



**South
Derbyshire
District Council**

Annual Report 2011-2012



INVESTOR IN PEOPLE

**South Derbyshire
Changing for the better**

Contents



Introduction

- 1 **Welcome from the Leader and Chief Executive**
- 2-3 **Our vision, our values, who we are, what we do**
- 4-5 **Being part of local democracy and your District Councillors**

Our corporate themes

- 6-7 **Supporting sustainable growth and opportunity**
Working to strengthen South Derbyshire's economic position in a clean and sustainable environment
- 8-9 **Making our community safe and secure**
Delivering a range of affordable and decent housing in safe and clean neighbourhoods
- 10-11 **Providing lifestyle choices**
Improving the health and well-being of our communities and residents
- 12-13 **Ensuring value for money**
Ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively

Summary of our performance

- 14 **Working with our Partners**
- 15 **Making our mark**
- 16-17 **Summary of our accounts**

This report can also be viewed on our website ...

www.south-derbys.gov.uk

follow us on ...



 **recycle**
for South Derbyshire

When you have finished with this document please recycle it

Welcome



We are pleased to introduce our Annual Report for 2011-2012.

At South Derbyshire District Council the community is at the heart of everything we do and this Annual Report shows some of what we have achieved for local people.

With strong leadership and by working with partners, we have continued to enhance the lives of our residents and communities.

Our strategy both now and in the future is simple – to do more with less.

The Council remains firmly on the front foot and is planning for the future with confidence.

Our priority is always to provide value for money.

To ease the burden on residents, during 2011-2012 we maintained a Council Tax freeze for the second consecutive year.

As you will read in this Annual Report, we continue to make efficiency savings while ensuring that we get the best services for the best price.

Our aim is to continue providing quality services while being innovative in the way they are delivered.

All our work is focused on achieving the best for the people of South Derbyshire.

A handwritten signature in black ink, appearing to read 'Bob Wheeler'.

Bob Wheeler
Leader
South Derbyshire District Council

A handwritten signature in black ink, appearing to read 'Frank McArdle'.

Frank McArdle
Chief Executive
South Derbyshire District Council

Our vision – Making South Derbyshire a

Our values ...

- **Put our customers first**
- **Set clear targets**
- **Act decisively**
- **Lead for success**
- **Develop our people**
- **Treat people fairly**
- **Actively listen and resolve problems**
- **Maintain value for money through continuous improvement**

South Derbyshire is ...

- one of the fastest growing districts in the country
- occupied by 91,700 residents and more than 40,000 homes
- a key part of The National Forest, one of the country's boldest environmental projects
- one of the most environmentally attractive districts in the country according to a survey by Halifax Bank
- the location where Nestlé UK is to invest £310 million and create 425 new jobs in an expansion of its coffee production facility
- home to Toyota Motor Manufacturing (UK) Ltd which, towards the end of 2012, will become the sole European manufacturing centre for the new generation of hatchback. The company is investing around £100 million and offering up to 1,500 new jobs in the next two years
- the home of JCB's Dieselmax engine range where the manufacturer is investing £31 million in the next generation engine

South Derbyshire District Council ...

- Promotes and develops economic growth, tourism, leisure and sport
- Collects household rubbish and continues to promote recycling
- Carries out street cleaning, pest control and works to prevent pollution
- Has Safer Neighbourhood Wardens who make our communities cleaner and safer
- Manages and maintains 3,042 council homes and offers a homelessness prevention service
- Works to ensure that the food you eat and drink in restaurants, cafés and pubs is safe
- Provides a 24 hour, 365 days a year emergency Careline service
- Deals with planning applications, building regulations, tree preservation orders, listed buildings and heritage
- Collects Council Tax and pays Council Tax and Housing Benefits to those in need
- Saves money and the environment through energy efficiency schemes
- Supports cultural activities, voluntary groups and crime prevention work
- Works with other organisations on community projects for the benefit of residents

Represents the whole of South Derbyshire through its work for its residents and businesses

Being part of local democracy

Council meetings All committees report back to the Full Council where their work can be considered by every Elected Member of South Derbyshire District Council. Most of the meetings of the Council and its committees are open to the public. Occasionally a few final agenda items are taken with only Councillors present for specific legal and contractual reasons or where individuals are involved. These are known as "exempt" items.

The Council's Licensing and Appeals Committee handles licensing for entertaining, alcohol and private hire drivers and any appeals of employment issues by Council staff.

The Finance and Management Committee ensures that all Council services are organised and funded effectively and efficiently. The work of the Housing and Community Services Committee and the Environmental and Development Services Committee alongside the Planning Committee is carried out by Housing and Environmental Services and Community and Planning Services.

The whole of the Council's work is supported by specialist staff in areas such as finance, property, legal and democratic services. You can view a full calendar of meetings as well as agendas and minutes by visiting the Council and Democracy section of our website www.south-derbys.gov.uk/councilcommittees

Your District Councillors

Aston-on-Trent



Neil Atkin



Ann Watson



Peter Watson

Church Gresley



Trevor Southerd



Gordon Rhind



Benjamin Stuart

Etwell



Lisa Brown



John Lemmon

Hatton



Andy Roberts

Hilton



Michael Bale



Julie Patten



Amy Plenderleith

Linton



Charles Jones



Bob Wheeler

Melbourne



John Harrison



Jim Hewlett

Midway



John Wilkins



Paul Dunn

Area Forums In 2011-2012 we combined the long-standing Area Forums with the newer Safer Neighbourhood Area Meetings. At these quarterly meetings local people can raise local issues. Residents can get involved in the decision-making process, find out more about our services, put forward their own ideas and express any concerns they may have.

The first part of the meeting concentrates on community safety issues with local Derbyshire Police Officers and Police Community Support Officers taking part. In the second half District and County Council matters are open for discussion. Senior and specialist District Council staff take part in the meetings which are usually attended by District, County and Parish Councillors and County Council officers.

The Area Forums are based on Etwall, Linton, Melbourne, Newhall, Repton and Swadlincote. Dates of Area Forums, agendas and minutes can be found on our website www.south-derbys.gov.uk/areaforums

Tell us! So that you can tell us your opinions on how we have dealt with an issue, you can contact Customer Services or complete the Comments, Compliments and Complaints form on our website. If you want to make a complaint about a Councillor, please visit the Standards and Behaviour section of our website www.south-derbys.gov.uk/standards

Newhall & Stanton



Sean Bambrick



Jean Mead



Kevin Richards



Michael Stanton



Peter Smith



Steven Frost



Margaret Hall



David Shepherd



Manjit Chahal

Repton

Seales

Stenson

Swadlincote

Willington & Findern

Woodville



Robert Pearson



Neil Tilley



Yvonne Heath



Mick Mulgrew



Martyn Ford



Ann Hood



Steve Taylor



Roy Bell



Patrick Murray

We invested

£12.74
per resident

Our achievements supporting **sust**

At The Delph and West Street, the final improvements in the externally-funded £2.3 million refurbishment were completed to provide a commercial and cultural focus in Swadlincote.



Swadlincote Town Hall's 150th birthday was marked by residents and visitors recreating the historic building in 1,200 cupcakes while eating a slice of a cake from an edible scaled-down model of the Town Hall.

Extending economic and employment opportunities in the District to create jobs



Seminars made clear the range of support available to manufacturers, voluntary, charity and community groups in the District and also gave one-to-one advice while promoting apprenticeships.

Already described as a tradition in only its second year, local mascots and 35 teams took part in the Swadlincote Pancake Races 2012.



External funding was attracted to make a £400,000 investment in Sharpe's Pottery Museum to extend the site, build a larger café and install a "Story of The National Forest" Gallery which increased the number of visitors to the attraction.



Sustainable growth and opportunity

Working to strengthen South Derbyshire's economic position in a clean and sustainable environment

Providing sustainable planning

Consultations to help guide the future development of Swadlincote created an opportunity for local people to discuss the town centre masterplan.



The Building Control Service organised training events to build on partnerships with architects, agents and developers.

Community conversations were held throughout the District to discuss future housing development for the next 15 years.

Character statements were created for nine conservation areas in Aston-on-Trent, Barrow-on-Trent, Bretby, Etwall, King's Newton, Lullington, Melbourne, Netherseal and Newton Solney, and conservation area boundaries were extended in three areas.

Increasing recycling with less waste sent to landfill

At over 50 promotional and community events recycling specialists gave local people advice on recycling.

South Derbyshire residents are committed to recycling and made great efforts to recycle and compost 46% of household waste.

Work began on the procurement process designed to add to the materials which can be recycled from home.

Local success

South Derbyshire bucked the economic downturn with a £20 million investment in the new Pipeworks retail and leisure development in Swadlincote. Alongside a Greene King restaurant and Costa café, Odeon opened a brand new cinema.



Cllr Michael Stanton, Chairman of South Derbyshire District Council in 2011-2012 said, "The Pipeworks has maintained historic buildings while creating some exciting new outlets, the cinema and new places to enjoy eating which add to the existing evening culture in the town.

"The new stores wonderfully complement the existing shops on the High Street, the supermarkets and the highly-popular Swadlincote Market. The town is growing and flourishing."

We invested
£50.21
per resident

Our achievements in making our

Worked to further reduce crime by providing retailers with pictures and names of prolific shoplifters through Shopwatch.



Launched Dreamscheme in the summer to enable local young people to turn waste ground into a wildlife haven in Hartshorne while at Christmas volunteers packed and delivered hampers to vulnerable people in the District.

Supported local retailers with professional help and advice so that over 60% achieved the maximum five star food safety rating.

Ensuring safer communities

Number plate security operations held in Boulton Moor, Stenson, Swadlincote and Willington saw over 300 vehicles having theft resistant screws fitted.



Funded 27 local Safer Neighbourhood projects, with a total of 100 schemes supported in just five years. The hundredth was towards CCTV at Overseal Village Hall.

More than 350 older residents from all over the District enjoyed entertainment and took home information about how to keep safe and secure at Liberation Day.

In Church Gresley, Linton and Overseal, over 380 residents were given Selecta DNA property marking kits. Ten No Cold Calling Zones were also set up to deter door to door sales people in areas including Church Gresley, Hatton, Hilton, Melbourne and Shardlow.

Over 700 wasp, rat and mouse infestations in homes in South Derbyshire were treated by specialist staff.

Saved the lives of 98% of stray dogs by rehoming them after the animals were picked up by the Council's Safer Neighbourhood Wardens.



our community **safe and secure**

Delivering
a range of
affordable and
decent housing
in safe and clean
neighbourhoods

Developing a range of community housing and services



Launched a 30 year Housing Services business plan which involves investing £27m in improving Council homes over the next five years. This will create jobs for the construction market, deliver training for apprentices, reduce fuel poverty and make homes more energy efficient.

Secured funding from the Homes and Communities Agency to make empty properties into homes for families and worked proactively to reduce the number of empty properties in South Derbyshire. A review found just 247 properties had been vacant for more than six months.

Worked with our partners to provide 60 new affordable homes in Hilton, Melbourne and Swadlincote and secured a further 600 in future developments.

Local people

The lifelong commitment of Dorothy Staley to the people of South Derbyshire was commemorated by a Church Gresley street named in her honour.

Dorothy Staley passed away in December 2010 aged 88. As well as dedicating 20 years to organising national youth activities for the St John's Ambulance Brigade, she was a governor of three local primary schools.

She was a founder member and treasurer of the South Derbyshire branch of the Derbyshire Wildlife Trust.

Strenuously promoted the Careline telecare support service to help vulnerable people stay in their homes and provide reassurance for their families. The service has achieved the Telecare Services Association standard continuously since 2006.



Described by Frank McArdle, South Derbyshire's Chief Executive as "a lovely lady, a local institution and a caring character who would do anything for anyone" the street naming was praised by Alison Staley, her grand-daughter-in-law as "a wonderful and heart-warming tribute to Dorothy who loved helping people, nurturing wildlife and whose passion for volunteering was infectious."

We invested
£24.30
per resident

Our achievements in providing

Over 6,500 youngsters enjoyed 135 activity play schemes across all parts of South Derbyshire.



Maurice Lea Memorial Park in Church Gresley was named as one of the best in the country after winning the prestigious Green Flag Award for the fourth successive year.

Enhanced the legacy of London 2012 through the Village Games project with over 600 participants taking part in activities in locations such as Willington, Netherseal, Repton, Linton, Etwall, Barrow-on-Trent, Findern and Stenson Fields.

Delivering community recreation and cultural activities that promote a healthier lifestyle

Provided, with support from our partners, funding of nearly £50,000 for new play equipment at Eureka Park, Midway.

Over 500 people enjoyed the performances of 28 different community dance groups during the brand new Dance in The Forest project. New evening dance classes for older people were held at The Delph, building on the success of the well-established afternoon sessions.

Improved facilities for families with disabled children at Rosliston Forestry Centre by refurbishing the soft playroom and creating an all-abilities trail which also provided an easier link to the disabled fishing platforms.

Worked with the Melbourne Sporting Partnership to develop the sports site at Cockshut Lane with a £50,000 investment secured from Sport England for further pitch improvements. The Council contributed £1 million to £2.5 million scheme. Melbourne Community Group formed to regenerate the Bill Shone Leisure Centre as a cultural and recreational resource for residents in the east of the District.

The Environmental Education Project achieved 106 school visits, the highest number ever, giving young people a lifelong understanding and appreciation of nature. The team was selected by The Woodland Trust to create its national schools' Diamond Jubilee programme.



Lifestyle choices

Improving the health and well-being of our communities and residents

Helping the community to reduce its environmental impact



A thousand oak, field maple and silver birch trees were planted by local people in Hilton when the Parish and District Council, developer St Modwen and Groundwork Derby and Derbyshire worked together and were awarded government money.

Elm trees returned to the village of Coton-in-the-Elms and sixty trees were planted at Netherseal as part of the South Derbyshire Street Trees project. A total of £21,000 was secured to plant almost 150 trees in these villages and alongside main roads in The National Forest.



The region's first ever local authority district ground source heat pump using natural heat below the earth's surface was planned to provide warmth for homes in Hartshorne.

The Warmstreets project was launched in partnership with Apex to help residents insulate their homes to increase energy efficiency and reduce carbon emissions.

Local hero

Paul Lane, a schoolteacher renowned for his energy, enthusiasm and passion was rewarded for his major contribution to sport at South Derbyshire Day 2011.

As part of a celebration at Derby County FC's stadium of all that the District has to offer, Paul Lane was presented with a commemorative trophy.



The Pennine Way Junior School teacher Paul Lane has dedicated almost four decades to encouraging young people to enjoy getting fit, healthy and active.

He said, "I am proud that I have been able to help two generations of primary school pupils have a life-long and life-improving love of sport and fitness."

We invested
£32.83
per resident

Our achievements in ensuring value

Streamlined Civic Office accommodation to provide space for some Derbyshire County Council staff which will generate a rent income for South Derbyshire District Council.



Supported our partner Active Nation at Green Bank Leisure Centre in Swadlincote with a redecoration of the main sports hall, total revamp of the poolside changing rooms and the creation of a changing room for disabled customers.



Introduced e-procurement to further strengthen the control and monitoring of expenditure.

Cutting costs not services

A new management structure was created reducing two directors to one, while six Heads of Service and six principal officer posts were halved to save £2.2 million over five years.

Maintaining financial resilience

Capital funding of £1.7 million generated by the sale of Bretby Crematorium is being used to enhance sport and leisure facilities in Melbourne and add improvements to Rosliston Forestry Centre as well as the leisure centres in Swadlincote and Etwell.

During the year the number of residents and businesses following the Council on Twitter broke through the 1,500 barrier. Twitter provides information about upcoming events, latest news, services on offer and enables people to have their say. As well as the main @sddc account, a host of Councillors also use the service.



Achieved efficiency savings of over £340,000 by restructuring and increasing the efficiency of services.

Value for money

Ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively

Improving customers' experiences with the Council



Worked to provide prompt answers to the majority of customer phone calls and visits.

Worked with South Derbyshire CVS to hold regular meetings of the Communities and Equalities Forum to ensure that the diverse needs of local people are considered throughout the Council's work.

Merged the Safer Neighbourhood and Area Forums to offer a 'one stop' local service to bring residents closer to the Police and the Councils which represent them.

Upholding strong leadership and robust governance

The Overview and Scrutiny Committee invited local people to put forward potential ideas for consideration to further improve the performance of the Council and its partners.

Second consecutive year of a Council Tax freeze.

Local pride

Former Chairman of the Council, Cllr Neil Atkin presented a specially commissioned sash to be worn by the Ram Major, after bestowing the Freedom of South Derbyshire on the Mercian Regiment.



Lt Col Nick Turner from the Mercian Regiment said, "It is with great honour and gratitude that the Regiment accepts this kind gift.

"As a county Regiment, many men are recruited from South Derbyshire and we are proud to continue to forge strong relationships between the Council, its people and the Mercian Regiment."

Working with our Partners

Northgate Public Services Throughout the year Northgate Public Services helped the Council to improve services, delivered extra value for money for residents and created economic opportunities. Northgate has guaranteed to make savings of £2.1 million, bring 100 jobs to the District and spend £1.9 million upgrading IT systems and services. It not only provided 'back office' corporate services for the Council, it also helped transform Council services producing efficiencies and savings. Northgate's Customer Services staff led a campaign to encourage more people to use direct debit to pay their bills conveniently. In just five months they helped 1,000 customers to switch to the time and cost saving scheme. During the year, the team won the Burton Mail award for best customer services.

The South Derbyshire Partnership The South Derbyshire Partnership has worked together to further improve life for the people of the District. Activities have included green audits of businesses, training of Nordic walking instructors, youth activities for disabled teenagers and mentoring to support attendance at school.

South Derbyshire Tenants A Home Panel of tenants monitored the Council's work on repairs and improvements while tenants also had a role in reviewing the performance of the whole of Housing Services. Councillors and Housing officers worked alongside tenants on panels and the South Derbyshire Tenants' and Residents' Forums.

Community Organisations The Council provides financial support for specific community needs by giving a helping hand to nine voluntary organisations offering support including legal and financial advice, arts involvement, disability and rural access, rural activity for Asian people aged over 60 as well as helping prevent domestic violence. The Council's Community Partnership Scheme helped nearly 100 community organisations gain outside funding and sponsorship.

The NHS The Healthier Lifestyle project secured seven contracts through NHS Derbyshire County including Walking for Health, Get Active in The Forest and a 12 week healthy eating and activity programme for first year secondary students. The project achieved 161,000 hits on the Healthier South Derbyshire website, an increase of 100,000 from last year. A Healthier South Derbyshire event at Green Bank Leisure Centre enabled over 46 providers to give advice to 700 people.

The Forestry Commission Rosliston Forestry Centre is managed in partnership with the Forestry Commission. It has been given over £2.5million in external funding over the last decade and attracts around 200,000 visitors each year.

Rolls Royce Rolls Royce provided £20,000 funding to enable the Environmental Education Project to support science learning for children and adults. Rolls Royce staff also worked hard on conservation tasks as well as creating a wildlife habitat as part of the company's commitment to the community.

Law:Public Law:Public supplements our small team of in-house lawyers and external advisers, providing specialist expertise if and when it might be needed.

Other partners include Connexions, Derbyshire Constabulary, Derbyshire County Council, Derbyshire County Primary Care Trust, Derbyshire Fire and Rescue Service, Derbyshire Housing Aid, Derbyshire Sport, Environment Agency, Home Improvement Agency, Local Energy Area Partnership, NHS Derby City, P3, People Express, Sharpe's Pottery Museum, South Derbyshire Citizens' Advice Bureau, South Derbyshire Council for Voluntary Services, South Derbyshire School Sport Partnership, South Derbyshire Sport, Swadlincote Chamber of Trade, Swadlincote District 50 Plus Forum, The National Forest Company.

Making our mark

- The Leisure and Community Service was judged as excellent by the Cultural Single Improvement Tool external assessment. Its particular strengths were partnership working, community engagement, leadership, strategy and policy.
- In a tribute to the work of our Planning Service, South Derbyshire hosted the Royal Town Planning Institute's AGM in Melbourne where planning experts learnt more of the outstanding service of our planners.
- The Council was awarded the RoSPA Gold Health and Safety Award for its Health and Safety programme for its exemplary safety record. It also scooped the 2011 Best New Entry Award.
- We were also praised for our forward-thinking approach to meeting the needs of residents by being awarded the Investors in People (IIP) national qualification. The Council praised as an organisation where 'everyone is encouraged to take responsibility'.
- In September 2011, independent inspectors re-accredited the Council with the Eco-Management and Audit Scheme (EMAS) for the second consecutive year as we have reduced our carbon footprint by cutting metered energy consumption at the Civic Offices, the Depot, Rosliston Forestry Centre, Green Bank and Etwall Leisure Centres by nearly 10%.
- We maintained accreditation to the international flagship standard ISO 14001 for going above and beyond the minimum legal requirements for managing our environmental impact.

Local representative

South Derbyshire District Council has a proud history of putting tenants at the heart of its work in providing Council homes. For many years there has been an active and thriving tenants' liaison group enabling people to have a voice in plans for Council homes. There is a strong tradition of high levels of satisfaction with services. In 2011-2012 97.9% of Council tenants were satisfied with the homes repair service.

Dave Bown, a South Derbyshire tenant, sits on the national tenant body of the Association of Retained Council Housing (ARCH). He gives a national voice to the concerns and needs of Council tenants.

Said Dave, "I am proud that someone from South Derbyshire has been chosen to represent Council tenants from the whole of the country."

The Council's Chairman of Housing and Community Services and the Head of Housing and Environmental Services are also both directors of the ARCH board, giving a further voice to South Derbyshire in national representation.



Summary of our accounts

Our income

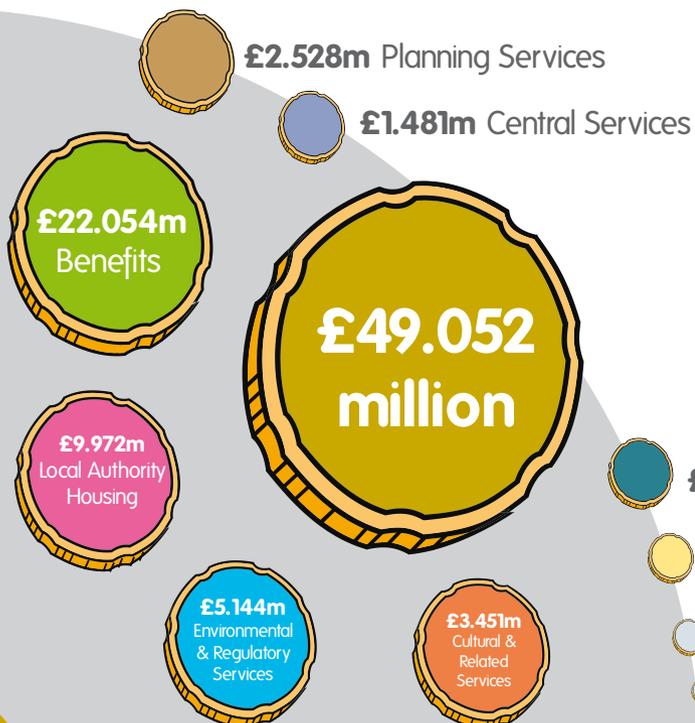
Our total income for 2011-2012 was **£49.052** million compared to **£49.356** million in 2010-2011. This came from Government grants, housing rents, council tax, fees, recharges, supporting people and interest.

£28.836m	Government Grants
£10.183m	Housing Rents
£5.361m	Council Tax
£3.172m	Fees
£1.016m	Recharges
£0.414m	Supporting People
£0.070m	Interest

£49.052m Total

In 2011-2012, our element of the Council Tax remained the same as 2010-2011. This gave a band D Council Tax of £150.25, significantly less than the national average of over £165 for shire district councils.

What we spent on services



Our expenditure

Our **revenue account** shows the costs of running our services. In 2011-2012, we spent a total of £49.052 million on delivering services under our four themes. This was 0.6% less than the £49.356 million we spent on services in 2010-2011.

Our revenue account also shows the costs of delivering our priorities and the amount left to be financed from local and national tax income.

£22.054m	Benefits
£9.972m	Local Authority Housing
£5.144m	Environmental & Regulatory Services
£3.451m	Cultural & Related Services
£2.528m	Planning Services
£1.481m	Central Services
£1.387m	Other Housing Services
£1.132m	Corporate & Democratic Core
£0.979m	Non Distributed Costs
£0.925m	Highways & Transport Services

£49.052m Cost of services

Our **capital account** sets out the money we spend on buying and improving our land and property so we can offer first class public facilities. In 2011-2012, we spent £4.232 million on our land and property assets. We financed this through £3.191 million of grants and contributions and £1.041 million from capital receipts and reserves.

- £1.387m** Other Housing Services
- £1.132m** Corporate & Democratic Core
- £0.979m** Non Distributed Costs
- £0.925m** Highways & Transport Services

What we spent on land and property



Council House Improvements

£2.584m



Leisure & Community Schemes

£0.697m



Property & Other Assets

£0.306m



Private Sector Housing Renewal

£0.487m



Environmental & Development Schemes

£0.158m



At the end of each financial year, we draw up a **balance sheet** that shows how much our land and buildings are worth, what we owe others, what others owe us and how much cash we have. Our net worth is £28.229 million.

Our balance sheet: 31 March 2012

Revenue reserves & balances

£14.033m

£6.252m

£3.449m

£2.772m

£1.723m

Unusable Reserves

General Balances

Capital Receipts reserves

Earmarked Reserves

Capital Grants Unapplied

Net Assets

£106.730m

£2.887m

£2.578m

-£83.966m

Value of Land & Property

Cash in Bank

& Investments

Money owed to us

Money owed by us

£28.229m

Net Worth

£28.229m

Total

Head of Corporate Services' statement

"As South Derbyshire statutory Chief Finance Officer, I can confirm that we prepared this year's statement of accounts in line with the Accounting Code of Practice. We have compiled the figures presented in this summary with proper regard to accounting practices. The Government's public spending watchdog, the Audit Commission, appointed Grant Thornton Accountants to review our 2011-2012 accounts. We received an unqualified audit opinion and Council approved our 2011-2012 accounts on 27 September 2012. A full copy of the audited statement of accounts is available on our website".

Kevin Stackhouse

Head of Corporate Services - South Derbyshire District Council



Designed and published by South Derbyshire District Council and Northgate Public Services, September 2012. **Photography by:** South Derbyshire District Council. Images contained in the report are all from South Derbyshire and are:

Cover: The Pipeworks, Swadlincote. **Contents:** Jobs and Careers Fair, Swadlincote Town Hall

Sustainable growth and opportunity:

- Swadlincote Town Hall, located on the newly refurbished Delph town square
- The Annual Swadlincote Pancake Races 2011
- Third sector business seminar, Sharpe's Pottery Museum
- The Story of The National Forest Gallery, Sharpe's Pottery Museum
- Swadlincote Masterplan Consultation
- Local success: The Odeon Cinema at The Pipeworks is officially opened

Safe and secure:

- A local child helps to deliver Christmas hampers to an elderly resident
- Registration plate security
- A rescued dog, safe and well
- Affordable housing, Swadlincote
- Local people: the Staley family at Staley Close, Church Gresley

Lifestyle choices:

- Green Flag Award, Maurice Lea Memorial Park, Church Gresley
- The Environmental Education Team out and about, Rosliston Forestry Centre
- Tree planting in Hilton
- Tree planting in Coton-in-the-Elms
- Local hero: Paul Lane at South Derbyshire Day, Pride Park, Derby

Value for money:

- Some Derbyshire County Council services relocated to the Civic Offices
- Changing rooms for disabled customers at Green Bank Leisure Centre
- A Customer Services adviser with a local resident
- Local pride: The Mercian Regiment receive the sash

Achieving with our partners:

- Local representative: Dave Bown, South Derbyshire ARCH representative

Obtaining alternative versions of this document If you would like this document in another language, or if you require the services of an interpreter, please contact us. This information is also available in large print, Braille or audio format upon request.
Phone 01283 595795 E-mail customer.services@south-derbys.gov.uk

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

ほかの言語でこの文書をご希望の場合、もしくは通訳サービスをご希望の場合はご連絡ください。

またこの情報は、ご要望により大きなプリント、点字版、また音声形式でも承っております。

यदि आपको ये दस्तावेज किसी दूसरी भाषा में चाहिये, या किसी दुभाषिये की सेवाओं की जरूरत है तो हमें सम्पर्क करने की कृपया करें। ये जानकारी माँग करने पर बड़े अक्षरों, ब्रेल या आडिओ के रूप में भी उपलब्ध करवाई जा सकती है।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਉ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہوں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے

رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔