concerning what items can be disposed of in the brown bin	Environmental Services	No action relevant	Due: 31.10.12 Sent:: 26.10.12
29.10.12	503	Seales	Failure to follow due process	Democratic Services	No action relevant	Due: 13.11.12 Holding letter sent: 12.11.12 Sent:: 23.11.12
07.11.12	504 2nd Stage	Melbourne	Bailiff procedure	Customer Services	Bailiff to be advised to disengage when matters become contentious where the Council is at fault earlier in the collection process.	Due: 21.11.12 Sent:: 20.11.12 Stage 2 Due: 07.12.12 Holding letter sent: 07.12.12 Sent:: 21.12.12
09.11.12	505	Midway	Grass cutting	Environmental Services	Grassed area now instated on the cutting schedule	Due: 23.11.12 Sent:: 05.12.12

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16.11.12	506	Church Broughton	Business rates	Customer Services	Staff instructed to ensure accounts are updated with correct details	Due: 30.11.12 Sent:: 27.11.12
20.11.12	507	Church Gresley	Cleanliness of footpaths within Church Gresley	Environmental Services	Wardens reminded to provide feedback on the progress and outcomes of their investigations to their customers.	Due: 04.12.12 Sent:: 05.12.12
15.11.12	508	Midway	Repairs to Council house	Housing	No action relevant	Due: 29.11.12 Sent:: 04.12.12
21.11.12	509 2nd Stage	Midway	Website information relating to planning application	Planning	No action relevant	Due: 05.12.12 Sent:: 30.11.12 Stage 2 Due: 14.12.12 Sent:: 07.12.12
27.11.12	510	Swadlincote	NNDR correspondence not sent to Registered Office address	Customer Services	No action relevant	Due: 11.12.12 Sent:: 07.11.12
28.11.12	511	Repton	Problems with application for Second Adult Council Tax rebate	Customer Services	Clarification provided to staff on Second Adult rebate	Due: 13.12.12 Sent:: 03.12.12
06.12.12	512	Repton	Poor communication from Benefit Section	Customer Services	No action relevant	Due: 20.12.12 Sent:: 18.12.12
19.12.12	513	Repton	Issues over planning application	Planning Services		Due: 09.01.13 Sent:: 07.01.13
10.01.13	514 2nd Stage	Walton on Trent	Possible breach of planning conditions	Community Services and Environmental Services	No action relevant	Due: 24.01.13 Sent:: 24.01.13 Stage 2

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						Due: 21.02.13 Sent:: 14.02.13
27.01.13 2nd Stage	515	Midway	Second home discount	Customer Services	No action relevant	Due: 12.02.13 Sent:: 08.02.13 Stage 2 Due: 01.03.13 Sent:: 06.03.13
07.02.13	516	Newhall	Refuse collection	Environmental Services	Staff instructed not to use mobile phone whilst driving	Due: 21.02.13 Sent:: 20.02.13

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07.02.13	517 2nd **Stage**	Linton	Planning Enforcement Officer	Planning	No action relevant	Due: 21.02.13 Sent:: 19.02.13 Stage 2 Due: 04.03.13 Holding letter sent: 18.03.13 Sent:: 21.03.13
05.12.13	518	Newhall	Housing rent	Housing	No action relevant	Due: 19.02.13 Sent:: 18.02.13
11.02.13	519	Out of area	Shortage of dog bins at Rosliston Forestry Centre	Community Services	Forestry Commission, as land owners, have been informed	Due: 25.02.13 Sent:: 08.02.13
12.02.13	520	Etwall	Licensing Department in relation to Small Lottery Licence	Legal Services		Due: 25.02.13 Sent:: 20.02.13
12.02.13	521 2nd **Stage**	Church Gresley	Documents displayed on website relating to planning application	Planning Services	No action relevant	Due: 25.02.13 Sent:: 20.02.13 Stage 2 Due: 18.03.13 Sent:: 13.03.13
15.02.13	522	Church Gresley	Dog fouling problems on the pavements in Church Gresley	Environmental Services	Additional provision of litter bins and dog fouling signage provided over and above the Council's normal provision	Due: 01.03.13 Sent:: 28.02.13
19.02.13	523	Swadlincote	Inefficient hair dryers at Green Bank Leisure Centre	Community Services	Leisure Contractor addressed the issue	Due: 05.03.13 Sent:: 25.02.13
12.03.13	524	Swadlincote	Visit to offices concerning homeless application	Housing	No action relevant	Due: 26.03.13 Sent:: 26.03.13

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14.03.13	525	Newhall	Destruction of bank card left at Green Bank Leisure Centre	Community Services	Leisure contractor advised staff on proper procedures in the event of a similar incident occurring	Due: 28.03.13 Sent:: 14.03.13

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14.03.13	526 2nd Stage	Midway	Repair to socket on cooker		Housing	No action relevant	Due: 28.03.13 Sent:: 28.03.13 Stage 2 Due: 23.04.13 Holding letter sent: 23.04.13 Sent:: 08.05.13
19.03.13	527	Newhall	Housing Benefit / Council Tax Benefit / Council Tax Reduction		Customer Services	System error rectified and staff made aware.	Due: 04.04.13 Sent:: 04.04.13
25.03.13	528	Woodville	Officer's telephone manner when dealing with request for Housing Improvement grant		Environmental Services	Officer reminded of Customer Care	Due: 10.04.13 Sent:: 10.04.13
26.03.13	529	Walton on Trent	Receipt of reminder letter for whole year's Council Tax		Customer Services	Direct Debit procedures reinforced for increased effectiveness. Levels of Customer Service reviewed	Due: 11.04.13 Sent:: 11.04.13
28.03.13	530	Hartshorne	Housing repairs		Housing	Staff and Contractor made aware	Due: 15.04.13 Sent:: 11.04.13

* Shading highlights where complaints were not responded to within 10 days, but holding letters are sent to keep the complainant informed.

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-210	W	Customer Services	Total amount outstanding for unpaid Council Tax and NNDR	02.10.12	30.10.12	05.10.12	
1213-211	Org	Env Services	Contaminated land sites	04.10.12	01.11.12	05.10.12	
1213-212	MP	Derbyshire County Council	Sexual health services	04.10.12	01.11.12	05.10.12	
1213-213	N	Democratic Services	Senior Officers' declarations of interest held by the Council	04.10.12	01.11.12	16.10.12	
1213-214	N	Corporate Services	Allegations of internal fraud, theft and corruption	05.10.12	02.11.12	16.10.12	
1213-215	I	Housing	Homeless temporary accommodation	08.10.12	05.11.12	05.11.12	
1213-216	MP	Community Services	CCTV cameras	08.10.12	05.11.12	16.10.12	
1213-217	N	Democratic Services	Councillors' expenses	08.10.12	05.11.12	05.11.12	
1213-218	C	Environmental Services	Persons who have died with no next of kin	08.10.12	05.11.12	16.10.12	
1213-219	I	Corporate Services	Copies of all Internal Audit reports	10.10.12	07.11.12	06.11.12	
1213-220	I	Democratic Services	Chauffeur driven cars	11.10.12	08.11.12	08.11.12	
1213-221	I	Derbyshire County Council	Ex-Social worker	12.10.12	09.11.12	17.10.12	
1213-222	R	Derbyshire County Council	Use of pest control service in local authority run schools	12.10.12	09.11.12	17.10.12	
1213-223	C	Corporate Services	Procurement of Energy and Water and Telecommunications	16.10.12	13.11.12	29.10.12	
1213-224	I	Environmental Services	Persons who have died with no next of kin	16.10.12	13.11.12	17.10.12	
1213-225	C	Property Services	Asset Management Strategy	17.10.12	14.11.12	16.11.42	
1213-226	W	IT	GIS Software	22.10.12	19.11.12	06.11.12	
1213-227	R	Property Services	Sales of green or recreational spaces	22.10.12	19.11.12	19.11.12	
1213-228	I	Environmental Services	Reasons why Repton School only scored 1 star from the Food Standards Agency	18.10.12	15.11.12	19.11.12	
1213-229	I	Derbyshire County Council	Supervised Contact Centres	19.10.12	16.11.12	26.10.12	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-230	C	Customer Services	General Industrial properties and storage or distribution properties with Rateable Values at or in excess of £100,000 which qualify for empty property rate relief	22.10.12	19.11.12	08.11.12	
1213-231	I	Environmental Services	Number and costs of public health funerals over the last year	23.10.12	20.11.12	08.11.12	
1213-232	I	IT	Mobile communications	19.10.12	16.11.12	19.11.12	
1213-233	C	Customer Services	Cash and cheque transactions via Cash Office	26.10.12	23.11.12	23.11.12	
1213-234	I	Environmental Services	Waste Collection Service	26.10.12	23.11.12	20.11.12	
1213-235	C	Procurement	List of companies who submitted and tender response and those shortlisted	30.10.12	27.11.12	20.11.12	
1213-236	I	Democratic Services	Statement of Persons Nominated / Notice of Poll for the constituency of South Derbyshire Parliamentary Elections on 1 May 97, 7 June 2001 and 5 May 2005	31.10.12	28.11.12	21.11.12	
1213-237	C	Environmental Services	Information relating to collection of packaging waste	31.10.12	28.11.12	21.11.12	
1213-238	N	Housing	Housing requests re 16 and 17 year olds	31.10.12	28.11.12	23.11.12	
1213-239	C	Legal Services	Licensing	31.10.12	28.11.12	21.11.12	
1213-240	I	Environmental Services / Community Services / Housing / Corporate Services	External organizations used to undertake surveillance	01.11.12	29.11.12	21.11.12	
1213-241	N	Planning Services	Green belt boundaries	02.11.12	30.11.12	21.11.12	
1213-242	C	Environmental Services	How street cleanliness is measured	07.11.12	05.12.12	21.11.12	
1213-243	I	Environmental Services	Persons who have died with no next of kin	08.11.12	06.12.12	21.11.12	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-244	Org	Customer Services	Total amount of revenue raised in Empty Property Rates	08.11.12 Additional request rec'd 11.02.13	06.12.12 11.03.13	22.11.12	
1213-245	I	Derbyshire County Council	Location of all On Street Blue Badge Disabled parking bays in District	09.11.12	07.12.12	19.11.12	
1213-246	MP	Derbyshire County Council	Local Authority spend on Special Educational Needs Tribunals	09.11.12	07.12.12	19.11.12	
1213-247	W	Derbyshire County Council	Informal Child Care	09.11.12	07.12.12	19.11.12	
1213-248	Org	Organisational Development	Makeup of workforce	09.11.12	07.12.12	04.12.12	
1213-249	Org	Environmental Services	Empty Homes – private sector	12.11.12	10.12.12	04.12.12	
1213-250	C	Procurement	List of companies who submitted and tender response and those shortlisted	13.11.12	11.12.12	20.11.12	
1213-251	I	Planning Services	Building Control Regularisation Submissions for 2010 and 2011	13.11.12	11.12.12	27.11.12	
1213-252	C	Housing	Energy Performance Building Directive	14.11.12	12.12.12	11.12.12	
1213-253	MP	Derbyshire County Council	Local Healthwatch funding etc	15.11.12	13.12.12	20.11.12	
1213-254	C	Customer Services	Council Tax Arrears enforcement	19.11.12	17.12.12	04.12.12	
1213-255	Org	Derbyshire County Council	Parking Fines, Bus Lane Fines and Speeding Fines	19.11.12	17.12.12	19.11.12	
1213-256	C	Environmental Services	Persons who have died with no next of kin	19.11.12	17.12.12	20.11.12	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-257	I	Derbyshire County Council	Social Services	20.11.12	18.12.12	21.11.12	
1213-258	C	Customer Services	List of unclaimed business rate credits	20.11.12	18.12.12	29.11.12	
1213-259	C	Customer Services	List of Business Rate accounts in credit	22.11.12	20.12.12	29.11.12	
1213-260	I	Planning Services	Copy of exempt report sent to Planning Committee	23.11.12	21.12.12	18.12.12	
1213-261	C	Environmental Services	Persons who have died with no next of kin	23.11.12	21.12.12	29.11.12	
1213-262	C	Customer Services	List of Business Rate accounts in credit	23.11.12	21.12.12	29.11.12	
1213-263	MP	Finance Services	Translation services	26.11.12	24.12.12	11.12.12	
1213-264	C	Customer Services	Ratepayers currently in receipt of 80% mandatory charitable rate relief and those in receipt of 80%discretionary rate relief	26.11.12	24.12.12	29.11.12	
1213-265	I	Legal Services	Pet shops licensed to sell puppies	27.11.12	28.12.12	29.11.12	
1213-266	C	Customer Services	Business Rate accounts with rateable value of £25,000 or above	28.11.12	31.12.12	11.12.12	
1213-267	Org	Finance Services	Merchant Bank services	29.11.12	03.01.13	03.01.13	
1213-268	I	Environmental Services	Persons who have died with no next of kin	29.11.12	03.01.13	29.11.12	
1213-269	C	Customer Services	National Non Domestic Rate accounts that show a credit in excess of £500 from 1990 to date.	29.11.12	03.01.13	11.12.12	
1213-270	I	Corporate Services	Parents on Benefits in Swadlincote	29.11.12	03.01.13	02.01.13	
1213-271		Planning	Hazardous Substances consents	30.11.12	04.01.13	08.01.13	
1213-272	I	IT	Voice Risk Analysis technology	03.12.12	07.01.13	03.01.13	
1213-273	I	Environmental Services	Persons who have died with no next of kin	03.12.12	07.01.13	04.12.12	
1213-274	I	Planning Services	Time and date a document was uploaded to website	03.12.12	07.01.13	05.12.12	
1213-275	MP	Derbyshire County Council	Number of times action taken to take children away from foster parents and adoptive parents	04.12.12	08.01.13	07.12.12	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-276	I	Environmental Services	Food Hygiene report for a local restaurant	04.12.12	08.01.13	07.12.12	
1213-277	C	Corporate Services	Contract re HR and Payroll Service	05.12.12	09.12.13	07.12.12	
1213-278	I	IT	Automated starters / leavers process – IT software	07.12.12	11.12.13	13.12.12	
1213-279	C	Customer Services	Details of non exempt commercial properties not in receipt of small business relief	10.12.12	12.01.13	21.12.12	
1213-280	I	Planning Services	Planning permissions	11.12.12	14.01.13	07.01.13	
1213-281	N	Planning Services	Housing developments approved against the flood-related advice of the Environment Agency	12.12.12	15.01.13	07.01.13	
1213-282	I	Environmental Services	Hygiene rating for local fish bar	12.12.12	15.01.13	02.01.13	
1213-283	C	IT	IT and non-IT projects	14.12.12	17.01.13	10.01.13	
1213-284	C	Environmental Services	Grounds Maintenance and Street Cleansing contracts	13.12.12	16.01.13	03.01.13	
1213-285	Org		Employees subject to Enhanced DBS (CRB) Disclosure	17.12.12	18.01.13	15.01.13	
1213-286	I	Planning Services	Number of formal objections in respect of development of land	17.12.12	18.01.13	14.01.13	
1213-287	C	Customer Services	Business rates for commercial properties	18.12.12	21.01.13	21.12.12	
1213-288	I	Environmental Services	Persons who have died with no next of kin	18.12.12	21.01.13	02.01.13	
1213-289	I	Environmental Services	Persons who have died with no next of kin	19.12.12	22.01.13	02.01.13	
1213-290	N	Planning Services	Appeals regarding the Council's decision to reject or refuse planning permission for wind farm over last 5 years	20.12.12	23.01.13	13.02.13	
1213-291	N	Democratic Services and Chief Executive	Trips abroad taken by Senior Council Officers and Councillors	20.12.12	23.01.13	23.01.13	
1213-292	N	Corporate Services	Credit cards and Procurement cards	20.12.12	23.01.13	05.02.13	
1213-293	I	Finance Services	List of Fleet vehicles owned or leased by the Council	24.12.12	25.01.13	04.01.13	
1213-294	C	Planning Services	Neighbourhood planning	21.12.12	24.01.13	04.01.13	
1213-295	I	IT	IT systems	21.12.12	24.01.13	04.01.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-296	I	Community Services/ Derbyshire County Council	Cycling infrastructure spend	24.12.12	25.01.13	04.01.13	
1213-297	I	IT	IT systems	29.11.12	03.01.13	02.01.13	
1213-298	I	Derbyshire County Council	Foster care companies	02.01.13	30.01.13	04.01.13	
1213-299	I	Organisational Development	Salary payments to non-UK banks	02.01.13	30.01.13	25.01.13	
1213-300	N	Housing	Social housing tenants	02.01.13	30.01.13	15.01.13	
1213-301	C	Customer Services	Business Rate accounts in credit	07.01.13	04.02.13	14.01.13	
1213-302	I	IT	Purchase of iPhone and iPads	07.01.13	04.02.13	15.01.13	
1213-303	I	Planning Services	Retrospective planning applications received over last five years and how many refused	08.01.13	05.02.13	04.02.13	
1213-304	I	Community Services And Customer Services	Contact details	09.01.13	06.02.13	04.02.13	
1213-305	I	Community Services	Allotments and waiting lists	08.01.13	05.02.13	11.01.13	
1213-306	I	Housing / Customer Services	Impact of Bedroom Tax	08.01.13 Additional request rec'd 28.01.13	05.02.13 25.02.13	15.01.13	
1213-307	C	Customer Services	Commercial properties with are currently vacant and where the rateable value exceeds £25,000	09.01.13	06.02.13	15.01.13	
1213-308	I	Environmental Services	Persons who have died with no next of kin	09.01.13	06.02.13	09.01.13	
1213-309	C	Customer Services	List of Business Rate payers who are in receipt of Mandatory rate or Discretionary rate relief	10.01.13	07.02.13	15.01.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-310	I	Housing	Average weekly Council housing rent for each of last three years for 1 and 2 bedroom flats	11.01.13	08.02.13	05.02.13	
1213-311	C	Environmental Services	Person who have died with no next of kin	11.01.13	08.02.13	05.02.13	
1213-312	I	Corporate Services	Number of prosecutions against individuals believed to have committed benefit fraud in each of last 3 years	11.01.13	08.02.13	05.02.13	
1213-313	C	Derbyshire County Council	Incidents of violence recorded against teachers or staff by pupil or parents	11.01.13	08.02.13	14.01.13	
1213-314	N	Planning Services	Section 106 Agreements agreed by Authority and total revenue collected over each of last five years	11.01.13	08.02.13	05.02.13	
1213-315	I	Derbyshire County Council	Foster care companies	14.01.13	11.02.13	14.01.13	
1213-316	I	Housing	Average number of weeks taken to rehouse households on Council's waiting list	14.01.13	11.02.13	05.02.13	
1213-317	I	Corporate Services	Number of FOI request and complaints received over last three years	14.01.13	11.02.13	08.02.13	
1213-318	I	Derbyshire County Council / Planning Services	Documents relating the flooding of A38	14.01.13	11.02.13	11.02.13	
1213-319	I	Environmental Services	Hygiene report relating to local restaurant	14.01.13	11.02.13	05.02.13	
1213-320	I	Finance Services	Gross sundry debt arrears for 2011/12 and total Bad Debt provision for 2011/12	15.01.13	12.02.13	05.02.13	
1213-321	I	Housing / Finance Services	Has New Homes Bonus been used to fund or support housing development	16.01.13	13.02.13	13.02.13	
1213-322	N	Organisational Development	Has Council paid RADA in Business for local authority training classes during the past four years?	16.01.13	13.02.13	13.02.13	
1213-323	I	Environmental Services	Food Hygiene report for local restaurant	16.01.13	13.02.13	31.01.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-324	I	Environmental Services	Supply & installation costs of your on-street car parking meters	16.01.13	13.02.13	13.02.13	
1213-325	I	Corporate Services	Number of builders prosecuted over the past few years	16.01.13	13.02.13	13.02.13	
1213-326	I	Customer Services	Is the Council planning to make any changes (other than non-financial changes, e.g. changes in terminology) to its Council Tax Benefit (CTB system under Council Tax Support (CTS from April 2013?	21.01.13	18.02.13		
1213-327	C	Environmental Services	Utility supply at Edwards Fishbar, 8 Darklands Rd, Swadlincote, DE11OPG LCS Civil Enforcement Ref 5400299	22.01.13	19.02.13	22.01.13	
1213-328	C	Derbyshire County Council	Most oversubscribed and undersubscribed state-maintained primary and secondary schools in area	22.01.13	19.02.13	24.01.13	
1213-329	I	Derbyshire County Council	Questions relating to pot holes in our area	22.01.13	19.02.13	24.01.13	
1213-330	I	Corporate Services & Planning Services	Number of compulsory purchase orders used to secure land re proposed Drakelow Village	23.01.13	20.02.13	20.02.13	
1213-331	I	Derbyshire County Council	Outstanding road works in area	24.01.13	21.02.13	25.01.13	
1213-332	I	Environmental Health	Public Health Funerals	24.01.13	21.02.13	13.02.13	
1213-333	I	Customer Services & Housing Services	Impact of the Bedroom Tax	25.01.13	22.02.13	20.02.13	
1213-334	C	Organisation Development	Employee Disciplinary Action	25.01.13	22.02.13	13.02.13	
1213-335	I	Housing Services forwarded to R Keech 30.01.13	Empty Homes	25.01.13	22.02.13	13.02.13	
1213-336	I	Derbyshire County Council	Names & email addresses for Street Lighting, Highways & Transport, Parking & Passenger Transport & Children's Services	28.01.13	25.02.13	01.02.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-337	I	Community Services	Information on Leisure Centres	28.01.13	25.02.13	20.02.13	
1213-338	C	Customer Services	List of Commercial Properties responsible for Business Rates	29.01.13	26.02.13	13.02.13	
1213-339	C	Customer Services	List of remaining credits & also credits written off for Business Rates	29.01.13	26.02.13	21.02.13	
1213-340	C	Derbyshire County Council	Length of Service of Directors of Children's Services	29.01.13	26.02.13	01.02.13	
1213-341	C	Finance Services	Various questions relating to Finance Services	29.01.13	26.02.13	20.02.13	
1213-342	C	Environmental Services	Health & Safety Inspections – Gresley House	29.01.13	26.02.13	29.01.13	
1213-343	I	Environmental Services	Public Health Funerals since 1.11.12	31.01.13	28.02.13	13.02.13	
1213-344	I	Customer Services & Housing Services	Various questions relating to Housing Benefit	31.01.13	28.02.13	13.02.13	
1213-345	I	Planning Services	Request for topographical survey to be loaded on website for inspection 9.2010/0468	01.02.13	01.03.13	01.03.13	
1213-346	I	Planning Services	Request for topography survey for log cabin planning application	05.02.13	05.03.13	22.02.13	
1213-347	C	Environmental Services	Request on cost of unauthorized gypsy, traveler or van dweller sites	01.02.13	01.03.13	20.02.13	
1213-348	I	Customer Services	Request relates to the 10% cut in the Council Tax Benefit Scheme & the localization of Council Tax Support Schemes	04.02.13	04.03.13	20.02.13	
1213-349	I	Customer Services	Request relates to cuts to Council Tax Benefits under Council Tax Support Schemes	04.02.13	04.03.13	20.02.13	
1213-350	C	Derbyshire County Council	Total number of complaints received regarding care homes	04.02.13	04.03.13	07.02.13	
1213-351	I	Derbyshire County Council	Information on Youth Services	04.02.13	04.03.13	07.02.13	
1213-352	I	Customer Services	Various questions relating to Housing Benefit	04.02.13	04.03.13	22.02.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-353	I	Democratic Services & Chief Executive	Copy of receipts for expenses for Leader & Chief Executive	04.02.13	04.03.13	05.03.13	
1213-354	I	Finance Services	Fraudulent Activity on Council purchase card/credit card for last 5 years	04.02.13	04.03.13	28.02.13	
1213-355	C	Derbyshire County Council	Number of safeguarding referrals/investigations with regard to all nursing/residential homes for the elderly	04.02.13	04.03.13	07.02.13	
1213-356	C	Community Services	How many incidents of anti-social behaviour were recorded between 01.01.12 – 31.12.12	05.02.13	05.03.13	22.02.13	
1213-357	C	Finance Services	Various procurement questions	05.02.13	05.03.13	25.02.13	
1213-358	I	Environmental Services	Drinking Water Inspectorate Statistics	05.02.13	05.03.13		
1213-359	C	IT Services	Information of telecom services	05.02.13	05.03.13	27.02.13	
1213-360	I	Environmental Services	Food hygiene rating at Darcy Bunnie Nursery, 11 Main Street, Hilton	06.02.13	06.03.13	07.02.13	
1213-361	I	Housing Services	Details of when all of Council's cleaning contracts expire	08.02.13	08.03.13	25.02.13	
1213-362	C	Property Services	Land Charges	11.02.13	11.03.13	28.02.13	
1213-363	I	Environmental Services / Housing / Community Services	List of any garden maintenance work or new landscaping	09.02.13	08.03.13	01.03.13	
1213-364	I	IT Services	Information relating to tablet devices	11.02.13	11.03.13	25.02.13	
1213-365	C	Environmental Services	Full details of any property which does not have a current DEC as per EPBD regs.	11.02.13	11.03.13	06.03.13	
1213-366	C	Community Services	How many public space CCTV cameras in operation between 2010 & 2013	12.02.13	12.03.13	01.03.13	
1213-367	C	Customer Services	Questions relating to postal spends	12.02.13	12.03.13	01.03.13	
1213-368	I	Finance Services	Council's spend on contract advertising	12.02.13	12.03.13	12.03.13	
1213-369	C	Customer Services	List of credits in respect of Business Rates	12.02.13	12.03.13	01.03.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-370	C	Customer Services	All properties with a credit held on the account	13.02.13	13.03.13	01.03.13	
1213-371	I	Finance Services & Community Services	Questions relating to cycling budgets	11.02.13	11.03.13	13.03.13	
1213-372	C	Community Services	Number of cases of anti social behaviour recorded in last 3 years	15.02.13	15.03.13	06.03.13	
1213-373	C	Customer Services	Details of Business Rate accounts for Airwave Solutions Ltd	15.02.13	15.03.13	05.03.13	
1213-374	I	Customer Services	Bailiff and Debt Recovery Contract	18.02.13	18.03.13	05.03.13	
1213-375	N	Legal Services	Legal Fees spending	18.02.13	18.03.13	06.03.13	
1213-376	MP	Finance Services	Costs incurred as a result of having to tender in the OJEU	19.02.13	19.03.13	18.03.13	
1213-377	I	Environmental Services	Location of public toilets and public car parks	19.02.13	19.03.13	05.03.13	
1213-378	C	Corporate Services	Information Governance	20.02.13	20.03.13	20.03.13	
1213-379	TV	Environmental Services	Noise nuisance complaints	20.02.13	20.03.13	12.03.13	
1213-380	I	Planning Services	Building Regulation application	20.02.13	20.03.13	Withdrawn	
1213-381	C	Environmental Services	Persons who have died with no next of kin	20.02.13	20.03.13	06.03.13	
1213-382	I	Environmental Services	Persons who have died with no next of kin	20.02.13	20.03.13	06.03.13	
1213-383	C	Corporate Services	SDDC Management structure, policies and procedures etc	21.02.13	21.03.13	Withdrawn	
1213-384	C	Customer Services	Number of Community sports clubs in receipt of discretionary rate relief	22.02.13	22.03.13		
1213-385	Org	Derbyshire County Council	Health and Well Being Boards	22.02.13	22.03.13	26.02.13	
1213-386	C	Property Services	Copies of advice from GLA re refusal of information under Legal Privilege	25.02.13	25.03.13	Clarification requested	
1213-387	I	Housing	What provisions has the Council made for the influx of Romanian and Bulgarian civilians looking to settle in the local area on 1 January 2014	25.02.13	25.03.13	07.03.13	

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Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-388	MP		Funding from Government for Family Intervention Project	25.02.13	25.03.13	06.03.13	
1213-389	I	Planning Services	Street names and total houses in each for Hilton village	25.02.13	25.03.13	07.03.13	
1213-390	MP	Environmental Services	Alcohol and premise licensing	26.02.13	26.03.13	28.03.13	
1213-391	C	Community Services	Urban Green Space	15.03.13	16.04.13	04.04.13	
1213-392	I	IT	Mobile phones supplied to staff – make and number	28.02.13	28.03.13	28.03.13	
1213-393	I	Corporate Services	Printing costs for last three years	28.02.13	28.03.13	06.03.13	
1213-394	I	Housing	Supported housing	28.02.13	28.03.13	06.03.13	
1213-395	I	IT	Technology information	01.03.13	02.04.13	26.03.13	
1213-396	I	Housing	Forecast of Bedroom Tax arrears	04.03.13	03.04.13	20.03.13	
1213-397	Org	Derbyshire County Council	Use of CCTV and CCTV 'Smart Cars' re traffic and parking contraventions	05.03.13	04.04.13	06.03.13	
1213-398	Org	Customer Services	Use of 'private' bailiffs	05.03.13	04.04.13	06.03.13	
1213-399	I	Environmental Services	Persons who have died with no next of kin	05.03.13	04.04.13	06.03.13	
1213-400	I	Legal Services	Compulsory Purchase Orders	05.03.13	04.04.13	Clarification requested	
1213-401	I	Derbyshire County Council	Obese children taken into care	06.03.13	05.04.13	12.03.13	
1213-402	C	IT	Software for management of key activities	07.03.13	08.04.13	20.03.13	
1213-403	I	Organisational Development	Compromise Agreements	07.03.13	08.04.13	03.04.13	
1213-404	C	Environmental Services	Persons who have died with no next of kin	08.03.13	09.04.13	20.03.13	
1213-405	N	Organisational Development	Compromise Agreements	11.03.13	10.04.13	03.04.13	
1213-406	C	Customer Services	Live Business Rate accounts with Rateable Value more than £25 K	11.03.13	10.04.13	20.03.13	

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1213-407	I	Customer Services / Housing / Finance	Details of arrears and write-offs	11.03.13	10.04.13	Withdrawn	
1213-408	C	Community Services	Council owned Business, Innovation, Enterprise and Incubation Centres	12.03.13	11.04.13	14.03.13	
1213-409	C	Environmental Services	Survey re abandoned supermarket trolleys under the Cleaner Neighbourhood Act 2005	08.03.13	09.04.13	14.03.13	
1213-410	C	Organisational Development	Settlement of Equal Pay claims	08.03.13	09.04.13	08.04.13	
1213-411	I	Derbyshire County Council	Estimated costs of outstanding repairs to local authority run schools including repair priorities	13.03.14	12.04.13	15.03.13	
1213-412	C	Derbyshire County Council	Spend on care and education for Looked After Children since 2008	13.03.13	12.04.13	15.03.13	
1213-413	C	Planning Services	Various questions for planning applications with Section 106 agreements attached	14.03.13	15.04.13	03.04.13	
1213-414	C	Organisational Development	Payroll service	15.03.13	16.04.13	03.04.13	
1213-415	I	Organisational Development	Compromise Agreements	15.03.13	16.04.13	03.04.13	
1213-416	I	Environmental Services	Food Standards Agency Hygiene inspection report	18.03.13	17.04.13	03.04.13	
1213-417	I	Customer Services	Business rates	18.03.13	17.04.13	20.13.13	
1213-418	I	IT	Printers, scanners and photocopiers	18.03.13	17.04.13	28.03.13	
1213-419	I	Planning Services	Copy of pre-planning application advice	18.03.13	17.04.13		
1213-420	I	Communications	Do we intend to implement a new Intranet within the next financial year	19.03.13	18.04.13	20.03.13	
1213-421	I	Derbyshire County Council	Troubled Families Programme	20.03.13	19.04.13	21.03.13	

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1 October 2012 – 31 March 2013

Ref		Department	Details	Received	Reply Due	Reply Sent	Exemption
1213-422	I	Environmental Services	Persons who have died with no next of kin	20.03.13	19.04.13	03.04.13	
1213-423	C	Client Services	Benefit fraud research	21.03.13	22.04.13	08.04.13	
1213-424	C	Environmental Services	Persons who have died with no next of kin	21.03.13	22.04.13	03.04.13	
1213-425	C	Corporate Services	Contact information – various departments	21.03.13	22.04.13	08.04.13	
1213-426	I	Housing Services	Various questions relating to Probationary/Introductory Tenancies	25.03.13	24.04.13	11.04.13	
1213-427	I	Organisational Development	Number of employees who have returned to work for authority in a new position after previously being made redundant	26.03.13	25.04.13	22.04.13	
1213-428	Org	Legal Services	Dangerous Wild Animal Licences	26.03.13	25.04.13	22.04.13	
1213-429	I	Property Services	Gas and Electric Providers	28.03.13	29.04.13	22.04.13	

* Shading to the actual return date highlights where requests were not replied to within the 20 statutory days.

Breakdown of Freedom of Information request for second 6 months of 2012/13

Individuals	108	49%
Companies	71	32%
Newspapers	14	6%
Organisations	11	5%
TV/Radio	3	1%
What do they know	3	1%
Parliament	9	4%
	219	100%

FOI Requests - October 2012 - March 2013
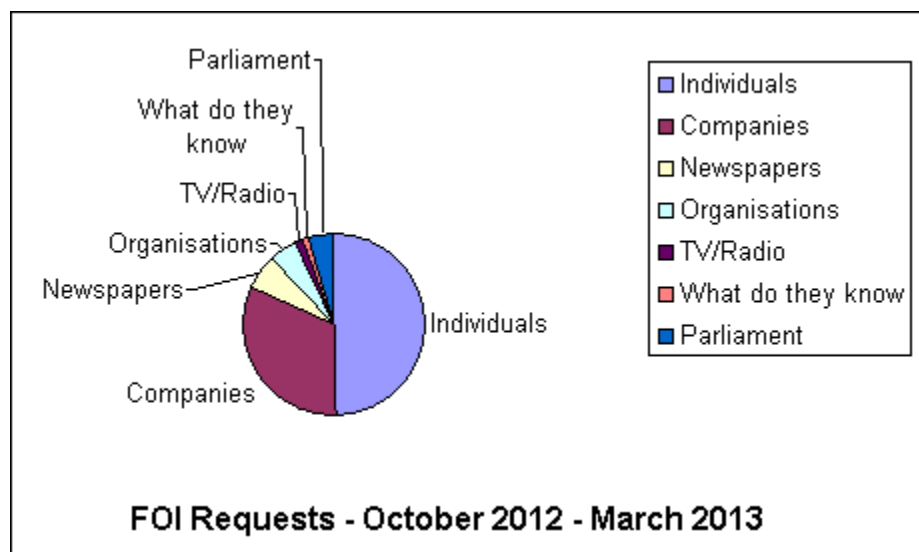
Individuals =   Those sent to individual e-mail address, although probably sent on behalf of a company

Organisations =   Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc

What do they know =   Website set up especially for making FOI requests

REPORT TO:	Finance & Management Committee	AGENDA ITEM: 17
DATE OF MEETING:	20 June 2013	CATEGORY: DELEGATED/
REPORT FROM:	Director of Community and Planning Director of Finance & Corporate Services	OPEN:
MEMBERS' CONTACT POINT:	Stuart Batchelor Ext: 5820 Kevin Stackhouse Ext: 5811	DOC:
SUBJECT:	Melbourne Leisure Facilities	REF: SB/SC
WARD(S) AFFECTED:	Melbourne	TERMS OF REFERENCE: HCS07

1.0 Recommendations

1.1 That approval be granted to a 30 year lease to Melbourne Assembly Rooms Limited for the management of the now named Melbourne Assembly Rooms.

1.2 That the update on the Melbourne Sporting Partnership be noted.

2.0 Purpose of Report

2.1 At the 24th November 2011 Committee, Members noted the intention to award a 5 year lease for the management of the Melbourne Assembly Rooms to the Melbourne Community Centre Group, now the Melbourne Assembly Rooms Limited (MARL), and the approval for the continued support of the Group to enable them to take on the long term management of the Centre as a vibrant community facility. Secondly to continue to support the Melbourne Sporting Partnership (MSP) with the submission of funding bids and a planning application and thirdly to approve the submission of the Cockshut Lane Playing Field to the Queen Elizabeth II Playing Fields Scheme.

2.2 This report provides an update on the two projects and seeks to approval the granting of a 30 year lease of Melbourne Assembly Rooms to Melbourne Assembly Rooms Ltd.

3.0 Detail

Melbourne Assembly Rooms

3.1 The Melbourne Assembly Rooms has been under the management of MARL for the past year and have achieved significant improvements in the operation of the facility. They have also made some improvements to the buildings to improve its function as a community building.

3.2 MARL currently lease the Assembly Rooms from the Council on a 5 year lease from 1st May 2012. The rent is £1 pa and the tenant is responsible for internal repairs. They are now seeking a long lease of the demise shown stippled and hatched black in Appendix 1. The parts stippled black will continue to be occupied by MARL. The

Library and Old School House shown hatched black will be sub-let by them to Derbyshire County Council and a residential tenant.

3.3 This long lease will provide the security needed to obtain grant funding and undertake long term management of the centre. The terms detailed in Appendix 2 have therefore been provisionally negotiated, whereby MARL would acquire a 30 year lease rendering them responsible for all repairs including external and structural works. They would however, have the benefit of the rental income from the Library in addition to the existing house, as the Library will also now be included within the demise.

Melbourne Sporting Partnership

3.4 At Finance and Management Committee of 18th October, 2012 the Council approved the granting of a 25 year lease to the Melbourne Sporting Partnership (MSP) for the District Council owned element of the Cockshut Lane Recreation Ground. The Parish Council and Melbourne Rugby Club also committed their land to the MSP. This process has aided the MSP to gain offers of funding as follows:

Sport England, Protecting Playing Fields Scheme - £50,000
Derbyshire County Council, Community Buildings Fund - £250,000

3.5 Applications have also been made by the District Council on behalf of the MSP and have achieved offers of £600,000 from the Football Foundation and £100,000 from the Rugby Football Union (via the Melbourne Rugby Football Club). These grants mean there is currently a project budget of £2m towards the estimated cost of £2.5m. An application has been made to the Sport England Inspired Facilities Fund for £150,000, and other grant funders are being approached

3.6 Further progress has been achieved with the granting for Planning Permission for the project and a full drainage plan completed for the significant pitch works required.

3.7 To move the project forward a Project Management Group has been established and to support this groups work through the procurement and delivery phases an external project manager/consultancy will need to be appointed. It is proposed to appoint an individual or organisation to start on this work as soon as possible.

3.8 A further advancement of the MSP is that it has held an inaugural General Meeting and is now fully constituted and operating as a partnership.

4.0 Financial Implications

Melbourne Assembly Rooms

4.1 The Council currently receives a rent of £3,600 pa from Derbyshire County Council for the Library. This income will transfer to MARL on completion of the new lease. In addition, they will continue to receive a rent of £6,600 pa from the letting of The Old School House. In return for this income and Council grants, MARL has agreed to take on additional responsibility for external repairs.

Melbourne Sporting Partnership

4.2 The cost of the Project Manager/Consultancy will be provided from the capital budget for the project.

5.0 Corporate Implications

5.1 The development of sport, leisure and community facilities in Melbourne is a key action within the 'Promoting Healthy Facilities and Lifestyles' objective in the 'Lifestyle Choice' priority set out in the current Council Plan. The project would also contribute to supporting the 'Safer Neighbourhoods' objective of the 'Safe and Secure' priority in that it would provide significant opportunities for youth engagement. Moreover within the 'Value for Money' priority, it would improve the contribution of a Council facility to the local community and support the voluntary sector to deliver their own services.

6.0 Community Implications

6.1 The proposed project, if successful will have a major impact on meeting the sport, culture, leisure and community demands in Melbourne and surrounding area. It is being led by strong community based groups that have the potential to develop and become sustainable.

7.0 Conclusion

7.1 The progress of work has been welcomed by partners in Melbourne and an enthusiastic group of clubs, organisations and individuals. All are working hard to formulate sustainable projects that will provide quality sports, cultural and community facilities available for all the community which are currently lacking.

7.2 Granting a 30 year lease to the Melbourne Assembly Rooms will support the continued provision of community-based activity in Melbourne as a longer lease is a requirement of many funders.

7.3 The Cockshut Lane site will also be developed over the next two years to provide a premier multi sports club facility for the whole community.

40

to
36

SH STREET

15

11

19

69.5m

TCB

Church

PC

Garage

Old
School
House

Library

Leisure

Centre

Police
Office

37a

Clinic

39

The Hermitage

KEY:

PARTS OCCUPIED BY MCC

PARTS SUBLET BY MCC

Scale: 1:500 at A4

N
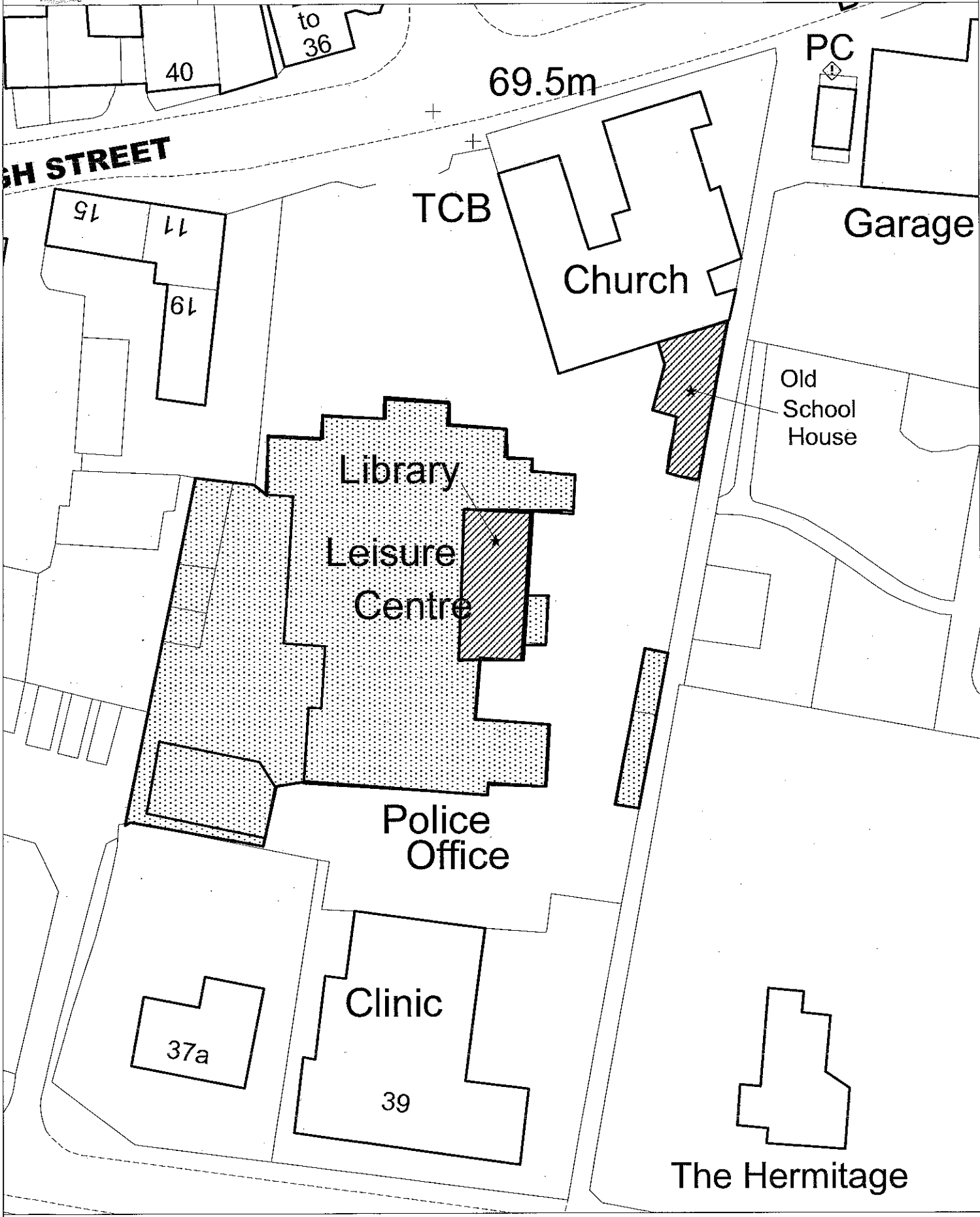
Appendix 2 - Melbourne Assembly Rooms Heads of Terms

1. **Demised Premises & Term** – South Derbyshire District Council to grant a long lease of Melbourne Assembly Rooms to Melbourne Assembly Rooms Limited (MARS) for a term of 30 years. The lease to be 'contracted out' of security of tenure.
2. **Sub-letting** – The demise will now include the Library with MARS therefore sub-letting this area to Derbyshire County Council and receiving the rental income of £3,600 pa.
3. **Rent** – Rent payable by MARS to the Council will be £1 pa if demanded.
4. **Repairs & Decoration** – MARS will be responsible for all internal, external and structural repairs and decoration.
5. **Break options** – Either party can terminate the lease at any time subject to 3 months prior written notice.
6. **Insurance** – The Council will insure the premises and re-charge the premium to MARS.
7. **Assignment & sub-letting** – MARS shall not be permitted to assign the lease or sub-let the premises with the exception of the Library and Old School House.
8. **Other Terms** - All other terms to be in accordance with the current lease.

All Heads of Terms are Subject to Contract and Council Approvals.

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 18
DATE OF MEETING:	20TH JUNE 2013	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN PARAGRAPH NO: N/A
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT. 5811)	DOC:
SUBJECT:	WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: N/A

1.0 Recommendations

1.1 That the Committee receives the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to review its work programme.

3.0 Detail

3.1 The updated work programme for the Finance and Management Committee is attached at Annexe 'A'. Members are asked to review this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Work Plan for 2013/14 – Finance and Management Committee
Standing and Other Planned Reports

Committee 27th June 2013 - Special

- Treasury Management Annual Report 2012/13
- Final Budget Out-turn 2012/13
- Proposed Amendment to the Local Council Tax Discount Scheme
- Update on the Local Council Tax Support Scheme

Committee 5th September 2013

- Corporate Plan 2009 – 2014: Performance Management Report April to June 2013
- Mortgage Interest Rate
- Budget and Financial Monitoring 2013/14

Committee 26th September 2013 - Special

- Accounts and Financial Statements 2012/13
- A Review of the Council's Arrangements for Securing Financial Resilience

Committee 17th October 2013

- Corporate Services Strategic Partnership – Annual Report 2012/13
- A Review of the Medium Term Financial Plan 2013 to 2018

Committee 5th December 2013

- Corporate Plan 2009 – 2014: Performance Management Report July to Sept. 2013
- Budget and Financial Monitoring 2013/14
- Complaints and Freedom of Information Requests – April to September 2013
- Review and Update of the Council's IT Strategy

Committee 16th January 2014 - Special

- Service Base Budgets
- Budget Report 2014/15

Committee 27th January 2014 - Special

- Budget consultation with local businesses, community and voluntary groups

Committee 20th February 2014

- Final Budget Proposals 2014/15
- Treasury Management Strategy 2014/15
- Corporate Plan 2009 – 2014: Performance Management Report October to Dec. 2013
- Budget and Financial Monitoring 2013/14

Committee 20th March 2014

- Mortgage Interest Rate
- Corporate Plan 2014 to 2019

REPORT TO:	**FINANCE AND MANAGEMENT COMMITTEE**	**AGENDA ITEM: 19**
DATE OF MEETING:	**20th JUNE 2013**	**CATEGORY: DELEGATED**
REPORT FROM:	**DIRECTOR OF FINANCE and CORPORATE SERVICES**	**OPEN**
MEMBERS' CONTACT POINT:	**KEVIN STACKHOUSE (01283 595811)** Kevin.stackhouse@south-derbys.gov.uk	**DOC:** u/ks/live files/e-committee/final report June 2013
SUBJECT:	**IMPLEMENTATION OF AN E-COMMITTEE SOLUTION**	**REF**
WARD (S) AFFECTED:	**ALL**	**TERMS OF REFERENCE: FM 10**

1.0 Recommendations

1.1   That the plan for the future replacement of Member laptops and printers is ceased.

1.2   That tablet devices are used in place of printed material for all committee meetings with effect from the October 2013 cycle of Committees.

1.3   That current devices (laptops and printers) with Members are returned to the Council on receipt of new tablets, or sooner if not currently used.

1.4   That Members sign a remote "wipe" agreement allowing devices to be restored to factory settings if they are lost, stolen or misplaced.

1.5   That Members sign an updated "Protocol for the use of Information Technology by Members of South Derbyshire District Council" to reflect the new tablet devices and enhanced security arrangements.

2.0 Purpose of Report

2.1   To consider the options for replacing printed material associated with agendas, minutes and other papers produced as part of the Council's Committee system. The report proposes an E-Committee solution with the use of tablet devices at the centre of changes proposed.

2.2   The proposal supports the aim of the Council becoming "Paperlite." It will generate cashable savings from the reduction in printing and distributing committee papers with added environmental benefits and also provide an opportunity for reviewing ICT provision for Members to make use of modern day technology in their role as community leaders.

1

2.3   The proposal is based on feedback from trials, a review of relevant technology options, together with a detailed understanding of current processes and associated costs.

3.0   Detail

   Background

3.1   The Council, historically, in common with many organisations is extremely reliant on paper across the organisation, both in terms of information stored and distributed, together with the management of information received from customers.

3.2   Paper brings with it inherent risks regarding information security, loss from fire/flood/theft, consuming space to store paper and destroying confidential documents which is expensive. The Paperlite project is focused on fundamentally reducing the way in which the Council uses paper.

3.3   In line with SDDC's Environmental Policy, the introduction of an E-Committee solution will reduce raw paper material consumption, associated delivery and resource use emissions, to reduce the Council's carbon footprint.

3.4   Through the Council's ISO 14001 accredited environmental management systems (EMS) framework, the impacts associated with "Paper and Equipment Use" have been identified as significant and therefore are subject to measures which actively address them. As demonstrated through ISO 14001 commitments, this project will form part of a series of work streams aimed at continually reducing the Council's environmental impact.

3.5   During 2012/13, the volume of paper printed and distributed for the Committee process is shown in the following table.

2012/13 Paper Volumes	
Type of Paper	**Volume used**
White A4 80gsm	63,754
Colored A4 80gsm	61,291
White A4 200gsm	419
White A4 250gsm	470
Total sheets used	**125,934**

   Existing Equipment

3.6   As part of the Council's ICT Strategy, a review of ICT provision for Members has been undertaken. This is due to the age of the existing equipment (laptops) with some hardware now being over 6 years old and reaching the end of its expected lifespan.

2

3.7 This is also timely as it presents an opportunity to look at realising efficiency savings from the reduction in the printing and dispatch of agendas and reports, together with providing Members with a modern solution to meet their needs.

3.8 The process of agenda and report creation and then circulation is very paper, time and cost intensive. It does not take advantage of recent advances in technology regarding hardware and software, in particular the recently upgraded Committee Management Information System (CMIS) which allows documentation to be created, accessed and viewed electronically.

3.9 In addition to the current equipment being old, the provision of equipment has become fragmented and it is perceived that access to software has limitations. Consequently, all Members do not use IT equipment provided by the Council and use their own devices to access e-mail and systems. In addition, the current method of accessing systems remotely using the "Citrix" method of authentication is slow and cumbersome.

3.10 In addition, some Members find their laptops unresponsive, slow and cumbersome and find the Citrix method of accessing South Derbyshire email accounts inconsistent in its performance. This can be attributed to the hardware being at the end of its expected lifespan.

3.11 These different configurations all bring with them different issues and risks. Therefore, any alternative solution will need to ensure continuity of access to information via a standardised platform for Members, with any risks being managed collectively.

Evaluating an Alternative Solution

3.12 Several trials have been undertaken with Members and Officers, where test committee meetings have been conducted using iPads, tablets and laptop devices, with no paper copies of documents.

3.13 Feedback has generally been positive from all attendees; evaluation of the meetings has been undertaken and the findings/comments from these meetings have informed this report. The results of the feedback are summarised in **Appendix 1.**

3.14 The requirements of Members have been identified from discussions with Members and Officers, together with an understanding of the current process.

3.15 The evaluation highlighted the following requirements:

- Access to send and receive Council emails
- Access to CMIS
- Document reading and annotation facilities
- Access to the Internet to allow research and access information
- Ability to access electronic calendars
- Ability to open email attachments
- Facility to correspond with constituents in writing if required

3

- Access to applications (Apps) that are relevant to undertaking Democratic duties, for example, "My Council Services" and word processing facility
- Hardware that is reliable and responsive
- Portability of hardware, that is easy to use and minimises IT support

3.16 Besides some facility to correspond with constituents, no expressions were made to have access to software such as Microsoft Office to create documents such as spreadsheets.

New Equipment

3.17 To meet these requirements, to reduce paper and provide standardisation in the use of equipment, it is proposed to issue Members with a portable device such as an iPad or other tablet, in place of a laptop.

Hardware Options

3.18 A review of the different types of hardware has been undertaken with full consideration given to the types of hardware available, i.e. tablets, laptops and iPads. The review, which sets out the benefits and drawbacks of each type of device compared to the identified requirements, is detailed in **Appendix 2**, with an analysis of specific tablet devices detailed in **Appendix 3.**

Laptops

3.19 The laptop is the least favored option compared to a tablet. Although it can accommodate more functionality such as Microsoft Office and is easier to use with a traditional keyboard, it is less portable – a key requirement for Members. In addition, it is less flexible to use remotely, having to access systems through the Citrix solution.

Tablets

3.20 The main options are a "Kindle" type reader, a "ThinkPad" and an Apple iPad as detailed in Appendix 3.

3.21 The main drawback of a Kindle device compared to the other options is security. This is because there is no known method of encryption and securing devices that would satisfy the ICT security requirements.

3.22 Its functionality is generally similar to other tablets and the Kindle is perhaps a more portable device. However, it is still fundamentally an E-reader and not designed for business use - security is a key risk that needs to be considered.

3.23 ThinkPads and iPads are designed more for business use and can be configured to include the necessary security features. The key difference is that the functionality of the ThinkPad is greater in that it allows full access to the Microsoft suite of products and is effectively a portable PC.

4

3.24 However, the increased functionality can bring additional complexities if the full functionality is not utilised and this could lead to more training and support being required on an on-going basis.

iPads

3.25 The main requirements for most Members are access to e-mails and the Internet, together with a device that makes it easy to access and annotate committee papers. Given these requirements, the iPad solution is considered to be the better option. The iPad is also easier to "lock down" if the device is lost or stolen and was the favored device in evaluation tests.

3.26 Therefore, it is recommended that the iPad solution is chosen. This would be hosted on the Apple Operating System as the industry standard that is tried and tested. This also meets the Council's ICT requirements on information security as the iPad can be wiped remotely if lost or stolen.

3.27 It is also proposed that the iPads are purchased with 3G connectivity. This will enable remote access without the need to use the Citrix platform.

3.28 The iPads would replace current laptops which would not be replaced and would need to be returned to the Council. Members would attend meetings and use the iPad to read and annotate the documents appropriate to the meeting they are attending.

3.29 One of the main requirements that cannot be met arising out of the evaluation is telephone usage. In addition, it should be noted that the following functionality will not be available on iPads:

- External ports for connection
- Full Microsoft suite of products
- Upgrades to memory if required
- Direct access to other Council systems

3.30 In accordance with the Paperlite strategy, no printers would be provided.

Implementing the E-Committee Solution

3.31 Clearly, it will be imperative that all Members and Officers concerned fully engage in this new way of working.

3.32 Members will be expected to attend meetings with their devices with them, charged, having already accessed the relevant papers from CMIS and annotated them in preparation for the appropriate meeting. In principle, this doesn't differ from the current process other than the medium for obtaining the information is different.

3.33 If approved, it is proposed to implement the new arrangements with effect from the October 2013 cycle of Committee meetings. This will allow the procurement of the devices, further training and sufficient lead in time for a smooth implementation. No printed material would then be produced from this date.

5

3.34 Consideration has been given to Members bringing their own devices to meetings to reduce the capital cost of purchase of new equipment. However, this could easily lead to fragmentation and a move away again from standardisation with potential security risks. Consequently, this is not considered to be a preferred option.

Training

3.35 Clearly, such a fundamental change in working practices will bring issues and risks to be addressed. Therefore, a full programme of training will be delivered. This will comprise different types and methods of training delivery according to the needs and learning styles of Members.

3.36 In addition to the formal training, Members will be assigned a mentor from the Project Team that has been developing the detail of the E-Committee solution, to provide support with any issues as they arise.

3.37 It also proposed to make a "floor walker" available at meetings initially, to discretely offer support as required. This will be for the cycle of meetings post going live and any training issues identified through this approach will be addressed as they arise. Subject to agreement of the recommendations, discussions will be held with Members to establish their individual training needs.

3.38 It also proposed to direct any issues, initially, with regard to functionality of the hardware and software, to Democratic Services to allow them to resolve any issues. This will also allow for a central record of the issues to be maintained and address any matters arising. This will be looked at again, as part of the post project review, to assess the impact on Democratic Services.

3.39 ICT support via the helpdesk will be available in the usual manner.

Remote Wipe

3.40 In order for the Council to mitigate the risk of unauthorised users accessing devices if they are misplaced or lost, it is recommended that Members sign an agreement to wipe the device remotely if it is lost.

3.41 The remote wipe associated with the iPad is a security feature that allows a network administrator to send a command to the device and delete data. This is not selective, and it should be noted that all data would be deleted and effectively render the device useless.

Members ICT Protocol

3.42 Under Part 5 of the Constitution, Members are required to sign and adhere to a protocol for the use of ICT. The protocol effectively covers the "do's and don'ts" when using hardware, accessing systems, using e-mail and the Internet in connection with Council business.

6

3.43 This will need to be reviewed to reflect the proposed changes to working practices (where appropriate) although in principle all fundamental aspects of the protocol will still apply.

Other Issues

3.44 The proposed paperless system will apply to all Committees. The large presentation screens in the Council Chamber will be used to display the Agenda and any detailed drawings and maps, etc.

3.45 The principle will also be applied to the Parish Forum meetings and partnership boards, etc. Communication will be undertaken with other organisations if the proposal is approved. Visitors to meetings will be given access to an iPad as a limited number of back-up devices will be kept available for all meetings.

3.46 It is also anticipated that the principle will be incorporated into Area Forums. Although Agendas and other papers printed are less, the current distribution lists are extensive and these are being reviewed. Papers will be made available on the Council's web-site prior to meetings.

The Wider IT Strategy

3.47 The proposal is part of the Council's overall strategy for ICT. At present, the Council's aging network, e-mail system and general infrastructure is being upgraded to take advantage of more modern day technology.

3.48 This will benefit all Members and Officers through a more efficient e-mail system in terms of capacity and resilience, together with a Microsoft upgrade to provide standardisation and consistency in corporate systems.

3.49 The overall project also includes the extension of Wi-Fi facilities throughout the Civic Offices and the replacement of the Citrix (remote access) system. The overall project is due to be completed by March 2014.

4.0 Financial Implications

   Budget

4.1   The ICT Reserve includes capital provision of £30,000 to replace equipment for Members to avoid any additional costs falling onto revenue accounts.

   Capital Outlay

4.2   The estimated cost of purchasing 45 iPad 4s (to include spares, back-ups, chargers and full warranty) is £26,000. This would include 3G connectivity and would be the most up to date device available including much easier access to the Internet. This price is based on a Government Framework Agreement for procurement of IT equipment.

4.3 There would be an annual maintenance and running cost of approximately £4,600, which would cover all devices. There is an existing IT maintenance and support budget for Members that would meet the on-going cost.

4.4 For information, the estimated cost of the equivalent number of ThinkPads is £27,000, with yearly costs of £4,000. The cost of supplying laptops would be lower at approximately £20,000.

4.5 If an App was purchased to supply say Microsoft Word and Excel, this would cost about £14 per device. It is recommended that this requirement is reviewed on an individual basis during the training and testing period.

Rental Option

4.6 Outright purchase is cheaper than an annual rental, which would cost £18,900 per year, including support and maintenance. However, the rental option would allow automatic upgrades each year, without the need to make a further capital outlay after 2 to 3 years.

4.7 Given the pace of development in current technology, this is likely, as the iPad 5 is expected to be released later in 2013. However, this new technology may take time to bed in and may not be available on all network coverage.

4.8 The equivalent cost of purchase compared to rental over 5 years is shown below.

	Yr1	Yr2	Yr3	Yr4	Yr5	Total
Capital Purchase	30,600	4,600	4,600	30,600	4,600	75,000
Rental	18,900	18,900	18,900	18,900	18,900	94,500

4.9 After allowing for a further replacement after 3 years, an initial capital purchase is the least expensive option and still provides the flexibility for a future upgrade when this is known, tried and tested.

On-going Savings

4.10 On-going budget savings would be made as shown in the following table.

Cashable Savings	£
Paper and Printing	11,191
Stationery	167
Disposal of Confidential Waste	312
Courier Services	4,200
Postage and Delivery	5,733
Total Savings	**21,603**

8

4.11 The savings over the 5-year MTFP would amount to approximately £108,000. After allowing for future replacement and a further capital outlay within 5-years, the overall cashable savings are approximately £33,000 as shown in the following table.

	Yr1	Yr2	Yr3	Yr4	Yr5	Total
Capital Purchase	26,000			26,000		52,000
Annual Maintenance	4,600	4,600	4,600	4,600	4,600	23,000
Savings	-21,600	-21,600	-21,600	-21,600	-21,600	-108,000
Net Cost / Saving (-)	**9,000**	**-17,000**	**-17,000**	**9,000**	**-17,000**	**-33,000**

5.0 Corporate Implications

5.1   The Paperlite Strategy and this proposal in particular, are designed to generate cashable savings and a more streamlined way of working throughout the Council. It contributes to the Corporate Plan Theme of "Value for Money" by cutting costs, but not services in terms of achieving efficiencies.

6.0 Community Implications

6.1   The proposal is designed to develop the way in which Members fulfill their roles and communicate with constituents in a more streamlined way, by using up to date technology.

6.2   The use of iPads is a secure tool which will reduce the overall costs involved in the democratic process. Members will have access to all information and documentation using just a browser and the Internet.

7.0   Background Papers

7.1   None

E-Committee Evaluation Feedback

Question	Answer
Apart from CMIS and emails what other Council business would you like to use your device for?	Internet Everything Notepad Printer (one member only) Link up with the County Electronic diary Everything that is currently on the laptop Research Camera for reporting potholes, overhanging trees etc. Phone Video Conferencing News link Sat Nat
Where would you like to access the internet	**Any location x 16** **Home & Council Buildings 5**
What support would you like to receive during implementation? i.e. 121 training, group sessions, floor walker at meetings etc.	All x 5 , Floorwalker x 4 though floorwalker only at the beginning,121x3anything possible, practise Group Training x2,everything possible
What, if any challenges do you anticipate?	Leaving it at home by mistake Training challenges The less IT literate having problems Being able to archive efficiently Reliability issues, reflecting on current issues Moving around reports during meetings Steep learning curve Getting in a mess Inevitably some will get dropped and broken
How easy on a scale of 1-10 did you find navigation of papers on the Ipad 1 being easy 10 being hard	6,3,1,1,5,6,3,1,5,3,2,1,2,7,2,9,2,7,1,1, 7 **Average score of 3.57**
Please detail the top three advantages of moving forward with paperless meetings	Cost savings Less mess at home Easy Less waste Weight of papers to carry about Green Being able to get rid of all papers Paper Printing Convenience
For support reasons all hardware will be the same. If you have a preference with regard to hardware please detail and why	IPad or tablet x 4 Kindle Fire x1 IPad x 13

APPENDIX 2: Portable devices – brief overview

Device	Advantages	Disadvantages
Tablets	• Fast to start up • Portable • Ease of use • Touch screen • Councillors image - demonstrates a forward thinking Council • Can use offline to deal with constituent enquiries, demonstrating engagement with the community and a forward thinking organisation that cares for its residents • Some models have options for 3G or 4G connectivity to allow access where there is no WIFI connection • Full rollout reduces the cost of printing reducing paper and transport • Presenting a lesser risk than printed reports and agendas • Some tablets use full application of Microsoft packages	• Can be expensive to maintain • Member training on how to use • Not all have expandable memory • Some lack 3G connectivity • Web browsing can drain the battery • 3G tablets require a data plan contract with ongoing expense
IPads – a form of tablet made by Apple and works on Apples own operating system designed specifically for mobile devices	• Fast to start up • Ease of use • Reduced support with regard to functionality • Can use offline to deal with constituent enquiries, demonstrating engagement with community and a forward thinking organisation that cares for its residents • Option for 3G or 4G connectivity to allow access where there is no WIFI connection • Able to "wipe" data remotely if a device is lost or stolen. • Presenting a lesser risk than printed reports and agendas • Touch screen • Ability to use "face time" to interact with other Members / constituents to reduce the cost of travel • Full rollout reduces the cost of printing reducing paper and transport	• Easy to drop and break • Member training on how to use • Web browsing can drain the battery • Does not have an expandable memory • Unable to access 3/4g if model purchased does not have this facility enabled. • If purchase 3g tablet additional costs will be incurred • Microsoft packages not available • No flash player

APPENDIX 2: Portable devices – brief overview

Device	Advantages	Disadvantages
Laptops	- Standardised solution that ICT already supports at SDDC - Use of Microsoft Packages - Known methods for dual factor authentication – though this can also be seen as a barrier - Full rollout reduces the cost of printing, paper and transport - Full sized keyboard makes typing easy and comfortable	- Bulkier and heavier than a tablet - Can be slow to start up compared to tablets - Cost much higher than a tablet/Ipad 3G connectivity requires a 3G dongle as an extra expense.

What is a tablet?

Tablets are portable, slim, internet-connected computers. They are bigger than smartphones but operate in a similar way with touchscreens and downloadable apps.

They are thinner and lighter than laptops and do not havea built in keyboard. Instead, you type on a pop-up on-screen virtual keyboard. It is possible to purchase keyboards or pens if required.

It is possible to connect to the internet, for example to browse the web. This is enabled via a Wi-Fi connection, or on some models 3G. 3G models allow access where there is no WIFI connection provided that a data package has been purchased.; this is at an additional cost to the hardware.

What is an app?

Short for application, an app is a program that can perform specific tasks. It could be a game, a piece of office software, a news or weather program or a Council program to name a few. The Members' IT Protocol will specify which apps will be preloaded and the policy for using/purchase of additional apps.

APPENDIX 3: Functionality of iPad v Kindle Fire v Lenovo ThinkPad

	Apple iPad with Retina Display (Wi-Fi & 3G)	Amazon Kindle Fire HD 32	Lenovo ThinkPad 2
Operating system (OS)	Apple iPad IOS	Android	Windows 8
Storage Size	16gb	32gb	64gb
Adobe flash	No	No	Yes
Known method of encryption & securing devices	Yes	No	Yes
Rear camera	Yes	No	Yes
Physical keyboard provided	No	No	No
Designed specifically for business use	Yes	No	Yes
USB	No	Two	Two
Wi-Fi	Yes	Yes	Yes
3G	Yes	No	Yes
Full access to Microsoft suite of products	No	No	Yes
Bluetooth	Yes	Yes	Yes
GPS	No	No	Yes
SD Card	No	No	Yes
Micro SD card	No	No	Yes
HDMI output	No	Yes	Yes
Built in microphone	Yes	Yes	Yes
Built in speakers	Yes	Yes	Yes
Mono speakers	Yes	Yes	No

Stereo speakers	No	No	Yes
Headphone socket	Yes	Yes	Yes
External volume control	Yes	Yes	Yes
Screen resolution	2048 x 1536	1280 x 800	1366x768
Dimensions (mm)	185 x 9.4 x 240	8 x 138 x 192	262.6x164.6x9.8
Weight (kg)	0.654	0.39	0.565

Functionality of ipad v Kindle Fire v Lenovo Thinkpad			
Members Requirements	**Apple iPad**	**Kindle Fire HD**	**Lenovo ThinkPad**
Ability to send & receive SDDC Emails	Yes	Not within secure environment	Yes
Access to CMIS	Yes	Yes	Yes
Document Reading & Annotation facilities	Yes	Yes	Yes
Access to the Internet	Yes	Yes	Yes
Ability to access electronic calendars	Yes	No	Yes
Ability to open E-mail attachments	Yes	Yes	Yes
Correspond with constituents if required	Yes – not Microsoft Package (familiar package)	Yes	Yes
Access to Apps	Yes	Yes	Yes
Hardware that is reliable and responsive	Yes	Not fully known - Kindle Fire is predominantly an e-reader and focuses on suppliers Apps and books.	Yes
Hardware that is easy to use and minimises IT support	Yes	Yes	There is greater functionality and complexity

IT Requirements			
Ability to manage the devices	Yes. With a software solution at an additional cost	No	Yes, in house
Ability to wipe devices remotely if lost	Yes	No	No
Effective provision for backup	No. Device would not be backed up	No. Device would not be backed up	Yes. Current method of working
Two Factor authentication	Yes	No	Yes
Security & Configuration to be in accordance with relevant protocols	Yes	No	Yes