

**F. McArdle**  
**Chief Executive**

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

**[www.south-derbys.gov.uk](http://www.south-derbys.gov.uk)**

**Please ask for: Democratic Services**

Phone: (01283) 595722 / 595848

Minicom: (01283) 595849

DX 23912 Swadlincote

Email :

[democraticservices@south-derbys.gov.uk](mailto:democraticservices@south-derbys.gov.uk)

Date: 11 June 2015

Dear Councillor,

**Finance and Management Committee**

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 18 June 2015 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Harrison (Chairman), Councillor Mrs. Plenderleith (Vice-Chairman) and Councillors Billings, Mrs. Coyle, Hewlett, MacPherson, Smith, Watson and Wheeler.

**Labour Group**

Councillors Rhind, Richards, Southerd and Wilkins.

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the Meeting held on 23.04.2015.  
  
Open Minutes 23.04.2015 **4 - 6**
- 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
- 7** Corporate Plan 2014-15 Performance Management **7 - 18**
- 8** Consultation Annual Report 2014-15 **19 - 23**
- 9** Communications Annual Report 2014-15 and Action Plan 2015-16 **24 - 39**
- 10** Data Quality Strategy Annual Report 2014-15 and Action Plan 2015-16 **40 - 67**
- 11** Corporate Equalities and Safeguarding Annual Report 2014-15 and Action Plan 2015-16 **68 - 103**
- 12** Annual Health & Safety Report 2014-15 and Action Plan 2015-16 **104 - 111**

<b>13</b>	Complaints, Compliments and Freedom of Information Requests - 1 October 2014 to 31 March 2015	<b>112 - 151</b>
<b>14</b>	Annual Training Report 2014-15 and Priorities for 2015-16	<b>152 - 160</b>

### **Exclusion of the Public and Press:**

- 15** 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 paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 16** To receive the Exempt Minutes of the Meeting held on 23.04.2015.  
Exempt Minutes 23.04.2015
- 17** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 18** Review of Land Charges Function
- 19** Review of Electoral Services

FINANCE AND MANAGEMENT COMMITTEE

23<sup>rd</sup> April 2015

**PRESENT:-**

**Conservative Group**

Councillor Mrs Watson (Chairman), Councillor Jones (Vice-Chairman) and Councillors Mrs Hall (substitute for Councillor Murray), Hewlett, Stanton (substitute for Councillor Smith), Watson and Wheeler

**Labour Group**

Councillors Bell, Mulgrew (substitute for Councillor Taylor), Rhind, Richards, Southerd and Wilkins

**In Attendance**

Councillor Harrison

FM/123 **APOLOGIES**

Apologies for absence from the Meeting were received from Councillors Murray, Smith (Conservative Group) and Taylor (Labour Group).

FM/124 **MINUTES**

The Open minutes of the Meetings held on 19<sup>th</sup> February 2015 and 19<sup>th</sup> March 2015 were taken as read, approved as a true record and signed by the Chairman.

FM/125 **DECLARATIONS OF INTEREST**

Councillors Stanton and Wheeler declared a personal interest in the Discretionary Rate Relief Schemes item: Sharpe's Pottery Heritage Visitor Centre by virtue of their position as Trustees. Councillor Southerd also declared a personal interest in the same item: Our Monkey Club (Church Gresley) CIC by virtue of his position as a County Councillor.

FM/126 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/127 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

FM/128 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no reports of the Overview & Scrutiny Committee to consider.

**MATTERS DELEGATED TO COMMITTEE**

FM/129 **AUDIT SUB-COMMITTEE**

The Minutes of the Audit sub-Committee held on 18<sup>th</sup> February 2015 and 1<sup>st</sup> April 2015 were submitted.

**RESOLVED:-**

***That the Minutes of the Audit Sub-Committee Meetings held on 18th February 2015 and 1<sup>st</sup> April 2015 be received and any recommendations contained therein approved.***

FM/130 **NEIGHBOURHOOD PLANNING GRANT**

The Director of Community and Planning Services summarised the report, referring to the grant applications, as approved by the Housing and Community Services Committee on 16<sup>th</sup> April 2015.

**RESOLVED:**

***That Members noted the grant support available for the development of neighbourhood development plans from the Department for Communities and Local Government and agreed to pass on the element of grant support that relates to the designation of a neighbourhood area.***

FM/131 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:-**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**MINUTES**

***The Exempt minutes of the Meeting held on 19<sup>th</sup> February 2015 were received.***

**TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

***The Committee was informed that no questions had been received.***

**REORGANISATION OF THE PLANNING SERVICE (Paragraph 1)**

***The Committee agreed proposals for the reorganisation of the Planning Service.***

**DISCRETIONARY RATE RELIEF SCHEMES (Paragraph 3)**

***The Committee approved the recommendations relating to Discretionary Rate Relief.***

**LAND AND PREMISES IN SWADLINCOTE (Paragraph 3)**

***The Committee agreed proposals for land and premises in Swadlincote.***

**HOUSING BENEFITS PROCESSING AND CUSTOMER SERVICES (Paragraph 3)**

***The Committee agreed the recommendations put forward in relation to Housing Benefits processing and Customer Services.***

The meeting terminated at 6.45pm

COUNCILLOR MRS A WATSON

CHAIRMAN

<b>REPORT TO:</b>	<b>FINANCE and MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 7</b>
<b>DATE OF MEETING:</b>	<b>18th JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> u/ks/corporate planning/monitoring 2014 15/corporate plan qtr 4 June 2015
<b>SUBJECT:</b>	<b>CORPORATE PLAN 2014/15: PERFORMANCE MANAGEMENT</b>  <b>JANUARY to MARCH 2015 and FINAL OUT-TURN 2014/15</b>	
<b>WARD (S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 08</b>

## 1.0 Recommendations

- 1.1 That progress against performance targets is considered and the final out-turn for the financial year 2014/15 is approved.

## 2.0 Purpose of Report

- 2.1 To report the details of progress against targets during the period January to March 2015, in relation to the Council's Corporate Plan 2009 –2015, which are relevant to this Committee under the Value for Money Theme. This also incorporates final performance for the year 2014/15 and concludes the current Corporate Plan.

## 3.0 Detail

- 3.1 During this Corporate Planning period, the Committee was responsible for overseeing the delivery of the following outcomes:

- Financial resilience – maintaining a sustainable financial base.
- “Cutting costs not services.”
- Strong leadership and robust Governance
- An improved customer experience

- 3.2 Details of performance during 2014/15 are provided in the following appendices:

- ☑ Appendix A - progress against key projects.
- ☑ Appendix B - progress against performance targets.
- ☑ Appendix C - overview of health and safety, together with accident statistics.
- ☑ Appendix D – overview of sickness absence data

- ☑ Appendix E – corporate services risk register
- ☑ Appendix F – strategic risk register

- 3.3 By the year end all targets for most projects and performance measures were generally achieved. However, some targets were not, although it is considered that there are mitigating reasons and the implications are not overly significant as highlighted below.

### **Customer Access**

- 3.4 Firstly, the project relating to Customer Access is still in progress. This is reviewing the viability of transferring some customer contact from Planning Services directly into Customer Services. This has not progressed as quickly as anticipated. The Service is currently reviewing its website content to make it easier for people to contact and deal with the Council regarding Planning, directly through the website.

### **Saving Targets**

- 3.5 In addition, the targets for proceeds from the disposal of surplus assets and on-going budget savings will not be achieved. The disposals target was reliant on the proceeds of an approved land sale earlier in the year being received in 2014/15. This receipt will not be received until later in 2015/16.
- 3.6 In addition, budget savings from approved restructures during the year of £162,000 will fall slightly short of the £175,000 estimated. In both cases, there is no significant impact on the medium term financial position as other gains in the Council's budget have more than compensated for these reductions compared to the target.
- 3.7 It should also be noted that the Financial Plan at the time, was not reliant on achieving these savings and were only built into the MTFP once fully known and achieved.

### **Sickness Absence**

- 3.8 Following deteriorating performance on sickness absence during 2013/14 as previously reported, the overall rate during 2014/15 steadily improved. For 2014/15, there was an average of 9.9 days lost per employee for the year. This compares to 12.4 days in 2013/14, an improvement of 20%.
- 3.9 Although this is an overall improvement compared to 2013/14, it is still below the sector average and the Council's target of 8 days.
- 3.10 These figures are affected by the incidence of long term absence with a peak of 9 cases during the year; this accounts for two-thirds of the overall absence rate.



#### **4.0 Financial Implications**

4.1 None directly

#### **5.0 Corporate Implications**

5.1 None directly

#### **6.0 Community Implications**

6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations to local communities. This report demonstrates how priorities under the Value for Money Theme contributed to that aspiration.

## APPENDIX A

### VALUE FOR MONEY PROJECTS 2014/15

VP 01 - Continue the programme of procurement and service improvement reviews			
Quarter	Task	Progress	Status
1	VP 01.1 - Proposals for Services previously identified considered by the Committee	Restructures in Legal and Democratic Services, together with the Land Charges Unit, implemented in April 2014	Achieved
2	VP 01.2 - Identify opportunities following budget out-turn for 2013/14	Restructure in Housing and Environmental Services approved by the Committee on 4th September 2014	Achieved
3	VP 01.3 - Build in further proposals to the Base Budget for 2015/16	Other budget savings identified as reported in the Budget Report to the Committee in January 2015	Achieved
4	VP 01.4 - Proposals approved by the Council	Budget for 2015/16 approved by the Committee in February 2015	Achieved

VP 02 - Implement next stages of the Paper Lite Strategy			
Quarter	Task	Progress	Status
1	VP 02 .1 - Planning and Finance Services moved to new external mail solution	Completed. Housing also implemented and other services being migrated ahead of plan.	Achieved
2	VP 02 .2 - Housing, Leisure and Environmental Health Services migrated	Completed	Achieved
3	VP 02 .3 - Corporate, legal and any other services implement new solution	Completed. Signed off by the Business Improvement Board on 16th December 2014	Achieved
4	VP 02 .4 - Specialised printing such as leaflets and posters considered	Increasing use of new external print and design service now used for specialist publications	Achieved

VP 03 - Continue to communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them			
Quarter	Task	Progress	Status
1	VP 03.1 - Annual Report and Work Plan considered by Committee	Reported and approved by Committee in June 2014	Achieved
2	VP 03.2 - Produce monthly media reports	Completed	Achieved
3	VP 03.3 - Produce monthly media reports	Completed for internal use - no issues identified	Achieved
4	VP 03.4 - Produce monthly media reports	Completed for internal use - no issues identified	Achieved

VP 04- Implement the next stages of the Customer Access Strategy			
Quarter	Task	Progress	Status
1	VP 04.1 - Assess case and options for greater customer contact in Planning Services to be moved across to Central Contact Centre	Completed. Project plan being drawn up and use of web site to access Planning services being reviewed and updated.	Achieved
2	VP 04.1 - Finalise proposals	Still on-going	Fail
3	VP 04 .3 - Transfer Planning Services	Still on-going	Fail
4	VP 04 .4 - Assess template for Planning Services for suitability in other services	Still on-going	Fail

## APPENDIX B

### VALUE FOR MONEY PERFORMANCE MEASURES 2014/15

Outcome	Measure	Actual / Out turn 2013/14	Target Quarter 4 2014/15	Actual Quarter 4 2014/15	Quarter Status	Annual Target 2014/15	Actual Out-turn 2014/15	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-14	Balanced Budget for 2015/16	Completed	Green	Feb-15	Feb-15	Green	MTFP updated as part of 2015/16 Budget Round and reported to the Committee on 15th January 2015. Balanced budget confirmed at the Committee in February 2015.
	VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	£70,000	£50,000	£13,000	Red	£50,000	£13,000	Red	Proceeds from a land sale previously approved in the year is not progressing until 2015/16.
	VM 03- Increase in New Homes Bonus and Retained Business Rates (£)	£433,000	£370,000	£542,000	Green	£370,000	£542,000	Green	Actual New Homes Bonus notified in January 2015.
VO 2 - 'Cutting costs not services'	VM 04 - On-going General Fund budget savings (£)	£430,000	£175,000	£162,000	Red	£175,000	£162,000	Red	Savings from restructures in Legal, Democratic and Land Charge Services, together with Housing and Environmental Services.
VO 3 - Strong leadership & robust governance	VM 05 - Achieve an external 'fit for purpose' Code of Corporate Governance assessment. (As assessed by External Audit)	Sep-13	Corporate Governance arrangements judged "satisfactory" in Annual Audit Letter	Completed	Green	Sep-14	Sep-14	Green	Annual Governance Statement signed by Audit and reported to the Audit Sub-Committee on 24th September 2014. No issues were raised in the Annual Audit Letter reported to Full Council in November 2014.
VO 4 - An improved customer experience	VM 06 - Percentage of satisfied customers contacting or dealing with the Council.	95.00%	90.00%	96.00%	Green	90.00%	94.38%	Green	

## **Appendix C: Health and Safety - Accident Statistics 2014/15**

### **Purpose of the Report**

This report provides an overview of the number of accidents that have occurred during the period 1 January to 31 March 2015 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:

- Where a member of staff has been required to stay in hospital for 24 hours after an accident;
- Where a member of the public was taken to hospital for treatment after the accident;
- If the accident results in the member of staff being off work for 7 days after the date of the accident,

The table overleaf shows the number of accidents that have occurred during the current quarter by reportable accident type and category and the year to date.

During the fourth quarter of 2014/15 there were 6 accidents all involving employees, none were reportable and 7 near misses, making a total of 13. As a result, existing risk assessments have been reviewed and control measures reinforced.

The table also provides comparative details of the number of accidents for the previous year (2013/14)

## Appendix C: Health and Safety - Accident Statistics 2014/15

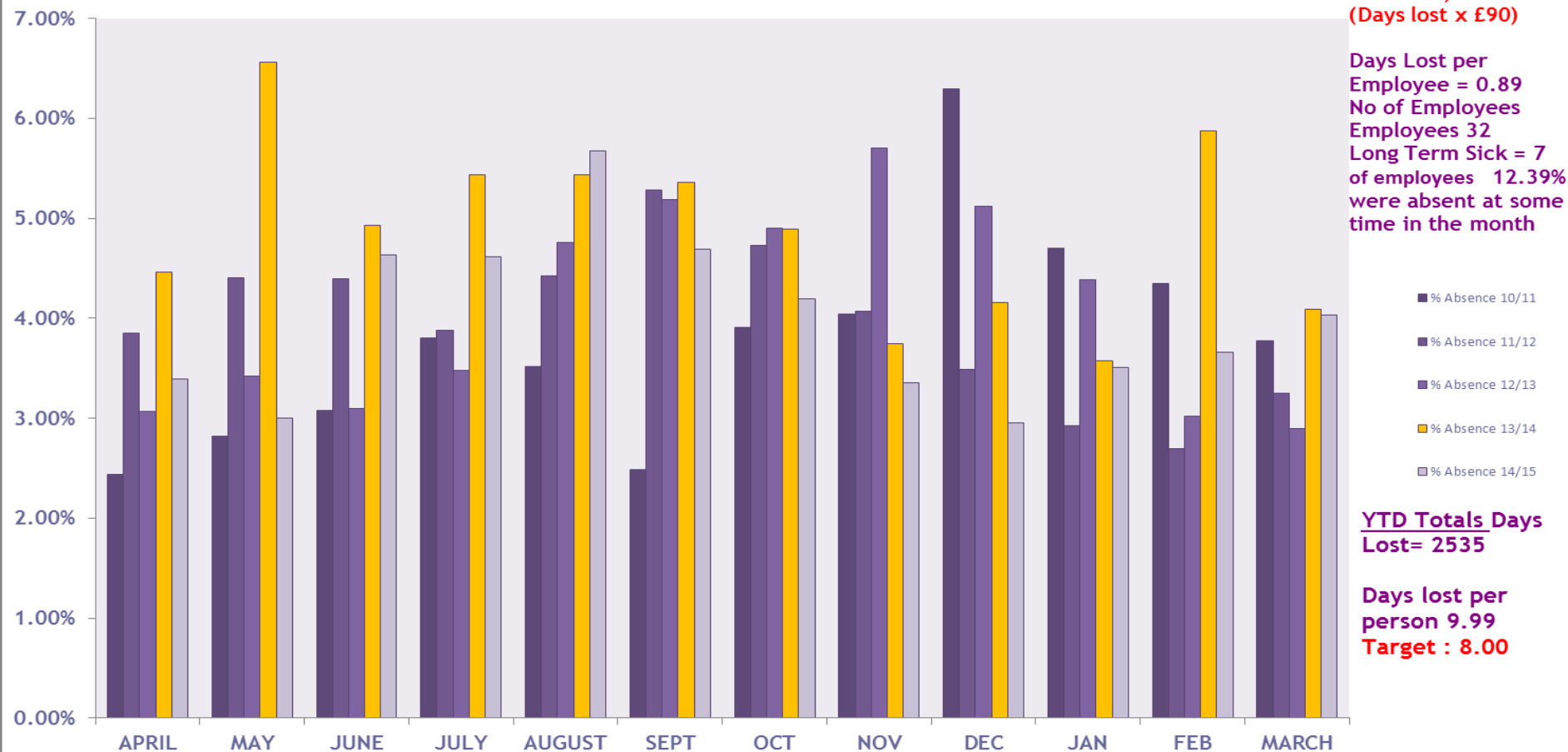
**Table: Accident Cause Statistics – (for the 4<sup>th</sup> Quarter - 1 January to 31 March 2015) and Year to Date: Comparative Accident Cause Statistics for the previous year (2013/14)**

Accident Cause	Quarter 3 (1January - 31 March 2015)					Current Year To Date (2014/15) Actual				Previous Year (2013/14) Actual			
	Non Reportable		Reportable		Total	Non Reportable		Reportable		Non Reportable		Reportable	
	Employees	Public	Employees	Public		Employees	Public	Employees	Public	Employees	Public	Employees	Public
Manual handling	-	-	-	-	-	3	2	-	-	4	-	1	-
Contact Fixed Objects (e.g. sharps)	3	-	-	-	3	6	2	-	-	4	2	-	-
Struck by Moving Vehicles RTA's	-	-	-	-	-	-	-	-	-	2	-	2	-
Struck by Moving Objects - others	1	-	-	-	1	7	4	2	-	9	-	1	-
Slips / Trips / Falls	2	-	-	-	2	10	14	1	-	2	3	1	-
Violence - Physical such as dog bites	-	-	-	-	-	-	-	-	-	1	4	-	1
Violence - Verbal	-	-	-	-	-	-	-	-	-	-	-	-	-
Near Miss	5	2	-	-	7	8	2	-	-	1	-	-	-
Other, such as cuts.	-	-	-	-	-	5	3	1	1	2	3	-	-
<b>Total</b>	<b>11</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>39</b>	<b>27</b>	<b>4</b>	<b>1</b>	<b>25</b>	<b>12</b>	<b>5</b>	<b>1</b>

Source: SDDC Accident Statistics

## APPENDIX D

# % Sickness Absence - March 2015



## **APPENDIX E**

### **FINANCE and CORPORATE SERVICES** **UPDATED RISK REGISTER as at March 2015**

<b>Risk Reference</b>	<b>Risk Description</b>	<b>Risk Action</b>	<b>Risk Rating Likelihood /Impact</b>	<b>Mitigating Action</b>
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	<p>Accountancy staff undertaking professional training for succession.</p> <p>Temporary cover arrangements are in place to cover shortfalls – knowledge is then shared.</p> <p>Units also integrated to provide cover.</p> <p>Keep under review arrangements through the Corporate and Audit Partnerships who may be able to provide cover and provide temporary resources where necessary.</p> <p>External support through financial network available if required.</p>
FCS 2	Reliance on Partnerships to deliver services; partners may be taken over or cease to exist.	Treat the Risk	Continues Low	<p>Continue to monitor closely the performance frameworks which include early warning signs of deteriorating service delivery.</p> <p>Support Northgate and the Central Midlands Audit Partnership to increase number of clients and protect their service base.</p>

APPENDIX F: Corporate Risk Register 2014/15 - Updated as at March 2015

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p><b>Further reductions in Government Grant</b></p> <ul style="list-style-type: none"> <li>The Council is aware of possible reductions beyond 2015/16 to 2018/19, following the Financial Settlement 2013 and based on OBR analysis.</li> </ul> <p><b>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</b></p>	Treat the Risk	Remains High	<ul style="list-style-type: none"> <li>Updated Medium-term Financial Plan in place covering 5-years. This allows for a reduction in overall resources.</li> <li>Budgets considered prudent with provisions for inflation and growth.</li> <li>Current reserves are healthy and will help to sustain further reductions in the short-term allowing time for more sustainable action.</li> <li>Updated MTFP reported in February 2015 shows an improving reserves position.</li> <li>As a growth area, overall reduction in core funding could be mitigated through the New Homes Bonus and Retained Business Rates.</li> <li><b>Following the updated financial projection reported in February, the risk remains high until arrangements for future core funding are clear; this is expected later in 2015/16.</b></li> </ul>
<p><b>Economic Situation</b></p> <ul style="list-style-type: none"> <li>Although nationally there are indications to suggest that the economic situation has recently improved, many analysts are still unsure how sustainable and consistent this is. As a Growth area, the economic cycle has a relatively greater impact on the Council.</li> <li>This could limit the Council's income.</li> <li>Locally, the amount of people claiming benefit has levelled off and has slightly reduced. However, Council Tax and Housing Rent arrears have still slightly increased.</li> <li>New development and regeneration locally has continued although it is slower and less frequent compared to pre 2010 as businesses take a cautionary approach.</li> </ul> <p><b>(Main Chief Officers Responsible – Director of Finance and Corporate Services and Director of Community and Planning Services)</b></p>	Tolerate the Risk	Remains Medium	<ul style="list-style-type: none"> <li>Budgets for income streams and specific grant allocations are assumed at current minimum levels; service provision is based on this.</li> <li>Supporting voluntary and community groups to help people in need, including through the Derbyshire Financial Inclusion Partnership and with the CAB/CVS.</li> <li>Measures in place to maximise benefit subsidy and fraud is proactively being pursued with successful prosecutions.</li> <li>The Asset Management Plan has focused on ensuring the Council's assets are being positioned to react to an economic upturn. This includes land assembly when opportunities arise.</li> <li>On-going dialogue with developers and housing providers to look at alternative options for regeneration.</li> <li><b>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate influencing factors.</b></li> </ul>



APPENDIX F: Corporate Risk Register 2014/15 - Updated as at March 2015

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p><b>Keeping pace with Technology</b></p> <ul style="list-style-type: none"> <li>The Council's IT infrastructure needs to keep pace with existing and emerging technologies.</li> <li>Stricter regulations for managing and exchanging information in electronic form through the Public Services Network</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</i></p>	Treat the Risk	Remains Medium	<ul style="list-style-type: none"> <li>The IT strategy has identified some key projects that are currently being actioned, with the server infrastructure upgraded during 2013 and 2014. The network for data flow is currently being upgraded to make it faster and more resilient.</li> <li>Network and wireless points recently upgraded.</li> <li>E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade completed.</li> <li>Remote access also upgraded in 2014.</li> <li>Disaster Recovery solution being strengthened at an independent location and business continuity for IT being reviewed.</li> <li>The Council undertakes an annual independent health check to ensure that the Council is compliant with the Government's Security Standard (Public Services Network – PSN). The Council achieved compliance with new regulations in April 2015.</li> <li>Annual internal audit review tests robustness of systems and infrastructure – recommendations for improvement are monitored by the Audit Sub-Committee.</li> <li><b>Although the risk remains Medium, current investment and positive actions over the coming year should lower this risk in the longer-term.</b></li> </ul>
<p><b>Business Continuity and in particular the loss of the main Civic Offices.</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</i></p>	Treat the Risk	Remains High	<ul style="list-style-type: none"> <li>Disaster Recovery solution now being upgraded off-site (as above). Relocation of infrastructure into a Data Centre under review.</li> <li>All data backed up and stored in a secure offsite facility outside of the Region.</li> <li>Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required.</li> <li>Could take advantage of spare capacity in private sector market although this would depend on timing.</li> <li><b>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.</b></li> </ul>

APPENDIX F: Corporate Risk Register 2014/15 - Updated as at March 2015

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<b>Capacity and Resilience in Service Provision</b> <ul style="list-style-type: none"> <li>Reducing staff and budget resources could lower capacity and resilience within council services.</li> </ul> <p><i>(Main Chief Officer Responsible – Chief Executive Officer)</i></p>	Treat the Risk	Remains Medium	<ul style="list-style-type: none"> <li>Training and development programme being implemented for senior and aspiring managers.</li> <li>Recent restructures becoming mature and bedding in.</li> </ul>
<b>Partners and Voluntary Sector</b> <ul style="list-style-type: none"> <li>Financial pressures on partners who deliver services with or on behalf of the Council, including voluntary organisations.</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Community and Planning Services)</i></p>	Tolerate the Risk	Remains Medium	<ul style="list-style-type: none"> <li>Current grant funding is being maintained and increased in 2015/16 for all supported organisations.</li> <li>Spending can be refocused to meet external funding requirements and is project based rather than on-going.</li> <li>Dedicated officer time to support the voluntary sector and local organisations.</li> </ul> <p><b>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate the risk.</b></p>

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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>18 JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (Ext. 5811)</b>	<b>DOC REF:</b>
<b>SUBJECT:</b>	<b>CONSULTATION ANNUAL REPORT 2014/15</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM07</b>

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## **1.0 Recommendations**

- 1.1 To note key consultation achievements for 2014/15 as detailed in **Appendix 1**.

## **2.0 Purpose of Report**

- 2.1 To present the annual consultation report for 2014/15, detailing how consultation activities supported the delivery of key priorities. The report also considers what is on the horizon for 2015/16.

## **3.0 Executive Summary**

- 3.1 The importance of effective consultation with residents, service users, businesses and voluntary groups remains a priority. Robust systems and processes ensure that resources are directed to the priorities of our communities.
- 3.2 The Government's agenda continues to assert rights for residents to have more information and have an influence over local decision making. This provides an opportunity to get involved in managing and shaping how services are delivered.

## **4.0 Detail**

- 4.1 Consultation and engagement are a key part of our approach to 'making South Derbyshire a better place to live, work and visit'.

### **Key achievements 2014/15**

- 4.2 The key outcomes achieved during 2014/15 are outlined below:

**March/April 2014** – The District Council consulted upon its Pre Submission Local Plan Part 1 and supporting documents.

**October 2014** – Through an online survey and use of social media, the Council asked about people's experiences in accessing NHS dental treatment, with a view to building up a clearer picture of what the existing situation is.

**October 2014** – Supplier Cycle Projects took disability cycles to Rosliston Forestry Centre to gauge the opinions of groups or individuals interested in accessing the bikes to help in the final decision making on which models should be purchased.

**November/December 2014** – Views were sought on the scoping report as part of the first stage of the sustainability appraisal process in part two of the Local Plan.

**February 2015** – The South Derbyshire Partnership rolled out a survey to develop the services provided to companies. All feedback will be used to build a picture of needs and to understand current issues.

**February 2015** – A major consultation exercise was undertaken to gain feedback on the Swadlincote Townscape Heritage Scheme. This included a special event at Swadlincote Town Hall on February 10 to allow people to view the proposals and come forward with ideas.

**April 2015** - Sports surveys were launched to give young people across the district the opportunity to help shape physical activity provision in the district.

**April 2015** - The Swadlincote Town Team 'Visioning' event allowed the public and influential bodies to work in partnership to set a list of priorities for the town centre.

The usual channels – press releases, Area Forums and the website - have offered a useful foundation on which to build. Social media, including Twitter, has been used to signpost people to documents. In some cases this has led to conversations being held with those wishing to offer their opinion or make suggestions.

Other consultations that took place during year include:

- **National Forest Walking Festival Evaluation (June 2014)** – All comments help the festival to build year on year. Each entry is entered into a prize draw to win a family admission voucher to the National Trust.
- **Environmental Protection Customer Satisfaction Survey (December 2014)** – Customers were asked to provide feedback on the speed, professionalism and helpfulness received. Results were used to review the quality of the service that officers provide and to identify what improvements need to be made.
- **Financial Plans (Jan – Feb 2015)** - Overviews were provided at the Area Forums. We also sought the views of the Business and Voluntary Sector.

Consultation exercises have been undertaken at health and wellbeing events, such as Healthier South Derbyshire Day, school holiday activities and the Festival of Leisure at Maurice Lea Memorial Park.

As part of an annual tradition, Members and Officers visited secondary schools to raise awareness of how councils operate, encouraging students to get involved in decision making. This formed part of Local Democracy Week 2014.

## **Looking ahead to 2015/16**

4.43 To meet the challenges the Council faces, we will continue to:

- focus on embedding a culture of engagement across our functions
- work with Northgate Public Services' Communications team in highlighting our decision making processes
- promote how people can 'have their say', which is just as important as communicating the results of the consultation

4.4 A detailed report of consultation activities planned for 2015/16 will go before the committee later this year, once the new look Corporate Plan has been finalised. This includes statutory requirements, such as seeking views on budget proposals and the Medium Term Financial Plan. A satisfaction survey is set for December 2015 to gauge opinion on functions delivered by Northgate Public Services.

## **5.0 Financial Implications**

5.1 Any associated consultation costs during 2015/16 will be contained within existing budgets and resources.

## **6.0 Corporate Implications**

6.1 This report is linked to our 'value for money' theme, in particular the action on '*meeting community needs in delivering effective consultation and communication with the community, businesses and other organisations.*' A key outcome will be an increase in residents who feel they can influence decisions in the District.

## **7.0 Community Implications**

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

## **8.0 Conclusion**

8.1 Our consultation and engagement programme continues to involve its citizens and stakeholders in the decision making process. This ensures their views are taken into account in improving our services and informs the development of our policies.

## **9.0 Background Papers**

None

## Appendix 1 – Consultation Action Plan 2014/15

Aim	Action	Lead Officer	Completion Date
Seek views of Council Services on functions provided by Northgate Public Services.	Undertook an internal customer satisfaction survey. Findings reported to the Operations Board.	Head of Communications (NPS)	Dec 2014
Support Service Areas in engaging with users and the community.	Service areas supported to develop appropriate forms of consultation and engagement arrangements with the wider community. Social Media Breakfasts held to explore new ways of engaging with residents.	Director of Finance and Corporate Services Head of Communications (NPS)	Mar 2015
Data analysis	Support and advice given to service areas to analyse and interpret data from consultation exercises.	Head of Communications (NPS)	Mar 2015
Effectively coordinate and disseminate results of consultation activity	Consultation timetables coordinated from Service Plans for 2014/15.  We have continued to work with service areas to develop the consultation pages on the Council website by publishing consultation findings and outcomes.	Director of Finance and Corporate Services Head of Communications (NPS) / Directors	Aug 2014 Mar 2015
Drive forward proposed consultation for 2014/15	As outlined in Committee Report.	Directors	Various dates



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REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	18 <sup>th</sup> JUNE 2015	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (Ext. 5811)	DOC REF:
SUBJECT:	COMMUNICATION ANNUAL REPORT 2014/15 AND ACTION PLAN 2015/16	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM07

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## 1.0 **Recommendations**

- 1.1 That Members consider the Corporate Communications Annual Report and key achievements for 2014/15, which can be viewed in **Appendix 1**.
- 1.2 That performance against the Communications Action Plan for 2014/15, detailed in **Appendix 2**, is noted.
- 1.3 That the Council's revised Communications Action Plan for 2015/16, as outlined in **Appendix 3**, is agreed.
- 1.4 That the proposed publicity/communication campaigns 2015/16, as shown in **Appendix 4**, are approved.

## 2.0 **Purpose of Report**

- 2.1 To note the Corporate Communications Annual Report 2014/15.
- 2.2 To review progress on the Communications Action Plan 2014/15 and approve the refreshed Communications Action Plan for 2015/16 together with the proposed publicity and communication campaigns for 2015/16.

## 3.0 **Executive Summary**

- 3.1 The Annual Communications Report looks at internal and external communication outcomes achieved during 2014/15. It provides trends and statistical evidence to support our work in communicating with customers. A revised action plan for 2015/16 outlines how key activities will be delivered.



## **Detail**

3.2 This Corporate Communications Annual Report details the achievements of the approach to external and internal communications, along with an evaluation of the effectiveness of the corporate campaigns.

3.3 Summary of progress during 2014/15:

- Successfully delivered the Corporate Communications campaigns
- Continued to develop internal communication channels, with a fresh, modern Intranet delivered and the internal staff magazine revamped
- Protected and developed the Council's reputation with the local, regional and national media
- Further enhanced website functionality to meet the needs of residents
- Developed social media and online tools to improve communication channels and hold two way conversations with residents
- Compiled a Channel Shift Strategy to utilise the latest technology to help move customers towards self-service
- Successfully delivered a print, web editing and design service

## **4.0 Financial Implications**

4.1 All communication activities during 2014/15 have been funded from existing resources. It is our intention to continue developing old and new channels within current budgets.

## **5.0 Corporate Implications**

5.1 The Communications Team will continue to deliver projects set out in the Corporate Communications Strategy. All campaigns are aimed at further improving reputation and satisfaction with services delivered.

## **6.0 Community Implications**

6.1 All activities complement our vision of making 'South Derbyshire a better place to live, work and visit'.

6.2 This will be achieved by improving accessibility of information and promoting the work of the Council. As a result of this, partners, residents and communities will be better informed of the challenges and opportunities we face.

## **7.0 Conclusion**

7.1 Through its Action Plan for 2015/16, the District Council will continue to develop its reputation locally, regionally and nationally while keeping residents, staff, partners, businesses and visitors better informed.

## **8.0 Background Papers**

8.1 None



## Corporate Communications Annual Report 2014/2015

### 1. Background

- 1.1 We continue to work in partnership with Northgate's Communications Team to provide a proactive and reactive communications service. This includes:
  - Identifying, coordinating and promoting targeted communication campaigns
  - Further enhancing our reputation
  - Increasing resident satisfaction with the services we deliver
- 1.2 The Communications Team offers wide ranging support in delivering our [Corporate Communications Strategy](#), which aims to ensure high levels of understanding that we are:
  - Providing value for money
  - Informing and engaging residents and staff
  - Building trust and confidence in what we do
  - Doing more with less and improving key services
  - Focusing on changing lives for the better
- 1.3 Each year we deliver strategic campaigns, which provide linked activities to promote a shared goal of further enhancing the public's perception of the Council over the short and long term.
- 1.4 It should be noted our Communications Strategy links closely with our [Consultation & Engagement Strategy](#) to provide an all encompassing approach to engagement and communication with residents and communities.
- 1.5 During the year, our internal and external campaigns have been highlighted using marketing, graphics, branding, press management and online tools. This informs residents, businesses, tourists, partners, employees, members and stakeholders about the services we deliver, including levels of performance.
- 1.6 We continue to see a rapid rise in the use of social media and online tools. This trend is expected to continue and increase in the future.
- 1.7 This annual report outlines the achievements of our approach to both internal and external communications, along with an evaluation of the effectiveness of the 2014/15 campaigns.

## **2. External communications**

### **Media Coverage**

- 2.1 Positive media coverage across multiple channels continues to rise. A willingness to be proactive, helpful and to go the extra mile to build relationships with reporters enables us to showcase the achievements of the organisation.
- 2.2 Regular articles and features on a whole range of subjects continue to appear in local magazines and newspapers such as the Burton Mail, Derby Telegraph, Swadlincote Times, Swadlincote Post and Melbourne Village Voice. Each week for the past five years, a 600-word 'Leisure' article has been provided to the Mail for publication in its Saturday 'Weekender' supplement. It is estimated that a paid-for advert occupying the same space would cost around £20,000 per annum.
- 2.3 Officers and Members have consistently promoted Council and community events on radio stations such as Radio Derby and Touch FM, with particular highlights including coverage of the Council's remembrance solemnities at the refurbished War Memorial gates at Eureka Park and Swadlincote Farmers' Market's success in winning through to the national final of the BBC's Food & Farming Awards in the 'Best Food Market' category.
- 2.4 A significant project to update local media and parish council contacts has been undertaken, facilitating a more dedicated service to community publications.
- 2.5 During 2014/15, a typical month has seen between 15 and 20 press releases issued, each backed up by links to information on the Council's website through social media channels. A large proportion of the subsequent media coverage has been positive, with only a tiny fraction of negative stories reported. Taking March as an example month, 336 separate articles relating to South Derbyshire and the Council appeared in the press. Just four of these were negative in tone.
- 2.6 A concerted effort is being made to provide as much information as possible to the journalists working in a hard-pressed industry, maximising the potential for positive stories about the Council. A raft of information is circulated through our various social media channels, painting a comprehensive picture of the work we do and the services offered.
- 2.7 Regional publications too show a growing interest in South Derbyshire and, thanks to our extensive media contacts and network of communication channels, we are in a prime position to take advantage.

### **Web**

- 2.8 Online access channels are being increasingly used by residents and groups to access information. Table 2 reveals that during 2014/15 there was an average of 30,880 visits per month to our website – [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk) - an increase of 4.9% on the previous year. On average, there have been 92,609 page views a month, 2.8% higher than last year.

**Table 2 – Online access to Council information**

	<b>Monthly Average - Nr. visits to Council Website</b>	<b>Proportion of visits which are unique</b>	<b>Monthly average – Nr. Page views</b>	<b>Proportion of page views which are unique</b>
2014/15	30,880	50.32%	92,609	78.42%
2013/14	29,437	69.6%	90,082	76.2%

2.9 During 2014/15, 43.44% of visits to the Council's website were made via mobile platforms (such as phones or tablets) rather than the more traditional method of access by a desktop PC.

2.10 The most viewed sections of the Council's website during 2014/15 are outlined in Table 3.

**Table 3 – Popular Sections of the Council Website 2014/15**

<b>Popular Sites</b>	<b>Nr. Page Views (PVs) 2014/15</b>	<b>% change of PVs compared to 13/14</b>	<b>Rationale</b>	<b>Link to PR activity</b>
Community & Living	51,538	19.95%	Community events / grants	Heavy promotion of events through social media
Council & Democracy	145,164	1.93%	Council Tax, Benefits / Press releases	Reflect economic situation and press coverage
Environment & Licensing	114,286	-1.97%	Waste and recycling Licensing information	Linked to the refuse and recycling service
Housing	52,693	9.54%	Tenancies, tenant participation etc	Dreamscheme, Can You Dig It? competitions
Leisure, culture & tourism	114,940	-9.15%	Walking Festivals, play schemes etc	Wide ranging marketing material to publicise events
Planning & Development Control	227,753	31.99%	Planning policy	Reflects size of planning applications and work on the Local Plan

- 2.11 Table 3 reveals that during the year, there has been a general increase in the number of page views across the majority of the Council's website compared to 2013/14. The exceptions are Environment and Licensing and Leisure, Culture and Tourism. This will continue to be monitored moving forward.

### **Social media**

- 2.12 The level of engagement through social media channels is ever-increasing as they continue to be an additional form of customer service. People are choosing more and more to interact with the council at the touch of a smartphone or tablet, providing an opportunity for us to be even more innovative in the way that information is presented. As a result we've continued to develop the following:
- 2.13 **Twitter** – with almost 5,000 followers, we are easily the most popular District or Borough Council in the county. Conversations on a range of subjects are common, from the Swadlincote Christmas lights switch-on to fly-tipping to community safety matters.
- 2.14 The popularity of Twitter as a way for individuals, businesses and organisations to keep up to date with Council news shows no sign of relenting - in the past six months around 550 new accounts have signed up to follow @SDDC.
- 2.15 All posts uploaded to the Council's various Facebook accounts continue to appear on Twitter, adding depth and detail and increasing click-throughs. This method has been particularly effective in areas like community safety and environmental health, with vehicle numberplate security events and food hygiene inspections gaining significant traction.
- 2.16 In an effort to educate this growing audience about some of the lesser-known services offered by the Council, Hootsuite has been used to schedule tweets weeks and months into the future, encouraging interaction on a 24/7 basis as appropriate.
- 2.17 The use of hashtags to link and track conversations, such as #Swadpancakeraces, has resulted in our messages reaching wider audiences and attracting a new community of followers.
- 2.18 We never rest on our laurels in terms of social media, appreciating that its potential for improving the way we work is huge. Monthly Social Media Breakfasts are held for Council employees to share ideas, best practice and potential pitfalls.
- 2.19 **Facebook** - The Communications Team has worked with service delivery areas to develop their presence on Facebook. There are pages for The National Forest Walking Festival, Housing Services, the Safer South Derbyshire Partnership, Environmental Health's Commercial Team, South Derbyshire Sport and the Environmental Education Team. Each is developing its own follower base, but all follow each other and share certain posts to ensure messages are communicated as far and wide as possible.
- 2.20 It all means that residents of South Derbyshire have greater options to find out what family activities are on in the school holidays, for example. They can also

learn the food hygiene rating of their favourite restaurant, track what is being done about litter or find out when the next Council tenants' meeting is taking place.

- 2.21 Talks are also under way to create Parklife Project and Building Control Facebook pages, with consideration also being given to how all of these might eventually link in to a central Council Facebook page.

### **Channel Shift**

- 2.22 A rapidly expanding population and an increasingly complex benefits system have both contributed to a 34 per cent increase in all customer contacts.
- 2.23 Support is being provided through a comprehensive 'channel shift' strategy, under which a dedicated team known as the 'Media Forum' is working hard to utilise the latest technology to help move customers towards self-service and a model that is fit for purpose in the future. This has involved finding out not only where most face-to-face customers come from, but also their propensity to change – or shift channel – and engage with the Council in a different way. That will allow these people to be targeted with specific strategies.
- 2.24 The first phase of self-service will be the introduction of payment machines and the end of face-to-face payments at the Council offices. As well as improving online services, a new 'Keep it Clean' smartphone app that will allow residents of South Derbyshire to report issues with dog fouling and fly-tipping, among other things, is currently being piloted. Discussions about how to best use intelligent voice recognition for phone customers, as well as social media channels, are ongoing.

### **Print & Design services**

- 2.25 We use strong corporate branding on all of our major publications. The photos used within our publications showcase South Derbyshire in all of its glory, in terms of locations and people. Design projects throughout the year have supported both our statutory and non-statutory functions. Publications include the Housing News, the Annual Report and the What's On guide.

### **Corporate campaigns 2014/15**

- 2.26 During the year, activity has been focused around corporate campaigns to support the delivery of key priorities identified in the Corporate Plan 2009-16. The campaigns include the following:

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

- 2.27 Promoting the opportunities provided for tourism, economic development and job creation across the district. The main focus areas include:
- Enhancing South Derbyshire's growing reputation as a vibrant tourist destination in the heart of The National Forest;
  - Promoting the work to help make the district 'a better place to live, work and visit.' Developments like the £547,000 refurbishment of Eureka Park have received wide-ranging media coverage;
  - Raising the profile of the South Derbyshire Business Advice Service and highlighting the achievements and contributions of companies of all sizes.



### **Improved Value for Money**

2.28 Communicating the message that arrangements are in place to enable resources to be used efficiently and effectively. Highlights include:

- Showcasing key successes, from securing RoSPA to achieving Investors in People.
- Producing an Annual Report outlining how we spend our share of the Council Tax and celebrating some of our key achievements;
- Recognising ways we are doing more with less during this period of economic austerity, such as obtaining grants and delivering services innovatively.

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

2.29 Supporting sporting, leisure and cultural activities. Key achievements include:

- Continuing to provide a weekly Leisure article for the Burton Mail to highlight upcoming events;
- Providing a sustained output of information to inspire and motivate residents to get fit, healthy and active;
- Highlighting how we are keeping the Olympic legacy alive by obtaining external funding for projects such as refurbishment works at Eureka Park, Green Bank and Etwall leisure centres, and enhancing leisure facilities in Melbourne.

### **Improved feeling of safety and security**

2.30 Sending out a message that South Derbyshire is a safe place to live. This includes supporting planned activities across the district to promote community cohesion, crime deterrence and anti-social behaviour. For instance:

- Showcasing key events, such as Liberation Day, International Women's Day and the creation of a mural at Swadlincote Skatepark, while providing information about the services and products available to help protect against crime;
- Illustrating how individuals are being made accountable for their anti-social actions and the role the public can play in bringing perpetrators to justice.
- Celebrating the sixth anniversary of the Friday Night Project - a youth project set up to combat problems of anti-social behaviour in Woodville.

### **Improved Recycling**

2.31 Educating residents about our recycling collection service. This includes articulating the vision for the service by managing short-term messages whilst focusing on the longer-term goal. Activities include:

- Publicity drives being undertaken at seasonal periods to ensure residents do their bit for the environment. This included education on how to recycle paper, bottles, packaging and more besides at Christmas, the World Cup and Easter.
- Providing proactive updates via the website and social media during inclement weather to ensure householders are kept fully informed of potential changes to refuse and recycling collections and the steps they need to take.

- Continuing to bang the drum for the Easy Green Recycling Scheme, educating residents on what waste should go in which bin.

### **Celebrating 40 years of South Derbyshire District Council**

2.32 Pride in the past and excitement for the future were the prevailing feelings as South Derbyshire hit the big 40. Highlights include:

- Launching a special edition of the internal staff magazine Better. This included a nostalgic look back at how the Council was formed, family connections and what lies ahead. Copies were made available for guests attending the Civic Council.
- Two extensive features appearing in the bygone sections of the Burton Mail and the Derby Telegraph to highlight how far the District has come. A landing page was set up on the website and residents were encouraged to share their memories.

## **3. Internal communications**

3.1 A great deal of research, planning and thought goes into looking at how we can further improve communications for employees, the most valuable asset of our organisation. The internal communication channels currently used include:

- Intranet
- Better, the internal magazine
- The Hub, the internal magazine for Northgate staff
- Blogs
- Noticeboards
- Email bulletins
- Team/unit meetings
- Planning for the Future
- Staff briefings – as and when required on key issues
- Social media breakfasts
- Inductions for new starters

3.2 One of the biggest undertakings of the year has been the launch of the new look Intranet, which has attracted a wealth of positive comments. The design is fresh and modern, with interactive features, such as a rolling news channel and a Twitter Stream. All documents have been updated and streamlined.

3.3 The internal staff magazine Better was revamped to ensure that it remains fit for purpose. New sections include a 'Month in Pictures' page, a 'Day in the Life' feature and success story snippets to highlight the achievements of staff.

3.4 Social Media Breakfasts are now held once a month to share examples of best practice, create new ideas and discuss potential pitfalls. Departments have embraced this, with turnout consistently high.

3.5 Blogs have been distributed on a regular basis to cover time sensitive topics that require greater elaboration, such as the Local Plan, our financial position, the vision for the Green Bank Leisure Centre and more besides.



#### **4. Looking ahead**

- 4.1 Work will continue to focus on the achievement of key priorities in the Corporate Plan. Additional focus will be placed on measuring the effectiveness of campaigns and communication channels used.
- 4.2 An action plan for 2015/16 is attached at Appendix 2.

## Appendix 2 - Communications Action Plan 2014/15

Actions Required	KPI	Progress
<b>Media Management</b>		
To successfully deliver the Corporate Communications campaigns.	Campaign delivered and outcomes achieved.	All campaigns delivered on target and outcomes achieved.
To continue to develop the relationship with the media and ensure an approved response is given to all media enquires within two working days.	90% within 2 working days.	Target continues to be met. Most queries are dealt with on the same day.
<b>Internal communications</b>		
Internal newsletter (Better) produced, approved and circulated to the Client and Partnership.	Monthly circulation for Better	Better has been circulated on a monthly basis. The look and feel has been refreshed to ensure it remains fit for purpose.
Development of internal communication channels	Adhere to timeline outlined in internal communications action plan.	<p><b>May 14</b> – Blogs re-established, with topics such as the Local Plan and the Council's financial position covered.</p> <p><b>May 14</b> – A 'Month in Pictures' page was one of the features included in the new look Better.</p> <p><b>November 14</b> – Annual Partnership Satisfaction survey launched to gain feedback on services delivered.</p> <p><b>March 15</b> – New look Intranet site goes live. As well as a fresh, modern design, a host of new features have been incorporated.</p>

Actions Required	KPI	Progress
<b>Website and social media</b>		
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	90% content published within 3 days.	100%. Major development work has taken place on the homepage, Heritage and Tenant Participation pages to further the offering to users.
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.	Social Media Breakfasts now take place with departments on a monthly basis to share best practice and develop new ideas. Our Twitter following is the highest of similar sized authorities in the county. Facebook pages have been developed in line with service priorities.
Undertake a review of the Council intranet	Intranet to be replaced.	The new look Intranet went live towards the end of March, with feedback overwhelmingly positive. New interactive features have been introduced and documents have been streamlined and updated.
<b>Print &amp; Design Services</b>		
Carry out graphic design work as agreed with the Council.	Work to support key corporate projects	Design projects throughout the year have supported both our statutory and non-statutory functions. Publications include the Housing News, the Annual Report and the What's On guide.
Carry out print work for the Council	90% of all print jobs completed as per timescales agreed with user.	All print work has been undertaken in line with expectations.

## Appendix 3 - Communications Action Plan 2015/16

Action	KPI	Target Date
<b>Strategy / Media Management</b>		
To successfully deliver the Corporate Communications campaigns.	Campaigns delivered and outcomes achieved.	31 March 2016
Continue to develop the relationship with the media and ensure an approved response is given to all media enquires within two working days.	90% within two working days.	Monthly
Delivery of media and social media training for officers and members.	Sessions held	August 31, 2015
<b>Internal communications</b>		
Internal newsletter produced, approved and circulated to the Client and Partnership.	Monthly circulation	Monthly
Development of internal communication channels (as outlined in internal communications action plan).	Branded emails to be introduced to highlight key corporate messages.  Action plan for phase II of the Intranet project to be compiled.	Template for branded emails to be designed by July 31, 2015.  Action plan for the Intranet to be done in conjunction with superusers by September 30, 2015.
<b>Website and social media</b>		
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	Content published within 3 days (90%)	31 March, 2016
Consolidate and develop the use of social media and online tools to increase the effectiveness of corporate campaigns.	Success evaluated against appropriate targets for social media for each campaign	31 March, 2016

Action	KPI	Target Date
Undertake a review of the Council website	Report produced with recommendations over future options	31 March, 2016
<b>Print &amp; Design Services</b>		
Carry out graphic design work as agreed with the Council	Work to support key corporate projects	31 March, 2016
Carry out print work for the Council	90% of all print jobs completed as per timescales agreed with user.	Quarterly

## Appendix 4 – Proposed publicity / communication campaigns 2015/16

Campaign	Descriptions	Lead Director	Theme	Projects
Promoting the district and supporting economic growth	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 & Opportunity	<b>Projects to support</b> <ul style="list-style-type: none"> <li>Enhancing the vitality of the District's town centres</li> <li>Delivering The National Forest Tourism Action Plan</li> <li>Promoting inward investment and business development</li> <li>Progress the South Derbyshire Local Plan</li> <li>Supporting our communities in neighbourhood planning</li> </ul>
Improved Recycling	Promoting the recycling collection service.  Alerting residents in real time about the impact of inclement weather on the delivery of the waste and recycling collection service.	Housing & Environmental Services	Sustainable Growth & Opportunity	<b>Projects to support</b> <ul style="list-style-type: none"> <li>Review the commercial waste service and analyse the potential for development</li> <li>Develop social media channels to ensure updates are timely and relevant</li> <li>Consider ways to reduce the volumes of incoming waste and recycling calls on the Customer Contact Centre.</li> <li>Update the website to ensure information is timely and relevant.</li> </ul>
Igniting the Legacy	Supporting a raft of sporting, leisure and cultural activities	Community & Planning Services	Lifestyle Choices	<b>Projects to support</b> <ul style="list-style-type: none"> <li>Supporting local communities in delivering cultural events across the District</li> <li>Delivering improved leisure facilities for the community</li> <li>Increasing levels of participation in sport, health and physical activities</li> </ul>

Campaign	Descriptions	Lead Director	Theme	Projects
Improved feeling of safety and security	<p>Promoting the message that South Derbyshire is a safe place to live.</p> <p>Supporting planned activities across the district to promote community cohesion, reducing crime and anti social behaviour</p>	<p>Community &amp; Planning Services</p> <p>Housing &amp; Environmental Services</p>	Safe & Secure	<p><b>Projects to support</b></p> <ul style="list-style-type: none"> <li>Working with partners to ensure diversionary activities are being delivered in target locations</li> <li>Ensuring Safer Neighbourhood funding is used effectively to combat local crime and disorder issues</li> <li>Working with our partners and communities to reduce acquisitive crime</li> <li>Putting victims first by working with our Partners to provide an enhanced service to vulnerable victims of ASB</li> </ul>
Improved Value for Money	<p>Communicating the message that the Council is ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively</p> <p>Improving the customer experience</p>	Finance & Corporate Services	Value For Money	<p><b>Projects to support</b></p> <ul style="list-style-type: none"> <li>Continuing the programme of procurement reviews</li> <li>Showcase the ways we are doing more with less</li> <li>Highlighting key successes/achievements</li> <li>Continuing to engage with our communities to ensure the Council is delivering services appropriately</li> </ul>
Democracy in the 'Digital Age'	<p>Engaging with our residents to become fully involved in the democratic process.</p> <p>Using Social networking sites to improve resident and customer engagement</p>	<p>Finance &amp; Corporate Services</p> <p>Chief Executive</p>	Value For Money	<p><b>Projects</b></p> <ul style="list-style-type: none"> <li>Continuing to communicate and engage with our communities to ensure that the Council is delivering the right message to the right people in the right way</li> </ul>

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REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	18 <sup>th</sup> JUNE 2015	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (Ext. 5811)	DOC:
SUBJECT:	DATA QUALITY STRATEGY ANNUAL REPORT 2014/15 AND ACTION PLAN 2015/16	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM02

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## 1.0 Recommendations

- 1.1 That Members note the progress made against the Data Quality Strategy Action Plan 2014/15 attached at **Appendix 1**.
- 1.2 That Members approve the Action Plan 2015/16 attached at **Appendix 2**.

## 2.0 Purpose of Report

- 2.1 To note progress made against the Data Quality Strategy Action Plan 2014/15.
- 2.2 To receive feedback from the 2014/15 Data Quality Audit Report completed by the Central Midlands Audit Partnership (CMAP) in May 2015.
- 2.3 To set out planned actions on data quality in 2015/16.

## 3.0 Detail

### Background

- 3.1 In June 2012, this Committee adopted a revised Data Quality Strategy and agreed an annual Action Plan, which is refreshed annually.
- 3.2 An audit of the Council's data quality arrangements was completed by CMAP in May 2015.

### Progress made during 2014/15

- 3.3 Progress against the data quality action plan is shown in detail in **Appendix 1**. Outlined are some of the key outcomes achieved in data quality during 2014/15.



3.4 Following, the Government's introduction of the Public Service Network (PSN) Code of Compliance, a more stringent approach to data security and connectivity is now required. As a result, a significant amount of work has been undertaken to ensure compliance. This work has included:

- a review of all accounts with administrator privileges
- 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 ensuring the back-up of key Council systems are undertaken on a daily basis, with the data files being stored off-site.

In March 2015, 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.

3.5 Data quality continues to be embedded into the organisation as part of the Council's Corporate Risk Register; along with job descriptions and person specifications being reviewed for those Officers who have responsibility for managing and reporting data. Furthermore, data quality is a key element within the Council's Leadership and Development Programme.

#### Data Quality Self Assessment Audit

3.6 During 2013/14, CMAP reassessed the performance indicators identified as high or medium risk during the previous assessment in 2010/11. This accounted for 16 of the Council's 40 Performance Indicators. It was agreed that during 2014/15 service areas would conduct self assessments of the indicators not previously evaluated (excluding proxy measures, as there are no tangible systems to review). This left 9 indicators for self-assessment, in addition to the 11 self assessments undertaken in 2013/14 (to cover the reporting systems for 16 indicators).

3.7 From the 20 self-assessments, as outlined in the 2014/15 Data Quality Audit Report, 15 of the reporting systems were evaluated as being low risk by CMAP. This shows suitable controls are in place to ensure the completeness and accuracy of the data and that calculations are in line with the required definition.

3.8 The Government requires 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 CMAP.

3.9 The remaining 5 self-assessment returns demonstrated that, whilst there were controls in place, there were indications these were not sufficiently robust. The measurement processes for the following indicators were considered to present a medium risk of miscalculation or error:

- LM 05 - Number of cultural activity participants.
- SM 09 - Effectiveness of Local Authority actions to reduce the effects of fly tipping.
- GM 07 - Speed of planning determinations.

- LM 08 - Reduction in energy consumption from the Council's own operational centres.
- LM 02 - Number of Leisure Centre participants.

- 3.10 Two 'Medium Risk' reporting systems – LM05 and GM07 – were identified to benefit from a specific indicator audit.
- 3.11 Seven recommendations were made. As a result, steps are being taken to address the issues raised in relation to *LM 05 – Number of cultural activity participants*, where a more robust checking process is required to ensure data integrity.
- 3.12 In relation to *GM 07 – Speed of Planning Applications*, concerns about the time taken to upgrade the iLap Planning Database and the interim checking arrangements have been mitigated by new software being installed. The definition for the Speed of Planning Applications indicator's been upgraded, while the procedure for calculating the performance figure is being documented to offer greater resilience.
- 3.13 In light of the findings, the Council's Data Quality Strategy Action Plan for 2015/16 has been updated accordingly.

### **Action Plan 2015/16**

- 3.14 Detailed actions on data quality for 2015/16 are shown in Appendix 2.
- 3.15 It is expected the achievement of this action plan will enable the Council to show 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 Council's *Data Quality Strategy* sets out how it will collect data in order to manage its performance. It will also support the production of management information for the Council's priorities.
- 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 in the *Data Quality Strategy* 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 2014/15.'

**Progress Report on Action Plan 2014/15**

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments As at 31 March 2015	Complete
1	Data Quality is incorporated into the Internal Audit Annual Review Programme	Improved data quality testing	Director of Finance & Corporate Services	April 2014	Any issues raised are now incorporated into the Internal Audit Annual Review Programme	Complete and ongoing
2	Ensure suitable controls and measurements are in place for KPIs identified by the Council as part of the 2014/15 Audit Plan	Strengthened data quality arrangements	Director of Housing & Environmental Services / Head of Communications (Northgate Public Services)	April 2014	Revised controls and procedures have been put in place for: <i>LM 08 Reduction in energy consumption in the Council's operational centres</i>  Revised performance figures were reported to the Housing & Community Services Committee on 27 November 2014	Complete
3	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 2015	Data Quality is embedded into the Corporate Risk Register	Complete
4	Ensure that the data collected has supporting processes in place (Methodology Statements)	Data quality embedded into all performance reporting	Director of Finance & Corporate Services / Directors / Head of Communications (Northgate Public Services)	September 2014	Guidance issued to Directors as part of the annual Service Planning process.  Checks undertaken as part of the Service Planning process.	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments As at 31 March 2015	Complete
5	Undertake self assessment exercise on any new KPIs	Strengthened data quality arrangements	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	December 2014	<p>CMAP identified the following 9 x KPIs for self- assessment in 2014/15:</p> <ul style="list-style-type: none"> <li>• <i>GM 7 - Speed of Planning applications</i></li> <li>• <i>SM 1 - Nr of homes vacant for more than 6 months</i></li> <li>• <i>SM 9 - Effectiveness of Council's actions to reduce incidents of fly tipping</i></li> <li>• <i>SM 16 - Improved street &amp; environmental cleanliness</i></li> <li>• <i>LM 2 - Nr of leisure centre participants</i></li> <li>• <i>LM 5 - Nr of cultural activity participants</i></li> <li>• <i>LM 6 - Nr of environmental learning participants</i></li> <li>• <i>LM 7 - Energy efficiency average (2009) SAP rating in council homes</i></li> <li>• <i>VM 6 - Satisfied customers contacting the Council</i></li> </ul> <p>Audit completed in May 2015 and revised controls and procedures have been put in place for the following KPIs assessed to be a medium risk:</p> <ul style="list-style-type: none"> <li>• <i>GM 7 - Speed of Planning applications</i></li> <li>• <i>LM 5 - Nr of cultural activity participants</i></li> </ul>	Complete

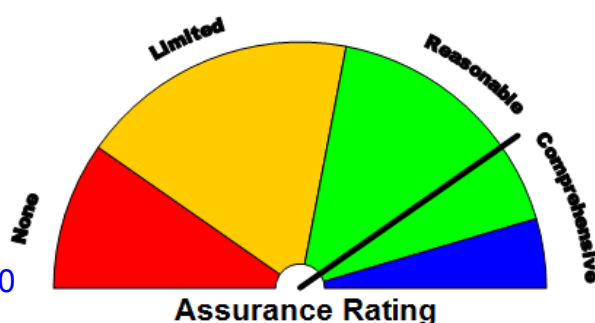
Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments As at 31 March 2015	Complete
6	To monitor the delivery of the Action Plan	Improved accountability for data quality	Director of Finance & Head of Communications (Northgate Public Services)	On-going / March 2015	This forms part of the quarterly reporting process.	Complete and on-going

**Progress Report on Action Plan 2015/16**

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
1	Ensure that suitable controls and measurements are place for KPIs identified by the Council as part of the 2015/16 Audit Plan	Strengthened data quality arrangements	Director of Finance & Corporate Services	April 2016
2	Ensure that 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	April 2016
3	Ensure that the data collected has supporting processes in place (Methodology Statements)	Data quality embedded into all performance reporting	Director of Finance & Corporate Services / Directors / Head of Communications (Northgate Public Services)	September 2015
4	Undertake self assessment exercise on any new or amended KPIs	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	December 2015
5	Implement recommendations made in the 2014/15 Data Quality Audit Report.	Strengthened data quality arrangements.	Director of Finance and Corporate Services / Director of Community and Planning / Head of Communications	July 2015
6	To monitor the delivery of the Action Plan	Improved accountability for data quality	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	On-going / March 2016

# South Derbyshire DC – Data Quality 2014/15

Final Audit Report



## Our Vision

Through continuous improvement, the central midlands audit partnership will strive to provide cost effective, high quality internal audit services that meet the needs and expectations of all its partners.

Richard Boneham  
Head of Governance & Assurance  
c/o Derby City Council  
Council House  
Corporation Street  
Derby  
DE1 2FS  
Tel. 01332 643280  
[richard.boneham@derby.gov.uk](mailto:richard.boneham@derby.gov.uk)

Adrian Manifold  
Audit Manager  
c/o Derby City Council  
Council House  
Corporation Street  
Derby  
DE1 2FS  
Tel. 01332 643281  
[adrian.manifold@centralmidlandsaudit.co.uk](mailto:adrian.manifold@centralmidlandsaudit.co.uk)



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*Providing Excellent Audit Services in the Public Sector*



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# 1 Executive Summary

## 1.1 Scope of Audit

- 1.1.1 An audit of Data Quality was included in the 2014/15 Audit Plan. The Government require Councils to have effective arrangements in place for the monitoring and review of data quality. This audit is intended to provide assurance to the Council that the system is operating effectively and providing an acceptable level of control in order to satisfy the requirements of the Audit Sub-Committee and External Audit.
- 1.1.2 This audit focused on the performance indicators the Council were required to report during the 2014/15 financial year for monitoring the Council's Corporate Plan. We have undertaken a Self-Assessment of these indicators and incorporated reviews of what are considered to be the highest risk indicators.
- 1.1.3 The following 3 control objectives have been identified as the fundamental requirements of the internal control system, designed by management to mitigate the key risks presented by this subject matter and form the basis of the Self-Assessments and the Performance Indicator Audits:
- The reported performance figures have been accurately calculated.
  - The correct definition and/or guidance has been applied.
  - The systems used for collecting and recording the performance data are adequate and robust.

## 1.2 Summary of Audit Findings

- 1.2.1 Of the Council's 40 Performance Indicators, 15 were considered to be Proxy Measures where there were no tangible systems to review. Accordingly, Self-Assessments have only been undertaken against the remaining 25 indicators. These 25 indicators were being produced from 20 different performance reporting systems. From our evaluation of these 20 processes, we determined that 15 posed a low risk and provided a good level of control. The remaining 5 Self-Assessment returns had demonstrated that, while there were controls in place, indications were that these were not sufficiently robust, the measurement processes for these indicators were considered to present a medium risk of miscalculation or error. None of the Self Assessments evaluated were considered to pose a high risk of miscalculation or error.
- 1.2.2 The Self-Assessment process, in conjunction with the Policy and Communications Team, identified the following 2 indicators as the higher risk performance measures. These Performance Indicators were therefore examined in greater depth:
- LM 05 - Number of cultural activity participants.
  - GM 07 - Speed of planning determinations.
- 1.2.3 The following issues were considered to be the key control weaknesses with the performance indicator 'LM 05 - Number of cultural activity participants':
- The performance figures for quarter 1 in 2014/15 had not been reported to the Housing and Leisure Committee as required.
  - Management checks over the performance figures were not effective and had not been suitably evidenced.
  - Inadequate checks had been undertaken over the gathering of the performance data, which lead to inaccurate performance figures being reported.
- 1.2.4 The following issues were considered to be the key control weaknesses with the performance indicator 'GM 07 - Speed of planning determinations':
- More rigorous management checks are required over the calculation of the performance figures, while the iLap Planning database is awaiting a required system upgrade.

- The definition was not up-to-date and old guidance had been used for calculating the performance figures.
- There was no documented methodology for producing the Speed of Planning Applications performance figures.
- The iLAP Planning Database, required for producing the statutory PS1 and PS2 returns and calculating the performance figure, had not been upgraded as required.

1.2.5 This report focuses on the weaknesses in the Council's systems of control that were highlighted by this audit and recommends what Audit considers to be appropriate control improvements. This report contains 5 recommendations, 2 are considered a low risk, 5 a moderate risk, none a significant risk, and none are considered to be critical risk.

The 7 control issues raised within this report have been accepted and positive action has been agreed to be taken to address all issues. Positive action in respect of 2 recommendations has already been taken, 1 recommendation is due to be implemented by 29<sup>th</sup> May 2015, a further recommendation is due to be addressed by 30<sup>th</sup> June 2015 and the remaining 3 recommendations are due to be implemented by 1<sup>st</sup> July 2015.

### 1.3 Summary of Control Assurance Provided

1.3.1 **Reasonable** - We are able to offer reasonable assurance as most of the areas reviewed were found to be adequately controlled. Generally risks were well managed, but some systems required the introduction or improvement of internal controls to ensure the achievement of objectives.

Management and the Audit Committee should note that there are no adverse implications for the Council's Annual Governance Statement arising from this work.

### 1.4 Distribution & Communication

1.4.1 This report was issued to Keith Bull, Head of Policy and Communications, for comment.

1.4.2 A final version has been issued to Frank McArdle, Chief Executive, with copies to:

- Kevin Stackhouse, Director of Finance and Corporate Services.
- Keith Bull, Head of Policy and Communications.
- Malcolm Roseburgh, Cultural Services Manager.
- Tony Sylvester, Planning Services Manager.

This report was produced by Martin Shipley, Principal Auditor and Mandy Marples, Assistant Audit Manager. Any enquiry concerning the content of this report or associated issues may be made to Martin Shipley, Principal Auditor on (01332) 64 3292.

## 2 Findings & Recommendations

### 2.1 Self-Assessment 2014/15 Results

- 2.1.1 The Performance Indicator Self-Assessment questionnaire was developed to evaluate the way performance indicators were being measured throughout the Council by assessing the effectiveness of the controls in place for calculating each indicator. This was designed to:
- Identify whether key controls over individual indicators were in place.
  - Determine which indicators may require further scrutiny.
- 2.1.2 The questionnaire was designed to emulate the Performance Indicator Audit Programme which has been specifically developed over a number of years to focus on the fundamental requirements of the internal control systems for the measurement and recording of performance data. This programme assessed the 3 main control objectives by focusing on the key controls which were expected to support each objective. The programme had been mapped out to monitor accuracy, validity, reliability, timeliness, relevance and completeness.
- 2.1.3 During 2013/14 (February 2014) we re-assessed the performance indicators identified as high or medium risk during the previous Self-Assessment conducted in 2010/11 (July 2011). This accounted for 16 of the Council's 40 Performance Indicators. It was agreed with the Director of Finance and Corporate Services, that during 2014/15, we would conduct self-assessments of the indicators not assessed last year (excluding those considered to be Proxy Measures where there are no tangible systems to review). There were 15 indicators considered to be Proxy measures within the Corporate Plan, which left 9 indicators for Self-Assessment.
- 2.1.4 We have used the same questionnaire that was used for the 2013/14 Self-Assessment process to enable us to compare the results for all of the Council's Performance Indicators equally. A copy of the revised Self-Assessment form has been included in [Appendix A](#).
- 2.1.5 Copies of this Self-Assessment form were issued to the Managers Responsible for the 9 indicators selected for review. The Policy Officer collated the responses and forwarded them to Internal Audit for evaluation. 9 Self-Assessment forms were received back, one for each indicator, to be evaluated in conjunction with the Self-Assessment forms from 2013/14. 11 Self-Assessment forms were received back in 2013/14, representing the different systems used for calculating 16 of the Council's Performance Indicators. No information was sought with respect to the 15 indicators considered to be Proxy Measures.
- 2.1.6 The data returned from the Self-Assessments can be seen in its raw format in the individual question breakdowns as per [Appendix D](#). Each questionnaire has then been logic checked by audit, based on our past experience and knowledge of the indicators and consideration has been given to the additional comments provided by the Indicator Owners and the Collecting Officers. This ensures a consistent interpretation and score has been applied to each Self-Assessment. This cleansed data has subsequently been imported into the Performance Indicator Database to analyse and evaluate the results to identify where controls over the measurement of performance indicators were in operation or where they were potentially weak.
- 2.1.7 From the 20 Self-Assessments, 15 of the reporting systems were evaluated as low risk, as their answers to the Self-Assessments questions demonstrated that:
- Suitable controls were in place to ensure the completeness and accuracy of the collection of data.
  - The supporting documentation was complete.
  - The calculation of the performance figure was in line with the required definition and/or local agreements.
- 2.1.8 Accordingly, it was considered that the systems of control in relation to these 15 indicators provided a good level of control and that the Council could place a reasonable level of assurance on the performance measurement systems in place.

- 2.1.9 The remaining 5 Self-Assessment returns had demonstrated that, whilst there were controls in place, there were indications e that these were not sufficiently robust and did not meet the required level of control. The measurement processes for the following indicators were considered to present a medium risk of miscalculation or error:
- LM 05 - Number of cultural activity participants.
  - SM 09 - Effectiveness of Local Authority actions to reduce the effects of fly tipping.
  - GM 07 - Speed of planning determinations.
  - LM 08 - Reduction in energy consumption from the Council's own operational centres.
  - LM 02 - Number of Leisure Centre participants.
- 2.1.10 None of the Self Assessments evaluated were considered to pose a high risk of miscalculation or error in the processes for measurement of performance.
- 2.1.11 We met with the Policy and Communications Team to discuss our findings and identify which of the 'Medium Risk' reporting systems would benefit from a specific indicator audit. 'LM 08 - Reduction in energy consumption from the Council's own operational centres' had been the subject of a specific indicator audit during 2013/14 and 5 recommendations for improvements had been implemented since the last Self-Assessment had been conducted, this indicator was therefore excluded from these discussions. From the remaining 4 indicators, the following were selected to be subject to further review during 2014/15:
- LM 05 - Number of cultural activity participants.
  - GM 07 - Speed of planning determinations.
- 2.1.12 For a more detailed view of our findings, please refer to [Appendix B](#) and [Appendix C](#) for the statistical reports of the Self-Assessment process.

## 2.2 LM 05 - Number of Cultural Activity Participants

- 2.2.1 The Self-Assessment process, in conjunction with the Policy and Communications Team, identified 'LM 05 - Number of Cultural Activity Participants' as one of the higher risk indicators, this indicator was therefore subject to further review. The detailed findings follow:

Control Objectives Examined	No of Controls Evaluated	No of Adequate Controls	No of Partial Controls	No of Weak Controls
The reported performance figures have been accurately calculated	2	0	0	2
The correct definition and/or guidance has been applied	5	5	0	0
The systems used for collecting and recording the performance data are adequate and robust	7	4	1	2
<b>TOTALS</b>	<b>14</b>	<b>9</b>	<b>1</b>	<b>4</b>

- 2.2.2 We expected that the performance figures held and reported to Committee by the Policy & Communications Team would be consistent with the supporting documentation held by the Compiling Officer.

We found that the performance figures for Quarter 1 in 2014/15 had not been reported to the Housing and Leisure Committee as required. These figures had been prepared and submitted to the Policy & Communications Team, but they were missed off the relevant appendix when the performance figures were reported.

If the performance figures are not reported as required, there is a risk that senior management and/or Councillor's may act on inadequate information which could lead to poor decision making and reputational damage.

Recommendation 1	Summary Response
<p><b>Risk Rating:</b> Moderate Risk</p> <p><b>Summary of Weakness:</b> The performance figures for Quarter 1 in 2014/15 had not been reported to the Housing and Leisure Committee as required.</p> <p><b>Suggested Actions:</b> We recommend that the performance figures for Quarter 1 be added to the Quarter 4 performance figures when these are reported to the Policy &amp; Communications Team. A suitable explanation should also be provided in the Comments section of the Committee papers, to explain the reason why and identify the respective Quarter 1 and 4 totals which make up the overall figure.</p>	<p><b>Responsible Officer:</b> Malcolm Roseburgh</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> Action as recommended. To be actioned by Rachel Holmes</p> <p><b>Implementation Date:</b> 01/07/2015</p>

2.2.3 We expected that the performance figures would be subject to scrutiny from departmental managers and that the Indicator Owner would check and authorise the performance figures.

We found that reasonableness checks were being undertaken by the Cultural Services Manager in his capacity as the Indicator Owner and that actions were being taken to address identified issues or the underlining reasons for poor performance. However, these checks have not flagged more serious issues that existed with the compilation of data and generation of the performance figure (these have been covered at Section 2.2.6) and were not being evidenced within the performance process.

If management checks have not identified issues that existed concerning the generation of the performance figures and/or provided evidence of the checking process, there is an increased risk of inaccurate performance figures being reported.

Recommendation 2	Summary Response
<p><b>Risk Rating:</b> Moderate Risk</p> <p><b>Summary of Weakness:</b> Management checks over the performance figures were not effective and had not been suitably evidenced.</p> <p><b>Suggested Actions:</b> We recommend that the Cultural Services Manager reviews the working documents used by the Events &amp; Marketing Officer for compiling the performance figures as part of his reasonableness checks. This is not the source data gathered by this officer, merely their compilation of the performance figures from this data. This review should ensure that the checks conducted by the Events &amp; Marketing Officer have been effective and that all the expected areas of cultural activity had been included. Checks conducted and/or corrective actions taken should be evidenced through an exchange of e-mails between the Events &amp; Marketing Officer and the Cultural Services Manager and held electronically on the performance folder.</p>	<p><b>Responsible Officer:</b> Malcolm Roseburgh</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> Action as recommended.</p> <p><b>Implementation Date:</b> 01/07/2015</p>

2.2.4 We attempted to establish whether the Council's system of control for ensuring the correct definition and guidance has been applied, contained all the key controls expected of a sound and robust process. Through a combination of control evaluation and testing we confirmed that the following adequate controls were in operation:

- The indicator had a suitable Methodology Statement in place which described the information required for generating the performance figure.
- The requirements of the Methodology Statement had been correctly interpreted for the collection and recording of performance data and generating the performance figure.
- The indicator was being calculated quarterly in line with the requirements of the Methodology Statement.



- The indicator was being reported as a whole number in line with the requirements of the Methodology Statement.

2.2.5 We attempted to establish whether the Council's system of control for the collection and recording of performance data contained all the key controls expected of a sound and robust process. Through a combination of control evaluation and testing we confirmed that the following adequate control was in operation:

- Source data had been consistently collected and recorded to evidence attendance at the respective events, in the form of registers, booking forms, etc.
- Information concerning adult dance classes also contributed towards the Number of Sport Physical Activity & Health Development Participations indicator. Where there indicators overlapped, both sections were using the same source data to ensure a consistent approach.
- The working procedure for calculating the performance indicator had been recorded in the Summary of Measurement section within the Methodology Statement.
- Performance related documents were being securely held in the Cultural Services office, which was located behind the Council's security doors. Electronic information was retained on the restricted access departmental drive within a specific performance related folder.

2.2.6 We expected that the reported performance figures would be consistent with source documents and that accuracy and completeness checks would have been undertaken over the supporting evidence.

We found that this indicator recorded the numbers in attendance at Dance Sessions, Pergamano Classes (paper creations) and audience numbers at 'The Glade' outdoor theatre (Rosliston Forestry Centre). We reviewed the available evidence for Quarter 3 in 2014/15 and found the following:

- Not all registers had been totalled and/or signed by the Dance Tutors and some registers had crossing outs and amendments on them which had not been initialled.
- When the figures had been collated from the children's dance classes, one of the registers had been missed, leaving the overall figure for these classes 36 short.
- When the figures had been collated from the adult dance classes, four registers had been missed, leaving the overall figure for these classes 52 short.
- The formula in the Dance spreadsheet was incorrect and performance from the first week in Quarter 3 had not been included, leaving the overall figure 125 short.
- Dance classes held at Bank House should not have been recorded against this indicator, as they had been held under private arrangements, which increased the overall figure by 71.
- Registers could not be provided to substantiate the figures from the Hilton dance classes, this equated to 313 attendances that could not be validated.
- The Pergamano register had not been signed and/or totalled by the Tutor.
- The Pergamano class was a 12 week course which commenced 3 weeks prior to the start of Quarter 3. Attendance for these 3 weeks should have been recorded against Quarter 2. This increased the overall figure by 15.
- Attendance at the Halloween walks, held at the Glade, had been incorrectly totalled, increasing the overall figure by a single attendance.

We are therefore unable to provide assurance over the validity of the reported performance figures.

If inadequate checks have been undertaken over the gathering of the performance data, leading to inaccurate figures being reported, there is an increased risk that senior management and/or Councillor's may take decisions based on incorrect information which could lead to reputational damage.

Recommendation 3	Summary Response
<p><b>Risk Rating:</b> Moderate Risk</p> <p><b>Summary of Weakness:</b> Inadequate checks had been undertaken over the gathering of the performance data, which lead to inaccurate performance figures being reported.</p> <p><b>Suggested Actions:</b> We recommend that the Events &amp; Marketing Officer (Compiling Officer) liaise with the various parties responsible for completing registers, or other documentary evidence, to arrange for them to 'total' the attendance and sign and date the evidence. Any crossing outs or amendments to these documents should be initialled by the person responsible for making the change. The Events &amp; Marketing Officer should also undertake the following to ensure data integrity:</p> <ul style="list-style-type: none"> <li>• Check that registers and/or documented evidence have been provided for all expected periods.</li> <li>• Check that formula in any spreadsheet utilised has been double checked to ensure that all required data has been correctly totalled.</li> </ul> <p>The role of the Events &amp; Marketing Officer should therefore become more of a reviewing and checking role over the source data, rather than being involved in the detail, which should provide for greater assurance over the performance figures.</p>	<p><b>Responsible Officer:</b> Malcolm Roseburgh</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> Action as recommended. To be actioned by Rachel Holmes</p> <p><b>Implementation Date:</b> 01/07/2015</p>

## 2.3 GM 07 - Speed of Planning Determinations

- 2.3.1 The Self-Assessment process, in conjunction with the Policy and Communications Team, identified 'GM 07 - Speed of Planning Determinations' as one of the higher risk indicators, this indicator was therefore subject to further review. The detailed findings follow:

Control Objectives Examined	No of Controls Evaluated	No of Adequate Controls	No of Partial Controls	No of Weak Controls
The reported performance figures have been accurately calculated.	3	1	0	2
The correct definition and/or guidance has been applied.	5	2	1	2
The systems used for collecting and recording the performance data are adequate and robust.	7	5	0	2
<b>TOTALS</b>	<b>15</b>	<b>8</b>	<b>1</b>	<b>6</b>

- 2.3.2 We attempted to establish whether the Council's system of control for ensuring the performance figures have been accurately calculated contained all the key controls expected of a sound and robust process. Through a combination of control evaluation and testing we confirmed that the following adequate control was in operation:
- Satisfactory evidence had been retained by the Compiling Officer to support the reported performance figures, although there were slight anomalies arising from the need to manually adjust data during the calculation process (this issue has been dealt with later in this report).
- 2.3.3 We expected that the performance figures would be subject to scrutiny from departmental managers and that the Indicator Owner would check the performance figures.



We found that the Planning Services Manager conducted a light touch review of the quarterly performance figures, produced by the Performance & Admin Manager, before they were reported within the Council. We would have ordinarily be satisfied with this process due to both officers being involved with the reporting of the statutory PS1 and PS2 returns, which provided the source data for this performance indicator. However, there was an outstanding system upgrade required to the iLap Planning database (the system used for generating the PS1 and PS2 returns) which meant that manual intervention was required to identify the required statistical information (This has been covered at Section 2.3.8). Due to this, we feel that a more rigorous checking process is required in the interim period until this system upgrade has taken place.

If the performance figures are not being rigorously checked by the Indicator Owner there is an increased risk that inconsistencies in the performance data may not be flagged which could lead to incorrect performance figures being reported.

Recommendation 4	Summary Response
<p><b>Risk Rating:</b> Moderate Risk</p> <p><b>Summary of Weakness:</b> More rigorous management checks are required over the calculation of the performance figures, while the iLap Planning database is awaiting a required system upgrade.</p> <p><b>Suggested Actions:</b> We recommend that, until the required upgrade has been undertaken on the iLap Planning Database, the Planning Services Manager undertake checks of the working papers produced by the Performance &amp; Admin Manager. These checks should ensure that the manual adjustments made to the data categories have been conducted in line with the latest guidance, concerning the PS1 and PS2 statutory returns. Any issues identified or corrections made should be clearly annotated on the working papers and the document(s) should be signed and dated by the Planning Services Manager to evidence the checks undertaken.</p>	<p><b>Responsible Officer:</b> Tony Sylvester</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> I would agree that this would have been a suitable action to take. However, since the audit Northgate (our software suppliers) have installed the latest version of the software which accurately calculates all of the classes/categories of development and also accounts for PPAs and other agreed extensions of time.</p> <p>As such I would suggest that this concern has been superseded by events.</p> <p><b>Implementation Date:</b> 15/05/2015</p>

2.3.4 We attempted to establish whether the Council's system of control for ensuring the correct definition and guidance has been applied, contained all the key controls expected of a sound and robust process. Through a combination of control evaluation and testing we confirmed that the following adequate controls were in operation:

- The performance figures were being reported quarterly in line with the requirements of the definition.
- The performance figures were being reported as a percentage in line with the requirements of the definition.

2.3.5 We expected that the most recent guidance would be used in the compilation of the performance figures and that the requirements would have been accurately interpreted.

We found that a formal definition had been agreed for the Speed of Planning Determinations to measure the percentage of applications processed in line with the statutory timescales required for the quarterly PS1 and PS2 returns to Government Office. However, changes were made to the requirements of these returns in March 2014, with further clarifications in July 2014, which amongst other things, changed the way formal extensions of time were recorded and dealt with. Subsequently, the definition for this performance indicator also required updating, as applications that may have been outside the standard timeframe, but within a permitted extension, could now be classed as being determined within the required timeframe. We further noted that, although the definition stated that the performance figures should be reported to 2 decimal places, Quarter 2 and 3 had been calculated and reported to whole numbers during 2014/15. We therefore question whether this level of accuracy is actually required or whether whole number reporting would be adequate.

If the definition is not up-to-date and old guidance is being used for calculating performance indicators, there is a risk that the performance figures may not be reporting the information management perceives them to be and/or there could be errors with the interpretation of the data.

Recommendation 5	Summary Response
<p><b>Risk Rating:</b> Low Risk</p> <p><b>Summary of Weakness:</b> The definition of the Speed of Planning Applications indicator was not up-to-date and old guidance had been used for calculating the performance figures.</p> <p><b>Suggested Actions:</b> We recommend that the Planning Services Manager update the definition for the Speed of Planning Applications indicator to incorporate the new requirements concerning formal extensions of time. This update should be communicated to the Planning and Communications Team in readiness for the 2015/16 financial year. The reporting of performance figures to 2 decimal places should also be reviewed to determine whether this level of accuracy is actually required. If so, then the performance figures should be reported to the correct number of decimal places, otherwise, the definition should be updated accordingly.</p>	<p><b>Responsible Officer:</b> Tony Sylvester</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> The new definition has been updated for the service plan/KPIs in the corporate plan.</p> <p>Reporting will be undertaken utilising the new version of the planning software as reported in my answer to Recommendation 4.</p> <p><b>Implementation Date:</b> 29/05/2015</p>

2.3.6 We attempted to establish whether the Council's system of control for the collection and recording of performance data contained all the key controls expected of a sound and robust process. Through a combination of control evaluation and testing we confirmed that the following adequate controls were in operation:

- Details concerning Planning Applications were being recorded in the iLap Planning database for managing the applications and recording progression against the statutory processes. The recording of data was consistent and provided for an adequate audit trail.
- Adequate working papers had been retained to demonstrate the calculation process and how the performance figures had been derived.
- Information recorded in the statutory PS1 and PS2 returns for Government Office was consistent with the performance figures reported within the Council for Quarter 1 to Quarter 3 during the 2014/15 financial year.
- The Performance & Admin Manager was undertaking rudimentary checks of the source data used for generating the performance figures on a quarterly basis prior to running the system generated PS1 and PS2 reports used for statutory reporting.
- Checks over the input of source data were being performed by the Principal Area Planning Officers / Planning Services Manager during the review of each planning application prior to issuing the formal Decision Notice.
- The iLap Planning database was password protected with varying access levels dependent on seniority and operational requirements.

2.3.7 We expected that there would be a documented methodology in place for collecting and recording the performance data and calculating the performance figure.

We found that although the Planning Services Manager and the Performance & Admin Manager knew how to generate the reports required to calculate the performance figures, there was no documented methodology in place to explain the process.

If a documented methodology has not been prepared to explain the required process for producing the performance figures, information could be incorrectly gathered and/or processed inconsistently which could adversely affect the calculation process.

Recommendation 6	Summary Response
<p><b>Risk Rating:</b> Low Risk</p> <p><b>Summary of Weakness:</b> There was no documented methodology for producing the Speed of Planning Applications performance figures.</p> <p><b>Suggested Actions:</b> We recommend that the Performance &amp; Admin Manager produce a flow charted or bulleted process to document the procedure for calculating the performance figures, in conjunction with the Planning Services Manager. These instructions should be made available within the section to ensure that the required performance figures can be calculated should these officers be unavailable.</p>	<p><b>Responsible Officer:</b> Tony Sylvester</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> Agreed. This will show other officers how to run the report on the new version of the planning software.</p> <p><b>Implementation Date:</b> 30/06/2015</p>

- 2.3.8 We expected that the amount of manual manipulation of the performance data in order to arrive at the performance figures would be kept to a minimum or eliminated altogether.

We found that there were standard reports within the iLap Planning database which generated the data required for the statutory PS1 and PS2 returns and the subsequent performance figures. The database required updating by the software developer following any changes to the statutory return requirements by DCLG. The iLAP Planning Database was supported by Northgate, as both the software developer and as the supplier of the Council's IT Support Service, under the local arrangements. However, there has been an issue between Northgate and the Council in arranging for the necessary upgrade to take place, which has still to be undertaken. This has delayed the upgrade and resulted in the requirement of manual intervention in order to identify the data required for the PS1 and PS2 returns and therefore calculate the subsequent performance figures. Due to this manual intervention, some minor errors have occurred with respect to the interpretation of data and the required calculations. We have not sought to quantify these errors due to the small margins involved and the materiality to the overall figures being reported. We have however noted that the additional work required by the section has been significant while waiting for this upgrade.

If manual intervention is required to identify the performance related information from the iLap Planning database, the integrity of data may not be maintained throughout the process, leading to an increased risk of error which could result in the performance figures being incorrectly reported.

Recommendation 7	Summary Response
<p><b>Risk Rating:</b> Moderate Risk</p> <p><b>Summary of Weakness:</b> The iLAP Planning Database, required for producing the statutory PS1 and PS2 returns and calculating the performance figure, had not been upgraded as required.</p> <p><b>Suggested Actions:</b> We recommend that the Planning Services Manager make further representation to Northgate Public Services to resolve the on-going deadlock which has delayed the upgrade to the iLap Planning database in order to force a resolution as soon as is practically possible. This upgrade is necessary to eliminate the on-going requirement to manually amend data in order to produce the statutory PS1 and PS2 returns and calculate the subsequent Speed of Planning Applications performance figures.</p>	<p><b>Responsible Officer:</b> Tony Sylvester</p> <p><b>Issue Accepted</b></p> <p><b>Agreed Actions:</b> This action has since been completed in that, since the audit Northgate (our software suppliers) have installed the latest version of the software which accurately calculates all of the classes/categories of development and also accounts for PPAs and other agreed extensions of time.</p> <p>As such I would suggest that this concern has been superseded by events.</p> <p><b>Implementation Date:</b> 15/05/2015</p>

### 3 Appendices

#### 3.1 Appendix A – Self Assessment Form

<b>SDDC Performance Indicator &amp; Data Quality 2014/15 Self Assessment</b>		
<p>Good data quality is vital to support effective decision making at all levels. We are sending this questionnaire to all officers responsible for producing performance indicators to review the accuracy and completeness of performance information as part of our data quality arrangements.</p> <p>Your completion of this questionnaire is important for us to gain assurance that South Derbyshire District Council is effectively reporting performance and will determine which indicators should be audited - non-return may require audit to prioritise those areas.</p> <p>The Performance Indicator(s) and the names of the Indicator Owners and Collecting Officers have been pre-entered for your convenience, should these be incorrect please amend them accordingly. If you have any questions while completing this survey, please contact John Porter on (01283) 59 5780, for help and advice.</p>		
<b>Performance Indicator:</b>		<b>Indicator Owner:</b> <span style="border: 1px solid black; display: inline-block; width: 150px; height: 20px; background-color: #ffffcc;"></span>  <b>Collecting Officer:</b> <span style="border: 1px solid black; display: inline-block; width: 150px; height: 20px; background-color: #ffffcc;"></span>
<p>The 'Filter Question' should be answered either 'Yes', 'Partly' or 'No' from the drop down box. If the answer is 'Yes' please provide as much detail as you can about the compilation of the performance indicator and the Government appointed agency(s) involved, there is no need to complete the remainder of the survey. If the answer is either 'No' or 'Partly' please complete sections A to C.</p>		
<b>Filter Question</b>	<b>Response</b>	<b>If answered 'Yes' Provide Details</b>
Is the performance data collected and processed by a Government appointed agency, on behalf of <b>all</b> Councils, where the Council has no control over the performance figure(s) supplied?		
<p>Each question thereafter should be answered either 'Yes', 'Partly', 'No', 'N/A' or 'Don't Know' from the drop down box, ensuring that the information provided is as accurate as possible. Please provide focused commentary in the comments box in order to clarify your response.</p>		
<b>Calculation of Performance Figures</b>	<b>Response</b>	<b>Comments</b>
<b>A1</b> Are performance figures held centrally by the Policy & Communications Team consistent with supporting documentation held by the Collecting Officer, i.e. system reports, screen prints, etc?		
<b>A2.1</b> Are independent checks conducted by the Indicator Owner on the accuracy of calculations, i.e. rudimentary checks of arithmetic, etc?		
<b>A2.2</b> If spreadsheets are used to calculate performance, have checks been conducted of spreadsheet formula by an independent officer?		
<b>A3</b> Does the Indicator Owner check and sign off or verify the performance figures before they are submitted?		
<p><b>Application of Performance Indicator Guidelines and/or Definition</b></p>		
<b>B1</b> Has a local definition been formally agreed for this indicator with the Policy & Communications Team which outlines the method of data collection, required calculations and reporting protocols?		

**B2** Are you confident that the collection of performance data and calculations are consistent with the local definition and/or those formally agreed with the Policy & Communications Team?

**B3** Is the measurement period of the indicator consistent with the local definition and/or that agreed with the Policy & Communications Team, i.e. quarterly, annually, etc?

**B4** Is performance reported in a format consistent with the local definition and/or that agreed with the Policy & Communications Team, i.e. number, percentage?

**B5** Is the performance figure reported to a required number of decimal places, as per the local definition and/or that agreed with the Policy & Communications Team?

#### Data Collection and Recording Systems

**C1** Has performance data been collected and recorded consistently and can this be evidenced through a clear adequate audit trail?

**C2.1** Have working papers been retained and/or are system reports retrievable to show all calculations conducted in the production of the performance figure?

**C2.2** Is reported performance consistent with the information held on source documents (data collection records) and/or system reports are retrievable in order to demonstrate this?

**C2.3** If data is used from an external source, has evidence been retained to demonstrate that third party data has been validated in line with the agreed terms and conditions?

**C3** Is reported performance checked for consistency against other departmental returns, such as final accounts, departmental management figures, etc?

**C4** Is there a documented methodology in place for collecting and recording the performance data and calculating the performance figure?

**C5.1** Is the amount of manual manipulation of the performance data, in order to arrive at the performance figure, kept to a minimum?

**C5.2** Is the amount of manual manipulation of the performance data, in order to arrive at the performance figure, eliminated altogether?

**C6** Are any accuracy and completeness checks undertaken on the performance data entered onto electronic systems?

**C7.1** Are IT systems holding performance data secure, i.e. password protected, restricted access?

**C7.2** Are documents where performance data is recorded securely held, i.e. locked away when not in use?

**C8** If data is based on a sample, has evidence been retained to demonstrate how the data was derived and that the sample is representative?

#### What to do next...

Please return your completed questionnaire to: [john.porter@northgate-is.com](mailto:john.porter@northgate-is.com)



## 3.2 Appendix B – Self Assessment Final Scores

Performance Indicator	Final Overall Score
LM 02 Nr of leisure centre participants	156
LM 08 - Reduction in energy consumption from the Councils own operational centres	145
GM 07 Speed of Planning Applications	143
SM 09 Effectiveness of local authority actions to reduce fly tipping	140
LM 05 - Nr of cultural participants	140
LM 07 - Average SAP (2009) rating of Council dwellings	134
SM 16 Improved street & environmental cleanliness	131
VM 06 %age of satisfied customers contacting or dealing with the Council	130
LM 06 - Nr of environmental learning activity participants	127
SM 01 - Nr of homes vacant for more than 6 months	126
SM 14 (SM 15) - Increase (Reduce) the proportion of premises that meet the Food Hygiene Scheme r	121
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service /SM 11 - Number of acq	120
SM17 – Effectiveness of local authority actions to combat noise and environmental nuisance	119
LM 03 / LM 04 - Number of sport, physical activity & health development/ playscheme participation	117
GM 11 - Satisfaction with the planning application process	115
SM 12 /SM13 - Reduce the proportion of people who feel unsafe when - outside in their neighbourhood	113
GM 05 -Residual waste per household (Kgs) / GM 06 - Proportion of household waste recycled and c	113
GM 07 - Net additional commercial / employment floor space created (Proxy measure)	112
SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	109
SM 03 - Average time (in working days) taken to re-let Council homes	107
Average	126

## 3.3 Appendix C – Self Assessment Section Totals

Performance Indicator	Compiling Officer	Final Overall	Section A Total	Section B Total	Section C Total
LM 02 Nr of leisure centre participants	cultural services manager	156	34	18	104
LM 08 - Reduction in energy consumption from the Councils own operational centres	Tom Gunton	145	51	18	76
GM 07 Speed of Planning Applications	Performance & Administr	143	44	18	81
SM 09 Effectiveness of local authority actions to reduce fly tipping	Safer Neighbourhood Wa	140	43	18	79
LM 05 - Nr of cultural partipants	Events and Marketing Of	140	38	18	84
LM 07 - Average SAP (2009) rating of Council dwellings	Improvement Manager -	134	39	18	77
SM 16 Improved street & environmental cleanliness	Business & Recycling M	131	42	18	71
VM 06 %age os satisfied customers contacting or dealing with the Council	Customer Services Mana	130	42	18	70
LM 06 - Nr of environmental learning activity participants	Environmental Developm	127	31	25	71
SM 01 - Nr of homes vacant for more than 6 months	Strategic Housing Maang	126	36	18	72
SM 14 (SM 15) - Increase (Reduce) the proportion of premises that meet the Food Hygiene Sch	Matt Holford	121	28	18	75
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service /SM 11 - Number o	Sally Wiggington	120	28	18	74
SM17 – Effectiveness of local authority actions to combat noise and environmental nuisance	Leah Reed	119	28	18	73
LM 03 / LM 04 - Number of sport, physical activity & health development/ playscheme particip	Sport & Health Team	117	36	18	63
GM 11 - Satisfaction with the planning application process	Helen Frazer	115	28	22	65
SM 12 /SM13 - Reduce the proportion of people who feel unsafe when - outside in their neighbo	Sally Wiggington	113	28	18	67
GM 05 -Residual waste per household (Kgs) / GM 06 - Proportion of household waste recycled	G Coates	113	28	18	67
GM 07 - Net additional commercial / employment floor space created (Proxy measure)	Richard Groves	112	28	18	66
SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	Housing DLO Admin Ass	109	28	18	63
SM 03 - Average time (in working days) taken to re-let Council homes	Vicky Robb	107	28	18	61
Average:		126	34	19	73

## 3.4 Appendix D – Section A to C Individual Question Breakdown

Performance Indicator	A1	A2-1	A2-2	A3
GM 05 -Residual waste per household (Kgs) / GM 06 - Proportion of household waste recycled and composted	1	1	1	1
GM 07 - Net additional commercial / employment floor space created (Proxy measure)	1	1	1	1
GM 07 Speed of Planning Applications	1	1	1	3
GM 11 - Satisfaction with the planning application process	1	1	1	1
LM 02 Nr of leisure centre participants	1	1	2	1
LM 03 / LM 04 - Number of sport, physical activity & health development/ playscheme participations	3	1	1	1
LM 05 - Nr of cultural participants	1	2	1	1
LM 06 - Nr of environmental learning activity participants	1	1	1	2
LM 07 - Average SAP (2009) rating of Council dwellings	1	2	1	3
LM 08 - Reduction in energy consumption from the Council's own operational centres	2	2	3	1
SM 01 - Nr of homes vacant for more than 6 months	1	1	1	1
SM 03 - Average time (in working days) taken to re-let Council homes	1	1	1	1
SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	1	1	1	1
SM 09 Effectiveness of local authority actions to reduce fly tipping	1	1	3	1
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service /SM 11 - Number of acquisitive cri	1	1	1	1
SM 12 /SM13 - Reduce the proportion of people who feel unsafe when - outside in their neighbourhood at night	1	1	1	1
SM 14 (SM 15) - Increase (Reduce) the proportion of premises that meet the Food Hygiene Scheme rating of 5	1	1	1	1
SM 16 Improved street & environmental cleanliness	1	1	1	1
SM17 – Effectiveness of local authority actions to combat noise and environmental nuisance	1	1	1	1
VM 06 %age os satisfied customers contacting or dealing with the Council	1	1	3	3
Number of 1's (Low Risk Answer)	18	17	16	16
Number of 2's (Medium Risk Answer)	1	3	1	1
Number of 3's (High Risk answer)	1	0	3	3



Performance Indicator	B1	B2	B3	B4	B5
SM 16 Improved street & environmental cleanliness	1	1	1	1	1
LM 07 - Average SAP (2009) rating of Council dwellings	1	1	1	3	3
LM 03 / LM 04 - Number of sport, physical activity & health development/ playscheme participations	1	1	1	1	1
SM17 – Effectiveness of local authority actions to combat noise and environmental nuisance	1	1	1	1	1
SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service /SM 11 - Number of acquisitive crime incidents	1	1	1	1	1
SM 03 - Average time (in working days) taken to re-let Council homes	1	1	1	1	1
SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	1	1	1	1	1
GM 07 - Net additional commercial / employment floor space created (Proxy measure)	1	1	1	1	1
LM 05 - Nr of cultural participants	2	1	1	1	1
SM 09 Effectiveness of local authority actions to reduce fly tipping	1	1	1	1	1
GM 07 Speed of Planning Applications	1	1	1	1	1
GM 05 -Residual waste per household (Kgs) / GM 06 - Proportion of household waste recycled and composted	1	1	1	1	1
SM 12 /SM13 - Reduce the proportion of people who feel unsafe when - outside in their neighbourhood at night time / they are alone in the	1	1	1	1	1
GM 11 - Satisfaction with the planning application process	1	1	1	1	1
SM 14 (SM 15) - Increase (Reduce) the proportion of premises that meet the Food Hygiene Scheme rating of 5 (0 to 2) Stars ('Scores on	1	1	1	1	1
SM 01 - Nr of homes vacant for more than 6 months	1	1	1	1	1
LM 06 - Nr of environmental learning activity participants	2	1	1	1	1
LM 08 - Reduction in energy consumption from the Councils own operational centres	1	1	1	1	1
LM 02 Nr of leisure centre participants	1	1	1	1	1
VM 06 %age os satisfied customers contacting or dealing with the Council	1	1	1	1	1
Number of 1's (Low Risk Answer)	18	20	20	19	19
Number of 2's (Medium Risk Answer)	2	0	0	0	0
Number of 3's (High Risk answer)	0	0	0	1	1

## South Derbyshire DC - Data Quality 2014-15

Performance Indicator	C1	C2-1	C2-2	C2-3	C3	C4	C5-1	C5-2	C6	C7-1	C7-2	C8
SM 16 Improved street & environmental c	1	1	1	1	2	1	1	2	1	3	3	1
LM 07 - Average SAP (2009) rating of C	2	3	1	3	1	2	1	1	3	1	1	1
LM 03 / LM 04 - Number of sport, physi	1	1	1	1	1	1	1	1	2	1	2	1
SM17 - Effectiveness of local authority a	1	1	1	1	2	1	1	1	2	1	1	1
SM 10 - Reduce the number of Anti Socia	1	1	1	2	2	1	1	2	1	1	1	2
SM 03 - Average time (in working days)	1	1	1	1	1	1	1	2	1	1	1	1
SM 04 - Proportion of repairs carried out	1	1	1	1	1	1	1	2	1	1	2	1
GM 07 - Net additional commercial / emp	1	1	1	1	1	1	1	2	1	1	3	1
LM 05 - Nr of cultural partipants	2	1	1	1	2	1	3	2	1	1	3	1
SM 09 Effectiveness of local authority act	1	1	1	1	2	1	2	2	1	1	3	1
GM 07 Speed of Planning Applications	1	1	1	1	2	3	1	2	1	1	3	1
GM 05 - Residual waste per household (K	1	1	1	1	2	1	2	1	1	1	1	1
SM 12 / SM13 - Reduce the proportion of	1	1	1	2	2	1	1	1	1	1	1	2
GM 11 - Satisfaction with the planning ap	1	1	1	1	2	1	1	2	2	1	3	1
SM 14 (SM 15) - Increase (Reduce) the p	1	1	1	1	2	1	1	2	1	1	2	1
SM 01 - Nr of homes vacant for more tha	1	1	1	1	1	2	1	2	1	1	3	3
LM 06 - Nr of environmental learning act	1	1	1	1	2	2	2	2	2	1	3	1
LM 08 - Reduction in energy consumptio	1	1	1	2	1	2	2	2	3	1	2	1
LM 02 Nr of leisure centre participants	1	1	1	3	2	2	1	2	2	2	2	1
VM 06 %age os satisfied customers conta	1	3	3	1	1	1	1	0	1	3	3	1
Number of 1's (Low Risk Answer)	18	18	19	15	8	14	15	5	13	17	6	17
Number of 2's (Medium Risk Answer)	2	0	0	3	12	5	4	14	5	1	5	2
Number of 3's (High Risk answer)	0	2	1	2	0	1	1	0	2	2	9	1

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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 11</b>
<b>DATE OF MEETING:</b>	<b>18<sup>th</sup> JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (Ext. 5811)</b>	<b>DOC REF:</b>
<b>SUBJECT:</b>	<b>CORPORATE EQUALITIES AND SAFEGUARDING ANNUAL REPORT 2014/15 AND ACTION PLAN 2015/16</b>	
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: FM17</b>

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## **1.0 Recommendations**

- 1.1 That Members approve, for publication, the Corporate Equalities & Safeguarding Annual Report for 2014/15. This is attached in **Appendix 1**.
- 1.2 That Members note progress made against the 2014/15 Corporate Equalities & Safeguarding Action Plan attached at **Appendix 2**
- 1.3 That Members approve the Corporate Equalities & Safeguarding Action Plan for 2015/16, attached at **Appendix 3**.

## **2.0 Purpose of Report**

- 2.1 The Equality Act 2010 requires the Council to annually publish a report to demonstrate it has considered the aims of the Equality Duty.
- 2.2 To seek approval for the Corporate Equalities & Safeguarding Annual Report 2014/15. This will be published on the Council's website.
- 2.3 To note progress made in 2014/15 for delivering the actions contained in the Equalities & Safeguarding Action Plan.
- 2.4 To approve the Corporate Equalities & Safeguarding Action Plan for 2015/16.

## **3.0 Detail**

- 3.1 The Equality Act 2010 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:

- eliminate unlawful discrimination
- advance equality of opportunity
- foster good relations

3.2 The Duty covers the following 'protected' groups:

- Age
- Disability
- Race
- Gender
- 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 Report demonstrates the impact of the Council's employment functions on its employees and how service users are affected by its policies and practices. This can be found in **Appendix 1**.

3.6 A number of case studies which have been used in the Corporate Equalities Report to demonstrate compliance'. These are summarised below:

Objectives.

- (a) Providing services that reflect the communities of South Derbyshire and are accessible to users –
  - "*Housing tenancy participation*". This includes repairs and maintenance, supported housing, communications and updates from local, regional and national networking events.
  - "*Help with money and welfare reform*". This includes the Moneyspider Credit Union, improving credit ratings, administration of housing and council tax benefits, supporting our tenants to manage their welfare benefits and tenancy arrangements.
- (b) Work with partners to help younger people access employment opportunities in South Derbyshire –
  - "*Helping young people into the 'world of work'*". This includes holding Youth Training Fairs, Job Clubs and work experience placements.

- (c) Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer –
  - *‘Oakland Village’*. Award winning purpose built accommodation to enable older people to live independent lives.

#### Meeting the aims of the ‘Duty’

- (a) Eliminating discrimination, victimisation and harassment.
  - *‘Safer Communities’*. This includes Liberation Day, Interfaith Week, reporting hate crimes, events like ‘Prison Me, No Way’ and working with partners to deliver diversionary activities in ‘hotspot’ locations.
- (b) Advancing equality of opportunity
  - *‘Affordable homes, homelessness support and housing advice’*. This includes the appointment of a Homeless Case Worker.
  - The Community Partnership Scheme
  - *‘Leisure and recreational activities’*. This includes summer holiday activities and the Village Games Project
- (c) Fostering good relationships
  - *‘Social cohesion’*. This includes taking steps to get Elected Members and Officers involved in staging events and activities that they can participate in as well as promoting and supporting both national and local community events.
  - *‘The Dreamscheme’*. A youth project that encourages 8-15 year olds to take part in activities that benefit their local community. The participants are rewarded with points that can be redeemed for group trips and activities.
- (d) *General*
  - *‘Understanding our diverse communities’*.
  - *‘Assessing the impact of our services, policies and activities on our diverse communities’*.
  - *‘Communicating and engaging with our communities to ensure that we deliver services appropriate to them’*.

#### Progress made during 2014/15

3.7 A number of key actions have also been delivered in the Equalities and Safeguarding Action Plan. These are shown in **Appendix 2**. Outlined below are some of the key outcomes achieved during the period:

- Equalities Profile of the District updated using newly released data from the 2011 Census
- 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
- Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options
- Implementing recommendations made by a third party peer review and an external audit assessment
- Strengthening and developing the Council’s internal Equalities & Safeguarding Group. This has included considering the number and type of safeguarding and hate crime incidents being reported, including any feedback from partner agencies. The composition of the Group has been reviewed to include a Customer Services representative
- Publication of the annual Workforce Profile and Equalities Reports



- Delivering safeguarding awareness training sessions to more than 150 participants. This has led to an increase in the number of safeguarding incidents being reported

#### Activities planned for 2015/16

3.7 The Council will continue to deliver activities in line with its Equalities Policy, having due regard to the three aims of the Equality Duty. These are shown in detail in **Appendix 3** but are summarised below:

- Through the Corporate Equalities and Safeguarding Group we will aim to drive improvement, and focus on issues that matter locally
- To publish the Housing Tenancy Agreement and other related housing policies in an easy read format, following consultation
- We will publish 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 community events
- Deliver the Council's Equalities and Safeguarding Action Plan for 2016/17

### **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 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. These 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 be strong places of togetherness and belonging. This is again demonstrated in the Annual Equalities Report.

### **7.0 Background Papers**

Government Equalities Office, '*Equality Act 2010: Public Sector Equality Duty*', June 2011.



**South  
Derbyshire**  
District Council

# **Corporate Equalities & Safeguarding Annual Report 2014 -2015**

**June 2015**



## 1. Background

The Equality Act 2010 placed a duty on public bodies such as the Council to ensure they consider the needs of individuals in their day to day work when developing policies, delivering services and in relation to their own employees or when recruiting new staff.

### Equality Duty

The Equality Duty has three aims or 'general duties.' It requires the Council to have 'due regard' to the need to:

- i. Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act 2010.
- ii. Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- iii. Foster good relations between people who share a protected characteristic and people who do not share it.

The Equality Duty covers the following '*protected characteristics*':

- |                        |                                   |
|------------------------|-----------------------------------|
| ▪ Race                 | ▪ Pregnancy and maternity         |
| ▪ Disability           | ▪ Religion (belief or non-belief) |
| ▪ Gender (sex)         | ▪ Sexual orientation              |
| ▪ Gender re-assignment | ▪ Age                             |

It also applies to marriage and civil partnership, but only in respect to having due regard to eliminate unlawful discrimination.

Having 'due regard' is an important part of the duty and means consciously thinking about the three aims of the Equality Duty as part of the decision making process.

The Equality Duty also recognises that some people's needs may be different from others, such as disabled people. Therefore, we must consider their needs when making decisions about policies and services. This will probably mean making 'reasonable adjustments' or treating disabled people more favourably than non-disabled people in order to meet their needs.

### Specific Equality Duties

In addition to the general duties outlined above, a number of 'specific duties' have been introduced to help public bodies achieve the aims of the general duties. Under the specific duties, we must:

- Publish information to demonstrate compliance with Equality Duty annually commencing in January, and,
- Adopt and publish equality objectives that must be reviewed at least every four years. This was last undertaken in April 2012.

## How this report is organised.

This report is designed to highlight what we are doing to meet the Equality Duty and demonstrate how we are playing our part in helping to make society fairer by tackling discrimination and providing equality for all.

The first section of this report focuses on the progress we are making in relation to meeting our equality objectives. The second demonstrates how we are meeting or have met the Equality Duty. Information in relation to our employees can be found in our [Workforce Profile](#).

## 2. Equality Objectives

Our Equality Objectives were identified through consultation with residents and Partners and are set out in the Council's [Sustainable Community Strategy 2009 - 2029](#), an overarching policy framework for our [Corporate Plan 2009/14](#).

### Objective 1: Provide services which reflect the communities of South Derbyshire and are accessible to users

Area covered	Supporting information
Housing allocations and homelessness	<p>We have a statutory responsibility to manage and review the housing waiting list.</p> <p>We allocate all of our properties through a new government scheme called '<a href="#">choice based lettings</a>'. This allows people to apply for a home of their choice rather than having to wait for an offer of a property we think is suitable. Everyone applying for a place on our waiting list is positioned into a priority band depending on their need. If potential tenants see a property they are interested in, they can 'bid' for it. The 'bidder' with the highest housing need will be allocated the property.</p> <p>We work with partners to provide <a href="#">advice and assistance</a> for a number of issues and prevent homelessness. There are a number of agencies within the district that also offer help,</p> <p>Our <a href="#">Homelessness Prevention Strategy</a> sets out how we're working to reduce and prevent homelessness. One of the priorities was to reduce homelessness for young people aged between 16 and 35.</p>

#### Tenant participation

The number of people on the housing register at 31 March 2015 was 1,046 (1,980 in the previous year).

During the year we secured funding to implement a 12 month fixed term contract for a Homelessness Case Officer, whose main aim is to work specifically with young people between the ages of 18 and 25.

We have accommodated many applicants throughout the year in our own stock, which is brought to a 'fit to let' standard before offered to potential new tenants. Assistance is also provided to people in finding accommodation in the private sector through our [Housing options service](#) and [Home Swapper schemes](#).

The South Derbyshire Tenants' Panel meets with our senior Housing managers every two months to discuss areas of housing service delivery.

During the year, the following achievements have been made:

- Review of the Housing Revenue Account (HRA) Business Plan. This sets out a long term plan for our housing stock, ensuring that adequate financial planning is in place, including evidence on how we will manage our housing income, demand and stock condition in the future.
- Dreamscheme projects
- Working in partnership with Trent & Dove Housing Association to give their Input into new build projects.

#### Sports, leisure and recreational activities

We engage with community groups to ensure our sports and leisure provision reflects the needs of 'protected' groups. Our [Sport & Health Strategy](#) aims to support the delivery of local and national objectives, including:

- Young people participation and volunteering
- Adult participation and volunteering
- Facilities
- Reaching communities – addressing local needs

## Case Study – Housing Tenancy Participation

Changes have been made to the way tenants of all ages can get involved with delivery of housing services. The South Derbyshire Tenants and Residents Forum, tenant panels and groups meet with our senior Housing managers every two months to discuss areas of housing service delivery.

A variety of topics are covered at the meetings, such as:

- Repairs and maintenance
- Supported housing
- Communications, marketing and recruitment
- Updates from area representatives on local issues.
- Updates about regional and national networking events, including the [Association of Retained Council Housing](#) (ARCH), the [Tenant Participation Advisory Service](#) (TPAS) and the Derbyshire Tenants Network (DTN)

The main change is that all involved tenants now meet together to discuss service delivery, while ad hoc meetings are held to look at specific Housing areas and issues.

However, the Community Events Group, the Publications and Performance and Scrutiny Panels continue to meet separately due to the nature of their work. A member from each of these groups will present an update at each of the main meetings to keep everyone informed.

This move is a result of the feedback from the former Forum about how to boost the number of tenants involved while driving improvement forward.

Tenants do not have to be a member of the Tenants' Panel to attend the meetings. Details of meetings are published in *Housing News*, which is distributed to all Council tenants.

Some achievements for the year include:

- The successful delivery of [Dreamscheme](#) projects
- Undertaking a review of housing performance data and identifying areas for improvement
- Producing a 'new look [Housing Annual Report](#) which was delivered to 3,050 households and leaseholders in October 2014. Panel member Derek Rogers said *"I'm really impressed with this year's Annual Report. I like the colour codes, which makes it easier to find things. It is a very informative document."*

## Case Study – Housing Tenancy Participation

- Working with tenants to undertake training on how to ‘mystery shop’ parts of the Housing Repairs service, in a bid to improve the quality of work and increase tenant satisfaction.

We have set and published three equality objectives, derived from the key issues identified. Progress during the year is outlined below:

## Case Study – Help with money and welfare reform

### Moneyspider Credit Union

During the year, locality funding of £10,000 was secured by the South Derbyshire Partnership to build capacity in the District. A project manager has been recruited to support the volunteer management team to move towards achieving sustainability and grow the Credit Union to meet the demands of the local population in these economically challenging times.

Promotional material has been produced and distributed to inform the community about saving opportunities and crisis loans that offer an affordable alternative to high cost loans.

### ‘Improving Your Credit Rating’

Experian, one of the UK’s largest credit reference agencies, met with the South Derbyshire Tenants and Residents Forum to talk about the Rental Exchange and how it can help tenants with a history of little or no credit.

The initiative was run in conjunction with the social enterprise organisation Big Issue Invest, to enable tenants to enhance their credit report and create an ‘online’ proof of identity. This, in theory, will make it easier for them to access more affordable mainstream services and apply for goods and services such as utility suppliers and mobile phone contracts.

Despite those people who live in social housing paying their rent regularly, it is not currently taken into account when applying for credit. With this initiative, regular rental payments will be noted.

We administer the [Housing benefit and Council Tax benefits scheme](#) on behalf of the Department of Works & Pensions. These ‘means tested’ benefits help residents on low incomes pay their rent and council tax.

### Tenancy Sustainment Service

This service is designed to support our tenants to manage their welfare and

## Case Study – Help with money and welfare reform

tenancy effectively and ensure they are able to maximise any welfare benefits they may be entitled to:

Our Tenancy Sustainment Officer can help our tenants by:

- Managing their money and budgeting to ensure rent and other essential bills are paid
- Maximising income and ensuring they are in receipt of all benefits they may be entitled to
- Setting up utility services
- Helping to understand their Tenancy Agreement and how to keep to it
- Accessing affordable loans
- Making referrals to specialist services, such as Adult Care, P3 Mental Health etc., and other agencies, such as the debt counselling advice
- Support in accessing low cost furniture, in applying for Derbyshire Discretionary Fund and Discretionary Housing payments
- Setting up bank accounts and accessing a Credit Union

There are no specific periods for when these services are offered, they are tailored to meet individual needs.

### Objective 2: Work with Partners to help younger people to access employment opportunities in South Derbyshire

Area covered	Supporting information
Providing opportunities for unemployed groups to access training, employment and entrepreneurship, in particular in the most deprived areas of the District.	<p>The unemployment rate for 16-18 year olds in the district who are also not in education or training is well below the national average.</p> <p>The South Derbyshire Partnership has drawn up an action plan to help young people into the world of work. For instance:</p> <ul style="list-style-type: none"> <li>▪ Jobs &amp; Career Fairs</li> <li>▪ Work Clubs</li> <li>▪ Work experience placements</li> </ul>

## Case Study: Helping young people into the 'world of work'

In June, a **Jobs & Careers Fair** with over 1,000 jobs on offer was held at the Green Bank Leisure Centre in Swadlincote. The event attracted 60 exhibitors, including employers and training providers, and around 650 visitors (which is more than double that of the previous year). For the first time, the event offered advice workshops and presentations by employers from key sectors, coordinated by Swadlincote Jobcentre.

In September '**Work Clubs**' delivered by the Old Post Centre in Newhall were launched. The Clubs operated from the Old Post Centre, South Derbyshire Citizens' Advice Bureau and Oaklands Village in Swadlincote. Free, friendly, informal help and support is offered on a drop in basis to jobseekers. Typical assistance offered includes help with CV writing, covering letters, application forms, searching and applying for work and using Universal Jobmatch.

### The Accessible Learning in Creative Environments (ALICE) Project

This project, funded by the South Derbyshire Partnership and led by South Derbyshire CVS, aims to assist those facing multiple barriers to entering the workforce. A non-traditional learning environment is used in working with, for example, lone parents, individuals relocated following domestic abuse, people accessing food banks and referrals from partner agencies that have identified a need for more intensive learner support. Learners taking part in the sessions aim to improve their self-esteem and confidence, improve their knowledge and skills to access other services including participation in training, volunteering and employment.

Some 60 people have participated in **work experience placements** arranged by the Jobcentre (25-30 hours per week for a minimum of four weeks). Seven people were taken on by the companies involved and a further 19 people found work within 13 weeks.

### Objective 3: Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer

Area covered	Supporting information
Adapting homes	<p>We offer a range of locally determined 'discretionary' grants or provide assistance through loans and equity release products or a combination of both. Details on providing housing assistance are contained in our <a href="#">Private Sector Housing Policy</a> documents.</p> <p>Residents who have problems managing their home because they have a disability can access various types of help, such as making minor adaptations to</p>



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

Area covered	Supporting information
	<p>their homes. For instance, grab rails, stair rails and lever taps can be fitted to help around the home.</p> <p>If the property is rented from us <a href="#">minor adaptations</a> can be requested directly. Home owners or tenants who rent from private landlords need to contact the local Social Services office.</p> <p>For major adaptations, our residents can apply for a <a href="#">Disabled Facilities Grant</a> to help pay for the works, such as installing a stair lift and widening doorways. However, if a home cannot be reasonably adapted, there is an option to consider moving to a more suitable property, where a <a href="#">Disabled Relocation Grant</a> may be available to help with costs involved.</p>
Supported housing schemes	<p>Supported housing schemes consist of flats, bed sits and bungalows, which have:</p> <ul style="list-style-type: none"> <li>▪ Access to the services of an off-site <a href="#">Careline</a> Support Coordinator</li> <li>▪ Their own private facilities</li> </ul> <p>Supported housing is designed for people who are:</p> <ul style="list-style-type: none"> <li>▪ Of pensionable age</li> <li>▪ Nearing pensionable age and whose circumstances would benefit from the services offered within sheltered housing</li> <li>▪ Able to live independently but would benefit from the services provided by the <a href="#">Scheme</a></li> </ul> <p><a href="#">Careline</a> is located at Oakland Village.</p>

**Case Study: Oakland Village**

Oakland Village, in Swadlincote, is a £20 million development between South Derbyshire District Council, Derbyshire County Council and the Trident Group. Its aim is to provide a focal point for older people's services in the area.



## Case Study: Oakland Village

Oakland Village consists of 88 one day and two-bedroom purpose built extra care apartments with 24/7 on site care available to rent or buy, giving people aged 55 years and over the opportunity to live independently.

It also has a specialist community care centre made up of 16 short term residential care beds for older people and 16 short term residential care beds for respite care and rehabilitation.

On site activities are available to promote health and well-being, such as chair based exercise classes; themed sessions for people with dementia and their carers; support for carers; walking and dancing groups; offering advice on diet, fitness and finance.

There are also a host of communal facilities, which can be used by both residents and members of the public, such as an IT suite, health treatment and clinic rooms; café/bistro; gym; shop, and a hairdressing salon.

Barbara, (a relative of someone who lives/lived here), said:

*"This village has been the answer to all our prayers. Since moving there she has regained her independence and interest in life."*

### 3. Meeting the aims of the Equality Duty

This section of the report will demonstrate how we are meeting or have met the Equality Duty.

#### Meeting the aims of the Equality Duty

Area covered	Supporting information
Corporate policies, vision and values	<p>Our <a href="#">Corporate Plan 2009/14</a> sets out plans and priorities for delivering local services. It describes how we will work with partners to achieve our vision of making 'South Derbyshire a better place to live, work and visit'. The Plan is the result of extensive consultation.</p> <p>We also have a set of values which provide a framework for the way we want to work as a Council in helping us deliver our vision. We will:</p> <ul style="list-style-type: none"> <li>▪ Put customers first</li> <li>▪ Set clear targets</li> <li>▪ Act decisively</li> <li>▪ Lead for success</li> <li>▪ Actively listen and resolve problems</li> </ul>

## Meeting the aims of the Equality Duty

Area covered	Supporting information
	<ul style="list-style-type: none"> <li>▪ Develop our people</li> <li>▪ Maintain value for money through continuous improvement</li> <li>▪ Treat people fairly</li> </ul> <p>The <a href="#">Sustainable Community Strategy 2009 - 2029</a> sets out how the <a href="#">South Derbyshire Partnership</a> (made up of the Council and other public, private, voluntary and community organisations) is committed to planning the kind of future our communities want. The Partnership's vision is to have '<i>a dynamic South Derbyshire, able to seize opportunities to develop successful communities whilst respecting and enhancing the varied character and environment of our fast growing district.</i>'</p>
Other policies, plans and strategies	<p>The <a href="#">Equalities Policy Statement</a> sets out our commitment to advancing equalities and fairness while celebrating the diversity within South Derbyshire. Other policies, plans and strategies include:</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Housing Strategy 2009-14</a> aims to ensure that existing and future housing stock offers affordable homes in safe, healthy and sustainable locations.</li> <li>▪ <a href="#">Sport &amp; Health Strategy</a> aims to support the delivery of national and local objectives.</li> <li>▪ <a href="#">Directorate Service Plans</a> bring together our priorities in relation to our Corporate Plan and the Sustainable Community Strategy.</li> <li>▪ <a href="#">Other policies, plans and strategies</a></li> </ul>
Governance arrangements and local 'champions'	<p>In order to take forward issues within the Council and the local community we have appointed Elected Member champions for equalities and diversity and safeguarding.</p> <p><b>Corporate Equalities &amp; Safeguarding Group</b> – Chaired by the Director of Finance and Corporate Services, the group includes the Elected Member champions as well as service level and trade union representatives.</p> <p>Its aim is to:</p> <ul style="list-style-type: none"> <li>▪ share best practice</li> <li>▪ consider implications of new legislation and</li> </ul>

## Meeting the aims of the Equality Duty

Area covered	Supporting information
	<p>procedures</p> <ul style="list-style-type: none"> <li>develop and agree equality initiatives and procedures</li> <li>scrutinise corporate and service level performance</li> <li>monitor and review our action plan</li> </ul>
Communities Forum	<p>Together with South Derbyshire CVS, we established a forum to address equality/diversity issues. Membership includes voluntary sector organisations and interest groups who represent individuals who are discriminated against because of their gender, sexual orientation, and ethnicity, age, physical and mental disability.</p> <p>Its aim is to:</p> <ul style="list-style-type: none"> <li>Provide advice consultation and encourage suggestions on the development of our plans, strategies and services</li> <li>Provide an opportunity for key voluntary sector groups to scrutinise, improve and influence equalities and diversity initiatives affecting our communities</li> <li>Highlight and discuss new legislation and national issues with regards to equalities and diversity</li> <li>Improve community cohesion</li> </ul>
Comments, complaints and compliments	<p>We receive a wide variety of comments, complaints and compliments each year in relation to our services. We regularly monitor these to help improve our services and put right any mistakes we have made.</p> <p>During the year 2014/15, there was 1 (2) comment, 74 (60) complaints and 43 (51) compliments (previous year's figures shown in brackets).</p> <p>Analysis of the complaints shows that none allege unfair treatment or discrimination. All are in relation to the services provided.</p>

## Case Study: Understanding our diverse communities

We access Census and other socio-economic demographic data to inform our work. For instance the [Derbyshire Observatory](#) is a website managed by

### **Case Study: Understanding our diverse communities**

Derbyshire County Council. The website contains a wealth of information on social, health, economic, crime and environmental issues.

This local intelligence system is an interactive facility with maps, charts and tables, identifying key statistics to provide an overview of the county. In depth analysis on key topics such as unemployment and population are also available, giving a greater understanding of our communities, which in turn supports the development of our services, policies and strategies.

We publish information about the make-up of our communities, such as area profiles, plans and strategies, and highlight any inequalities or issues to be addressed. For instance, crime is more likely to occur in areas of deprivation.

We promote the use of undertaking equality assessments in order to improve our understanding of diverse communities.

### **Case Study: Assessing the impact of our services, policies and activities on our diverse communities.**

We undertake equality monitoring to help us understand the impact of our services, policies and activities on people to ensure we do not discriminate against individuals or groups on the grounds of their 'protected characteristics'. For instance, we offer an assisted refuse collection scheme to elderly, infirm or disabled people who do not have any family members or friends who can help them put out their wheelie bins or recycling boxes.

Currently, we support more than 2,000 residents with this service. For instance, we provided a tailored service for a blind resident in Church Gresley, where each type of bin is left in a defined space near her home so that she knows which to use for waste and recyclables.

We support or commission research into the future needs of different people. We have an ongoing programme of [housing needs studies](#), which focus on key areas of activity. As a result our [Housing Strategy 2009-14](#) includes objectives aimed at meeting the needs of vulnerable groups and older people.

We also look at how other local authorities are managing aspects of equalities to identify best practice. For instance The Tenants Panel worked with Trent and Dove Housing to give input into their new build projects in Repton and Woodville. For more information see the [Housing Services Annual Report](#).

## Case Study: Communicating and engaging with our communities to ensure that we deliver services appropriate to them

Our Annual Communications Report 2014/15 highlights our key achievements during the year and contains a work plan for 2015/16.

[Website Site Help & Accessibility](#) - We also try to ensure that our website can be accessed by everyone. The standard we aim for is AA Standard, set by the Web Accessibility Initiative. This makes sure that people using 'assistive technology' (such as screen readers) can read our site. It also means that the site is more user friendly to everyone. Regular independent testing is undertaken to ensure as many of our pages meet the standard as possible.

A link is also available to signpost computer users to make the most use of the Internet, whatever their disability, by signposting them to the BBC [My Web, my way](#) website. This contains features such as changing computer settings and receiving information in other formats. Assistance is also provided on how to use Google as a translation service.

We have embraced **social media** to enable people to engage with us. We have more than 5,000 people following us on Twitter. Following [@sddc](#) is an easy way to share opinions on different issues and raise customer service queries. Our Twitter channel provides access to important announcements and updates on events, services and initiatives. We are also working hard to make sure that social media is used in a way to assist our residents. For instance, we use Twitter to help raise awareness of our sports and health activities, such as the national 'This Girl Can' campaign supported by Sport England to encourage more girls to play football, while in depth coverage of events such as the Swadlincote Christmas Lights switch on also prove popular.

The Safer South Derbyshire Partnership has developed a Facebook page with access to Twitter. This has enabled the Partnership to provide and receive instant accessible information at people's fingertips. Communities Manager Chris Smith said: *"Social media offers such a varied platform to work from and our Facebook page is set to be a fantastic source of information for residents and partners. We also hope this will help us to engage more with local young people and we will be using it to promote any relevant activities run across the district."* Social Media Breakfasts are held with departments on a monthly basis to further enhance the service we offer.

**Scrutiny** adds a new dimension to our decision making process and makes an important contribution in making service improvements.

## Case Study: Communicating and engaging with our communities to ensure that we deliver services appropriate to them

The Overview and Scrutiny Committee's role is externally focused, working with other Councillors, officers, partners, organisations and individuals. It reviews both the services we deliver and those services that are provided and delivered by other organisations that affect our residents. The role of scrutiny has been extended in recent years with the introduction of Councillor Call for Action, crime and disorder issues and public health.

Our Chief Executive Frank McArdle stated that: *"Overview and scrutiny reviews give us an opportunity to take a close look at issues of importance and make recommendations for change. We are keen to hear from our residents about the things that matter the most to help us decide on priorities to ensure they are relevant and make a real difference in communities."*

The Committee produces [annual reports](#) and these can be viewed along with other [public documents](#) on our website.

The [Housing Performance & Scrutiny Panel](#) was set up as part of our commitment to creating opportunities for tenant involvement in our services and promoting more ways for tenants to scrutinise what we do. In some instances, the Panel may request for our senior officers to explain matters within their remit, which may result in the initiation of a service based review.

Following approval of a revised Housing Tenancy Agreement in December 2014, we are now developing an **'easy read' version** of this document. The publication is being developed in consultation with our Tenants Publications Panel, which is made up of a cross section of tenants and other stakeholders.

## Eliminating discrimination, victimisation and harassment

Area covered	Supporting information
Safer South Derbyshire Partnership	<p>The <a href="#">Safer South Derbyshire Partnership</a> is a statutory partnership formed as part of the Crime &amp; Disorder Act 1998. It is supported by the <a href="#">Safer Derbyshire Partnership</a>, based at County Hall, Matlock.</p> <p>Although South Derbyshire has low levels of crime compared to the rest of the county and country, surveys have shown community safety to be a top priority. Therefore, the Partnership's aim is to reduce crime, disorder and the fear of crime in South Derbyshire by</p>

## Eliminating discrimination, victimisation and harassment

Area covered	Supporting information
	<p>providing support, advice and leadership to its partners and communities.</p> <p>The main areas of focus at a local level are contained within its three-year Partnership Plan, which is reviewed annually to show progress and updated with new priorities and actions. Initiatives include:</p> <ul style="list-style-type: none"> <li>▪ educating young people on the consequences of committing crime and antisocial behaviour (ASB)</li> <li>▪ working with partners to deliver diversionary activities in hotspot locations</li> <li>▪ making public our commitment to eliminate discrimination, victimisation and harassment</li> </ul>
<p>Promoting &amp; maintaining high standards of conduct by Elected Members &amp; employees</p>	<p>We require all:</p> <ul style="list-style-type: none"> <li>▪ election candidates to sign a compact which includes a commitment to reject all forms of discriminatory violence, harassment and unlawful discrimination.</li> <li>▪ employees to treat others with respect and not discriminate unlawfully against any person.</li> </ul> <p>We have developed policies and procedures to tackle discrimination, victimisation and harassment. For instance:</p> <ul style="list-style-type: none"> <li>▪ Updating our Bullying &amp; Harassment Policy supported by staff training</li> <li>▪ Putting in place links from this policy into our Disciplinary Procedure</li> <li>▪ Recording and monitoring all reports of harassment, undertaking staff awareness surveys, offering training about harassment issues and raising awareness of supporting procedures</li> <li>▪ Making clear to both our staff and Members the standards of behaviour we expect</li> </ul>
<p>Safeguarding</p>	<p>Our responsibilities for 'safeguarding' are set out in our <a href="#">Safeguarding Children, Young People &amp; Vulnerable Adults Policy</a>.</p> <p>An external audit review was undertaken in September 2014 to assess the effectiveness of our policy and</p>



## Eliminating discrimination, victimisation and harassment

Area covered	Supporting information
	<p>procedures and partnership arrangements. Findings of the review have been fully implemented.</p> <p>During the year:</p> <ul style="list-style-type: none"> <li>• Safeguarding awareness training sessions, which attracted more than 150 attendees, were delivered by South Derbyshire CVS.</li> <li>• This has led to a marked increase in the number of incidents reported to the Safeguarding Officer, with 24 over the past 12 months.</li> </ul> <p>Our Communities Manager has provided briefings to staff reminding them of their responsibilities to ensure any safeguarding concerns and issues are reported and the Council's Safeguarding Officer is kept informed.</p>

## Case Study: Safer Communities

### Educating young people on the consequences of committing crime and anti-social behaviour.

For the second year running, a series of **'Prison Me, No Way' (PMNW)** events were held at the four secondary schools in the District: Granville, John Port, William Allitt and Pingle. These events are jointly funded by the Safer South Derbyshire Partnership, the Police, PMNW and the Schools. The events are well received by both the schools and young people.

**'Your Choice'** events were held in three secondary schools in Newhall and Swadlincote to showcase four 'inspirational' speakers who tell their own stories about the choices they have made that have affected their lives, both in a negative and positive way. The speakers included a Gulf War veteran who was seriously injured in Iraq; a young woman who was a victim of sexual exploitation and a reformed football hooligan.

Positive feedback was received, with Simon Waller, Assistant Head at Pingle School, stating that: *"I can honestly say it's the most inspirational event I've ever been involved in at school. The pupils were blown away."*

### Derbyshire Anti-Social Behaviour (ASB) Victims First Project

The aim of this project is to:



## Case Study: Safer Communities

- Ensure the victim is at the heart of our approach to tackling ASB
- Provide multi agency approach to the identification of vulnerable and repeat ASB victims
- Improve the service for ASB victims, especially the most vulnerable
- Improve ASB case management for victims and offender through IT

### Working with Partner agencies to deliver diversionary activities in hotspot locations

Following consultation with local user groups, the £50k refurbishment and extension to **Swadlincote Skate Park** has been completed and officially opened. Derbyshire County Council has funded an additional lighting column at the facility.

**Duke of Edinburgh Award Scheme** – 13 young people between the ages of 14 and 16 years have now completed their bronze expedition after spending the weekend at an overnight camp in the Peak District.

**Granville Friday Night Project-** Funding secured by Granville School and the Youth Service has seen the continuation of this project, which has now entered its fifth year and attracts dozens of young people by offering sports and games activities, such as the use of a gym, chill out zone and dance sessions.

### Making public our commitment to eliminate discrimination, victimisation and harassment

For instance:

- We promote the reporting of hate crime incidents using a third party reporting system operated by [Stop Hate UK](#). Hate crime awareness training was delivered to more than 40 local agencies.
- Holding [Liberation Day](#) for South Derbyshire residents aged 55 and over. The event offers light entertainment as well as providing advice on topics such as community safety, pensions, fire safety, health and social care.
- A number of events in the year have been held to raise awareness of domestic and sexual violence. For instance **A White Ribbon Campaign** was held in Swadlincote, where dozens of people put their names on a six-foot ribbon to provide support to this national campaign to end problems of domestic abuse. Other supporters were given a small white ribbon to show their support. Simultaneous candle lit vigils were held in four Derbyshire towns to raise awareness and the support services available to victims. Oakland Village hosted the Swadlincote event in December. At this event a

## Case Study: Safer Communities

talk was given by Derbyshire Police Domestic Violence Unit. A video clip recorded by a local domestic abuse victim who had received support from local services was also shown.

- The celebration of **International Women's Day**, which promotes local services for women, saw 16 organisations offer advice and inspiration for local women, including adult education, police, domestic violence, stop smoking advice, free body MOTs and beauty therapy. 80 people attended.

## Advancing equality of opportunity

Area covered	Supporting information
Better ways to make payments	Customers who come into the Council Offices to make a payment are provided with information on alternative methods of payment. This includes making payments by direct debit, debit/credit card, telephone, online or making a payment at other outlets in the district, such as the Post Office or a Pay Point location.
Reducing the number of vulnerable households experiencing fuel poverty	<p>We have published details about grants and discount schemes that could help residents pay for energy efficiency measures and renewable technology, such as <a href="#">Energy efficiency grants</a> and <a href="#">Green Deal</a> financing.</p> <p>We continue to progress a programme of works to replace inefficient heating systems and upgrade insulation measures to our properties. During the year, 50 new boilers and four new heating systems were installed, with 100 loft and cavity wall insulations completed. As well as helping our residents on low incomes to stay warm and well, these measures also help them save money on bills.</p>

## Case Study: Affordable homes, homelessness support and housing advice

Building work has begun on the first council-owned housing development for a generation. The Coton Croft project, in Coton Park, Linton, will be made up of 23 affordable one, two, three and four-bedroom houses.

Yorkshire-based developer Keepmoat will build what will be predominantly

## Case Study: Affordable homes, homelessness support and housing advice

family homes, with work expected to be completed in late December. That will take the council's current housing stock to around 3,000 as it seeks to reduce a waiting list which currently has around 1,000 applications.

A Council spokesman stated: *"The council is committed to providing high-quality but affordable housing, and Coton Croft satisfies those criteria."*

In March, Trent & Dove Housing celebrated the completion of 41 new social homes in Swadlincote, delivered in partnership with the District Council.

Built on the former Kwik Save site, which closed its doors in 2007, Majestic Place is made up of 18 one-bedroom apartments, 19 two-bedroom houses and four three-bedroom houses with parking.

Part-funded by the Government's Homes and Communities Agency (HCA) and built by local contractor Maplevale, all of the homes have been built to Sustainable Level 3 standards with energy efficient boilers and LED lighting throughout, making them fuel efficient and less expensive to run.

Our Homelessness Case Worker has been working with younger adult clients aged between 18 and 35 in providing them with **homelessness support and housing advice**. This support also includes housing options advice across all tenures, and where appropriate signposting to external agencies for further assistance. We also work with each client and their support workers (if in place) to provide the most appropriate level of support to help them access and sustain a tenancy. This may include providing them with financial planning, meal planning, and food budgeting or other life skills.

### [Applying for housing](#)

The increased demand for properties and changes to legislation have enabled us to reshape our Allocations Policy to help those most in need.

A review of applicants on the Housing Register who have been registered with the Council for more than six months was undertaken. As a result, we were able to remove more than 204 applications which had either moved addresses, changed circumstances or no longer wished to be considered for Social Rented Housing. Further changes from the Allocations Policy came into effect from July 1, 2014.

### **Tenancy sustainment**

During the year, we have helped 90 introductory and secure tenants. Our Tenancy Sustainment Service helped 73 of these referrals to remain in their home. This includes preventing a possible 14 evictions from taking place. The type of support offered includes:

## Case Study: Affordable homes, homelessness support and housing advice

- Applying for relevant benefits
- Progress chasing backdated benefit claims
- Making affordable agreements with housing officers
- Liaising with other services to try and reduce debts

*“Tenant A got into rent arrears . . . We [assessed] the tenant’s financial situation, [and] arranged a manageable repayment plan. We managed to reduce direct debits to energy and water suppliers. Due to changes in circumstances we could provide evidence and request a backdated letter to see if Tenant A could receive backdated housing benefit - this fortunately was paid to the rent account, reducing arrears further. The tenant has almost paid all rent arrears and is seeing a difference in their financial situation, however, I am still checking in on this tenant to ensure they are still managing.”* Tenancy Sustainment Officer

Any of our tenants can access this service either by contacting their housing officer or making a self- referral via the [website](#).

## Case Study: – Community Partnership Scheme

Through the [Community Partnership Scheme](#) we provide support and advice to the voluntary and community sector in relation to funding (sources, bid writing, and funding strategy) and project development.

During 2014-15 the Council allocated an additional £300,000 to the Community Partnership Scheme to provide capital grants in support of projects within the voluntary and community sector. The first grant panel met in March. Grants will be made in 2015-16 and reported in the annual report for that year.

## Case Study: Leisure and recreational activities

We work with our partners to deliver a range of [Summer holiday activities](#) and play schemes in various village venues for eight to 16 year olds.

Families are also invited to take time to complete navigational challenges at local parks or try something different at our leisure centres in Etwall and Swadlincote.

Activities in the villages were free, as parish councils paid for the schemes so

## **Case Study: Leisure and recreational activities**

that young people have something to enjoy during the summer holidays.

In the urban areas in and around Swadlincote, where there are fewer parish councils, the funding came from the Positive Activities Group for Young People and the Safer South Derbyshire Partnership.

### **Positive Activities for Young People**

Children's Disability swimming lessons delivered by Active Nation were also widely promoted. These sessions were made available to parents/carers and children from the age of five months.

### **Junior parkrun**

Working in partnership with Parkrun UK, we invested £3,000 of locality funding to initiate weekly junior parkrun sessions at Maurice Lea Memorial Park. These sessions provide a free weekly run for young people aged 4 -14 years. There is a specific emphasis on encouraging vulnerable families to take part.

A fully trained cohort of volunteers has been recruited, and we are supporting the event to develop its sustainability. With the first run attracting 112 runners, the average number runners now taking part is around 75. In total 213 different participants have taken part in this initiative.

### **Village Games Project**

We work in partnership with South Derbyshire Sport and local villages to help their rural communities develop sport and activity programmes that are of interest to local people, such as, hockey, netball, squash and gymnastics.

### **Improved leisure facilities**

A scheme of refurbishment works were undertaken at the Green Bank Leisure Centre. These works include modernising the dry side changing rooms, creating a new crèche, sauna and dance areas. Over the past two years, the wet side changing rooms have been renovated and disabled changing facilities introduced by the poolside.

## Fostering good relations

Area Covered	Supporting information
Sign posting to other support groups, voluntary organisations and other Partners for help and assistance	<p>We use our website to raise awareness of <a href="#">support groups and voluntary organisations</a> that provide advice and support to different sections of the community.</p> <p>External links are also provided to a <a href="#">Talking newspaper and books</a> to enable people who are blind, have a visual impairment or find it difficult to hold a book to enjoy newspapers and reading material in an accessible format.</p>
Tenant and resident participation	<p><a href="#">Tenant and resident participation</a> encourages individuals to make a real contribution to the decisions that affect their homes and communities</p> <p>Involvement means that customers are able to provide us with a valuable source of feedback, which can lead to improved services.</p>
Social cohesion and celebrating diversity	<p>We:</p> <ul style="list-style-type: none"> <li>▪ raise awareness;</li> <li>▪ provide support;</li> <li>▪ promote understanding;</li> <li>▪ get actively involved in local and national activities, events, campaigns, festivals and commemorations through sustained publicity</li> </ul> <p>We develop and hold arts and recreational initiatives with our partners to celebrate and promote diversity through mediums such as dance, music, story telling and sport.</p>

## Case Study - Social Cohesion

**Taking steps to get Elected Members and employees actively involved in staging events and activities that they can participate in:**

During October, we encouraged young people to take a more active role in civic life by supporting **Local Democracy Week**. This raises awareness of

## Case Study - Social Cohesion

local politics and the ever evolving decision making process. Officers and elected members visited schools, informing pupils how they can get involved.

During November, we supported and promoted the **National Trustees Week**, which celebrates the work undertaken by voluntary and community organisations, charities and individual people who support or care for some of the most vulnerable and disadvantaged people in our community.

### Promoting and supporting local communities while delivering cultural events and festivals in the district

For instance:

- [Community events](#), such as the Festival of Leisure and the Pancake Races in Swadlincote
- The Swadlincote [Christmas Lights Switch on](#) and supporting the festivities at Melbourne
- Delivering the '[Glade in the Forest](#)' programme of events at Rosliston Forestry Centre
- [Etwall Well Dressings](#)
- [South Derbyshire Day](#)
- [Healthier South Derbyshire Day](#); and
- [The National Forest Walking Festival](#)

### Working in partnership to promote community cohesion

For instance:

- [Derbyshire Village Games Project](#) is a highly visible, accessible community spirited sport project across rural Derbyshire. It uses village competitions, festivals and events to encourage people to participate in sport and recreation. It also acts as a catalyst to a programme of club/coach development and volunteer recruitment. It also builds village identity and social interaction.

## Case Study - The Dreamscheme

The [Dreamscheme](#) is a youth project involving eight to 18 year olds who are encouraged to take part in an activity that benefits the community. The participants are rewarded for their hard work and commitment with points,



## Case Study - The Dreamscheme

which can be redeemed for group trips and activities. Previous trips have included Alton Towers, Drayton Manor, Laser Quest and Swadlincote Odeon.

The Dreamscheme, which is now in its fourth year, has seen some successful projects, from creating a community garden in Hartshorne to transforming communal gardens for residents living in Church Gresley and Etwall.

This year's projects include:

### Village Hall transformation

Teaming up with Overseal Parish Council, 22 Dreamschemers and 11 adult volunteers spent a week with our Tenant Participation Officers to transform the village hall and outside area.

Young people aged between 6 and 22 years worked from 9am to 4pm to paint an IT suite and office. They also took part in a two day spray painting workshop with a graffiti artist from Urban Canvas to design and spray paint a mural on the old and neglected youth shelter.

Work was also undertaken to dig over a piece of disused land and plant shrubs and plants for the residents and visitors to enjoy.

On the last day of the project, a Family Fun Day was held for the Dreamschemers and their families, the project sponsors and community groups to showcase the project's success and say thanks to all involved.

### Christmas Hamper Scheme

Working in partnership with our tenant led Community Events Group, we were able to make up 30 hampers. All the goods were donated by the community. Of the hampers, 25 were delivered to those who were housebound, disabled or living on their own, as well as families who were struggling financially. Five others have been donated to the South Derbyshire CVS to distribute as part of the organisation's Food Bank Scheme.

A 71 year old woman, a recipient in Repton, said: *'I can't believe it – nothing like this ever happens to me. It's so wonderful to see the young people showing an interest in their communities.'*

### Dreamscheme Projects help a Birmingham Landlord

In October, we were asked by a housing association in Walsall to help launch their first Dreamscheme. This came about after CaldmorAccord's Customer Engagement Officer, Nazir Ahmed, visited us to find out how we organise and deliver Dreamschemes after watching a YouTube video diary of the 2013 Open Space Project in Etwall.



#### 4. Doing more

We recognise a need to do more to assess the impact of our services, policies and activities on different communities to ensure that:

- They are not being discriminated against by better promoting what we and our partners are doing
- Equality assessments can be embedded in the design and delivery of our policies, strategies and activities
- Equality monitoring is undertaken where necessary and acted upon
- We can proactively identify opportunities to foster good relations and lead by example

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress as at 31 March 2015	Comments
1	Update the Equalities Profile of the District	Develop our knowledge and understanding of the communities we serve.	Head of Communications (NPS)	Mar 15	Equalities profile of the District updated.	Complete and on-going
2	Work in partnership with the South Derbyshire Council for Voluntary Service (SDCVS) to deliver the community work programme for 2014/15.	Increased voluntary and community engagement in the work of the Council.	Director of Planning & Community Services  Head of Communications (NPS)	Mar 15	The Communities Manager and a Tenant Participation Officer attend the Communities Forum chaired by SDCVS on a regular basis.  Details of training courses delivered by the SDCVS are communicated to all staff (as appropriate) on a regular basis.	Complete and on-going
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.	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.  To publish the Council's Housing Tenancy Agreement and other	Director of Finance & Corporate Services  Head of Communications (NPS)  Director of Housing & Environmental Services	Mar 15	The profile of safeguarding issues within the Council has been raised via a series of articles in the staff magazine, <i>Better</i> .  All existing policies and procedures have been assessed. EQIA/EA undertaken and complete. New policies and procedures are assessed at the time of their drafting.  Housing Tenancy Agreement revised and updated. Considered by Members in Dec 14. An 'easy read' version of the	Complete and on-going

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress as at 31 March 2015	Comments
		housing related policies (following consultation) in an easy read format.			document to be published following consultation with Stakeholders.	
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.	Equalities & Safeguarding awareness training to be delivered through briefings and external training providers.	Director of Finance & Corporate Services  Head of Organisational Development (NPS)	Dec 14	<p>Training Plan refreshed and updated</p> <p>4 x Safeguarding Awareness training sessions (2 hours) held in 2015.</p> <ul style="list-style-type: none"> <li>• 26 Jan</li> <li>• 11 Feb</li> <li>• 13 Feb</li> <li>• 24 March</li> </ul> <p>The sessions were attended by more than 150 participants.</p>	Complete and on-going
5	Maintain a central record for any training courses attended by Council staff.	<p>Accurate management information to be recorded on My View.</p> <p>Aid in assessing whether the Council is achieving its corporate aim to promote and embed equalities and safeguarding s across the organisation.</p>	Head of Organisational Development (NPS)	Mar 15	Central training records held on MyView have been updated	Complete and on-going

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress as at 31 March 2015	Comments
6	<p>Refresh the Council's Safeguarding Children, Young People and Vulnerable Adults Policy in accordance with the recommendations made by audit:</p> <p>a) Third Party peer review (April 2014)</p> <p>b) external audit assessment (Sept 2014)</p>	<p>a) Promote revised arrangements within the Council.</p> <p>b) Monitor and assess the effectiveness of Council's Safeguarding policy and procedures.</p> <p>c) Assess the Partnership arrangements with other Public Bodies and Agencies.</p>	<p>Director of Finance &amp; Corporate Services</p> <p>Head of Communications (NPS)</p>	Mar 15	<p>a) <u>Third Party peer review</u></p> <p>Policy document updated.</p> <p>Governance arrangements and reporting arrangements clarified.</p> <p>The profile of safeguarding issues within the Council raised via a series of articles in the staff e-magazine, <i>Better</i>.</p> <p>b) <u>external audit assessment</u></p> <p>Revised reporting and referral arrangements communicated to staff and via posters placed on notice boards.</p> <p>Dedicated email address for reporting safeguarding issues set up and communicated to staff.</p> <p>Statistical data collated and considered by the Corporate Equalities &amp; Safeguarding Group.</p>	Complete
7	Undertake a Workforce Profile.	<p>Monitor and assess the trends in the workforce.</p> <p>Propose actions to address under representation.</p> <p>Promote a fair distribution of protected groups across</p>	<p>Head of Organisational Development (NPS)</p> <p>Director of Finance &amp; Corporate</p>	Jun14	<p>The Annual Workforce Profile for 2013/14 produced and published in accordance with statutory guidelines.</p> <p>The Annual Workforce Profile 2014/15 to be considered by the Corporate Equalities &amp; Safeguarding Group at its meeting in August 2015.</p>	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress as at 31 March 2015	Comments
		the workforce.	Services			
8	Develop the internal Corporate Equalities and Safeguarding Group within the Council.	<p>Structured framework for monitoring progress and ensuring the implementation of the Council's Safeguarding and Equalities Policies.</p> <p>Increased awareness of equalities and safeguarding issues within the Council.</p> <p>Monitoring &amp; Review of key equalities and safeguarding actions.</p>	<p>Director of Finance &amp; Corporate Services</p> <p>Head of Communications (NPS)</p>	Mar 15	<p>The Council's Hate Crime reporting procedure is under review.</p> <p>The composition of the Corporate Equalities &amp; Safeguarding Group has been reviewed.</p> <p>A Customer Services representative now attends meetings of the Group.</p>	Complete and on-going
9	Produce the Annual Corporate Equalities Report.	<p>To meet the requirements of the Public Sector Equality Duty.</p> <p>Monitor progress and achievements.</p>	<p>Director of Finance &amp; Corporate Services</p> <p>Head of Communications (NPS)</p>	June 15	Being presented to Members at the Finance and Management Committee on June 18.	Complete

### Appendix 3 - Equalities and Safeguarding Action Plan 2015/16

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
1	Update the Equalities Profile of the District.	Develop our knowledge and understanding of the communities we serve.	Head of Communications (NPS)	Mar 16
2	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2015/16.	Increased voluntary and community engagement in the work of the Council.	Director of Planning & Community Services  Head of Communications (NPS)	Mar 16
3	Strengthen policies and procedures to ensure that any third parties that exercise functions on behalf of SDDC are capable of complying with the Public Sector Equality Duty.	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.  To publish the Council's Housing Tenancy Agreement and other housing related policies (following consultation) in an easy read format.	Director of Finance & Corporate Services  Head of Communications (NPS)  Director of Housing & Environmental Services	Mar 16
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.	Equalities & Safeguarding awareness training to be delivered through briefings and external training providers.	Director of Finance & Corporate Services  Head of Organisational Development (NPS)	Dec 15

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 to be 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 16
6	Undertake a Workforce Profile, and consider any issues to be addressed.	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)  Director of Finance & Corporate Services	June 16
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  Head of Communications (NPS)	Mar 16
8	Produce and publish the Annual Equalities & Safeguarding Report.	To meet the requirements of the Public Sector Equality Duty.  Monitor progress and achievements.	Director of Finance & Corporate Services  Head of Communications (NPS)	June 16

<b>REPORT TO:</b>	<b>FINANCE &amp; MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 12</b>
<b>DATE OF MEETING:</b>	<b>18<sup>th</sup> JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>TONY GUEST, HEALTH &amp; SAFETY OFFICER (EXT 5872)</b> <a href="mailto:ANTONY.GUEST@NGAHR.COM">ANTONY.GUEST@NGAHR.COM</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>ANNUAL HEALTH AND SAFETY REPORT 2014/15 AND ACTION PLAN 2015/16</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>NONE</b>	<b>TERMS OF REFERENCE: FM05</b>

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## **1.0 Recommendations**

- 1.1 To review the key health and safety achievements and performance for the year ending March 2015 and endorse the health and safety action plan that sets down the priority actions for 2015/16.

## **2.0 Purpose of the report**

- 2.1 This report provides an overview of the Council's health and safety performance for 2014/15. It reflects the Councils' approach in enabling Managers and employees to understand and fulfil their health and safety duties and responsibilities.
- 2.2 The health and safety action plan, approved by the Health and Safety Committee on the 15<sup>th</sup> April 2015, can be found on the intranet. The action plan sets down the priorities for the health and safety work during 2015/16.

## **3.0 Detail**

- 3.1 This Committee approved the Health and Safety action plan for 2014/15. This plan set out a number of actions for the coming year to continually improve and enforce the importance of good health and safety management and practice at work.
- 3.2 The action plan is used to monitor health and safety performance. Progress against the action plan is reviewed monthly by the Director of Finance and Corporate Services and the Health and Safety Committee that meets quarterly. Two Elected Member health and safety champions, Councillor P



Watson and Councillor R Bell, were members of the Health and Safety Committee for 2014/15.

- 3.3 Professional health and safety services are delivered in partnership with Northgate Public Services, following the transfer of the function in August 2010. The Health and Safety Officer, Antony Guest, joined Northgate in December 2014 and provides support and advice on site for managers and employees. In addition, a health and safety telephone advice line is also available.

#### 4.0 **Main achievements**

- 4.1 Excellent progress was made last year with all agreed actions being achieved.

#### **Accidents/Incidents**

- 4.2 The consistent monitoring and taking appropriate actions following any incident/accidents within the Council is one of the key requirements for good health and safety practice. Any that result in an employee to be off work for 7 consecutive days are classed as a RIDDOR and are reported to the Health and Safety Executive (HSE) which is the government agency which deals with Health and Safety matters nationally. RIDDOR is Reportable Injuries, Diseases and Dangerous Occurrence Regulations.

As well as reporting those that result in an injury to an employee or member of the public, it is also important to record any 'near misses'. These help to identify any potential risks to others and enable Managers to review existing work practices. During 2014/15 a campaign was run internally to raise the importance of reporting all incidents.

Compared to last year, the number of reported accidents and incidents has increased to 71 from 43. This includes 17 from the summer scheme which had over 8100 participants and 10 reported 'near misses'. The accidents statistics can be seen in (appendix A).

#### **RoSPA Gold Achievement Award**

- 4.3 The Council continued to use the proven format of the corporate action plan to ensure that our health and safety management programme is robust and proactively managed. Evidence of this was the achievement of another RoSPA Gold award for our work in 2014. This is the fourth time that the Council has achieved this award corporately.

#### **Training**

- 4.4 The preferred method for the maintenance of a good health and safety culture is the use of effective training. The Council continued an extensive portfolio of health and safety training courses in subjects such as Basic Health and Safety Awareness, Manual Handling, Risk assessment for assessors as well as COSHH (Control of Substances Hazardous to Health) and first aid training.

The Health and Safety Officer continued to provide tool box talks and bespoke training sessions to front line workers at the Depot. Further details on training are provided in the Training and Development annual report also included on this agenda.

### **Inspections and Workplace Audits**

- 4.5 An annual programme of inspections and audits is agreed each year for the Health and Safety Officer to visit different service areas and audit their health and safety arrangements. These are then documented and shared with the Health and Safety Committee to ensure they can review each report and monitor the completion of agreed actions. The areas completed this year are – Audits (4) – Environmental Education; Careline, Housing and Inspections (4) – Building Control, Housing Repairs, Sport and Health and Grounds Maintenance.

### **Other significant achievements included:**

- Review of emergency lighting at Greenbank Leisure Centre
- Review and update of Health and Safety Policy and Procedure
- Support for community events such as Christmas Lights
- Providing advice and reviewing work practices for an exhumation
- Providing training and support for staff employed on the Summer Playscheme
- Supported a review of the Fire Risk Assessment procedures at the Civic Offices
- Monthly information campaigns on health and safety issues
- Annual HAVS (Hand-Arm Vibration) screening programme

### **Professional Support**

- 4.6 Throughout the year, support is provided across all Council service areas with the completion of risk assessments, New and expectant mothers risk assessment, workstation assessment, advice on safe work practices, accident investigations, use of the IT Health and Safety System (Assessnet), supporting managers and employees following Occupational Health Reviews and the development of bespoke training and toolbox talks.
- 4.7 An additional facility enabled through the partnership with Northgate Public Services is the provision of a dedicated support line for health and safety enquiries, which all senior management have access to.

## **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 and Safety Executive (HSE) where required.

- 5.2 Accident statistics are collated and reported back to the Health and Safety Committee on a quarterly basis. This Committee reviews the accident reports/trends and makes recommendations on any actions or learning that needs to be implemented.
- 5.3 The Director of Finance & Corporate Services chairs the Health and Safety Committee. The Elected Member champions for Health and 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 2014 – March 2015; a comparative analysis has also been provided for the previous year 2013 - 2014. A full breakdown, including graphs can be found in **(Appendix A)**.
- 5.5 In the financial year April 2014 – March 2015, there were 71 accidents, 5 of which were reported to the HSE, as RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrence Regulations) reportable incidents. This represents an increase from the previous year where 43 accidents were reported, although RIDDORs decreased to 5 compared to 6 last year.
- 5.6 Given the high costs of accidents to the Council, it is reassuring how the Managers and Supervisors got much more involved in the investigations and produced comprehensive reports for the RIDDOR reportable accidents.

### **Health and Safety Action Plan for 2015-2016**

- 5.7 The Corporate Health and Safety Action plan for 2015/16 provides a clear focus, building on existing successes and setting out a number of actions for this year in line with the Council's aim to continually improve health and safety performance. A copy of the Action Plan 2015/16 can be found on the intranet and some of the work planned is shown below;
- To complete workplace audits and inspections across a number of different services in the Council including the Depot
  - To provide a programme of training throughout the year to include Basic Health and Safety Awareness; Manual Handling; COSHH (Control of Substances Hazardous to Health) , Fire Warden and on site toolbox talks for front line staff
  - To complete the Rospa submission for 2015/16
  - To promote the use of Assessent for the completion of DSE assessments through the Council
  - To continue the review of Health and Safety Policy and Procedure

### **6.0 Financial Implications**

- 6.1 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, Directorate and service team meetings, e-mail shots, notice boards, internal publications such as 'Better', tool box talks, Trades Union health and safety representatives 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 a responsibility for providing a safe work environment for its employees and any members 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 2015-16 (click on link below)  
Corporate Health and Safety Action Plan 2014-15 (click on link below)

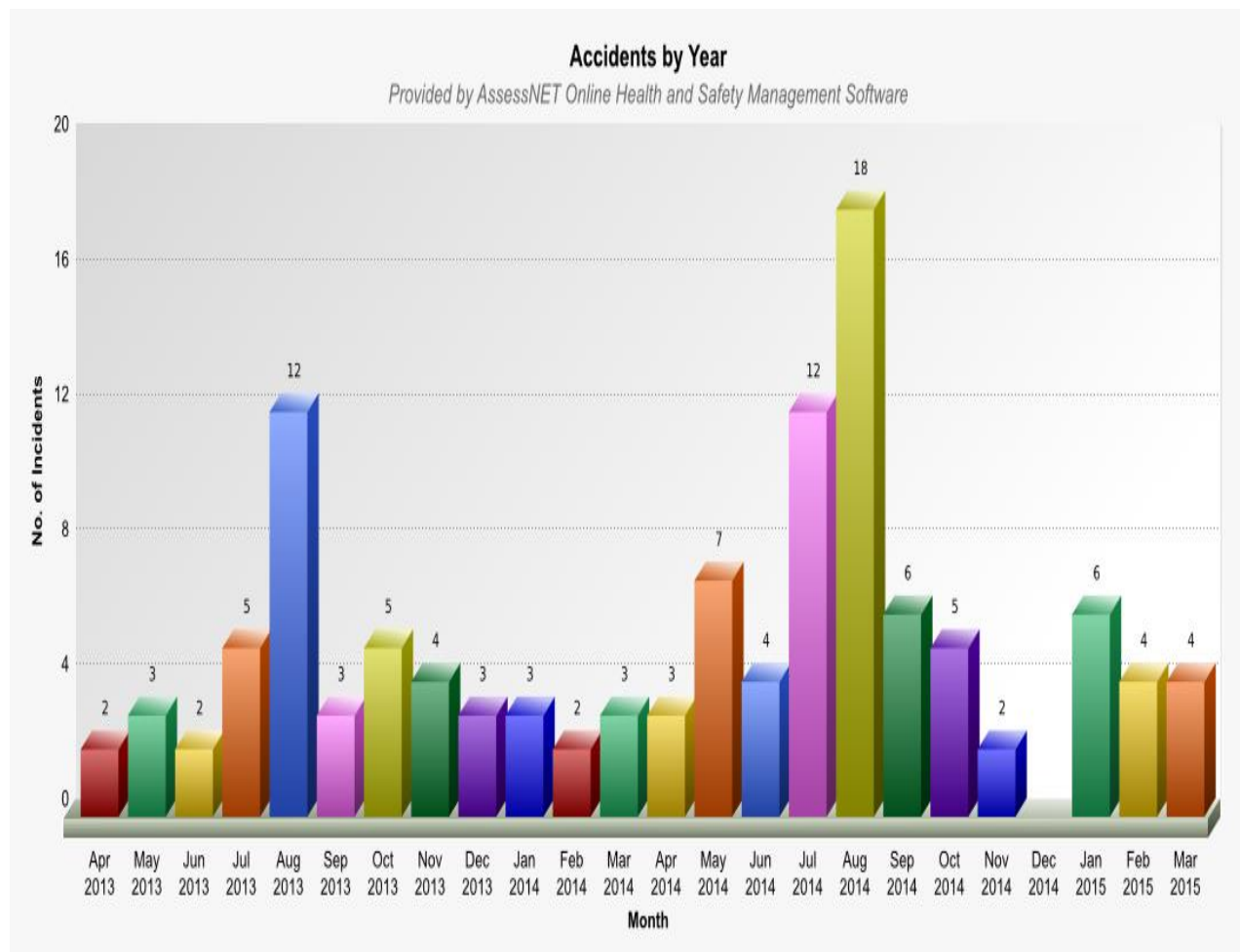
<http://sddcintranet/index.php/work-and-pay/52-health-and-safety>

## Appendix A

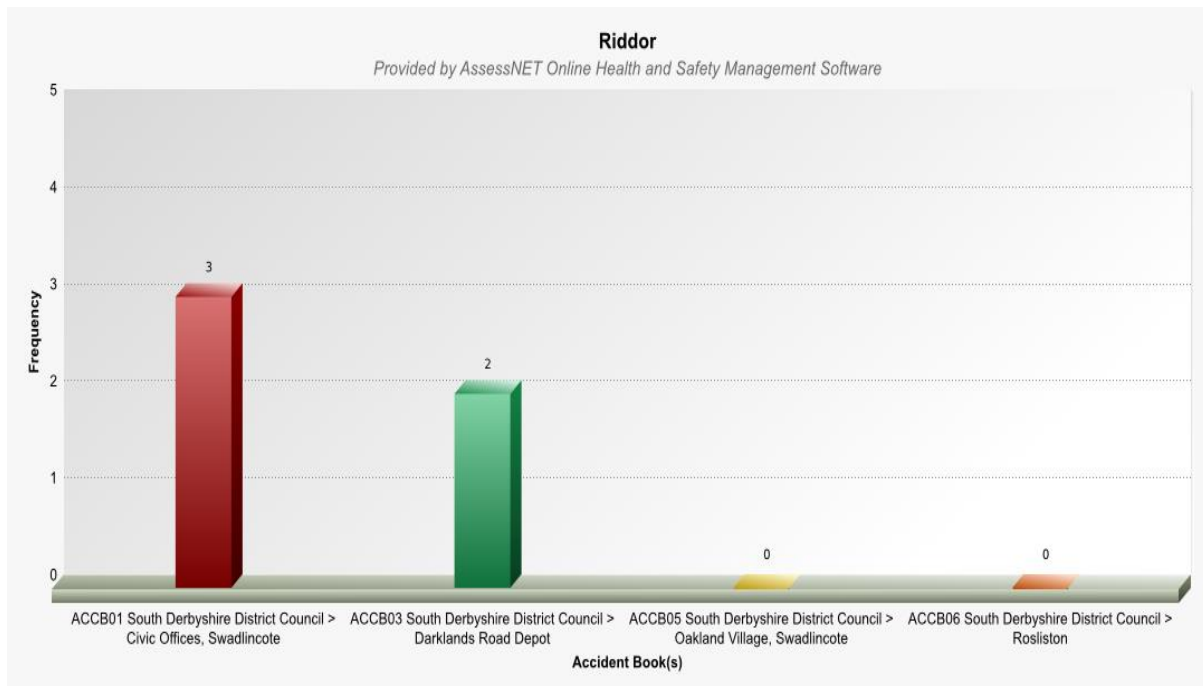
### SDDC Headline Accident Statistics for 2014-15

**In summary, in the financial year of April 2014 – March 2015, there were 71 accidents, 5 of which were reported to the HSE, as RIDDOR reportable.**

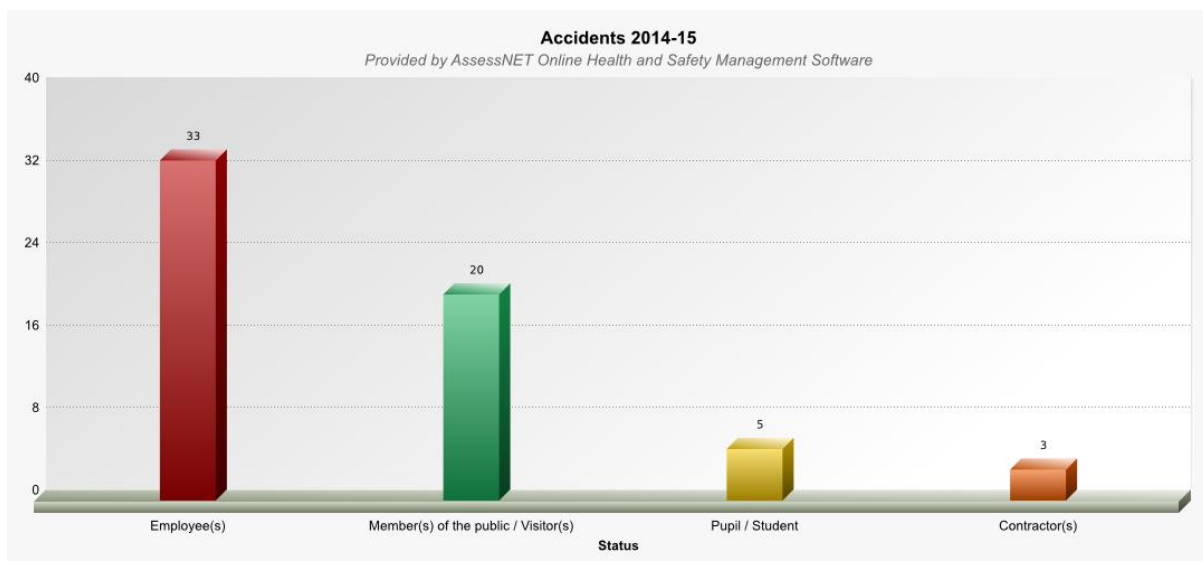
Graph 1 below illustrates the breakdown of all accidents by month and compares the number of accidents in the last two financial years. In both years there was a peak of accidents occurring in the months of July and August, mainly as a result a minor accidents occurring to children taking part in the summer activities run by the Sport and Health team. There were 17 accidents during the summer scheme compared to 8100 children taking part. Each year, casual summer staff receive health and safety training which includes the importance and emphasis on accident reporting as well as manual handling techniques.



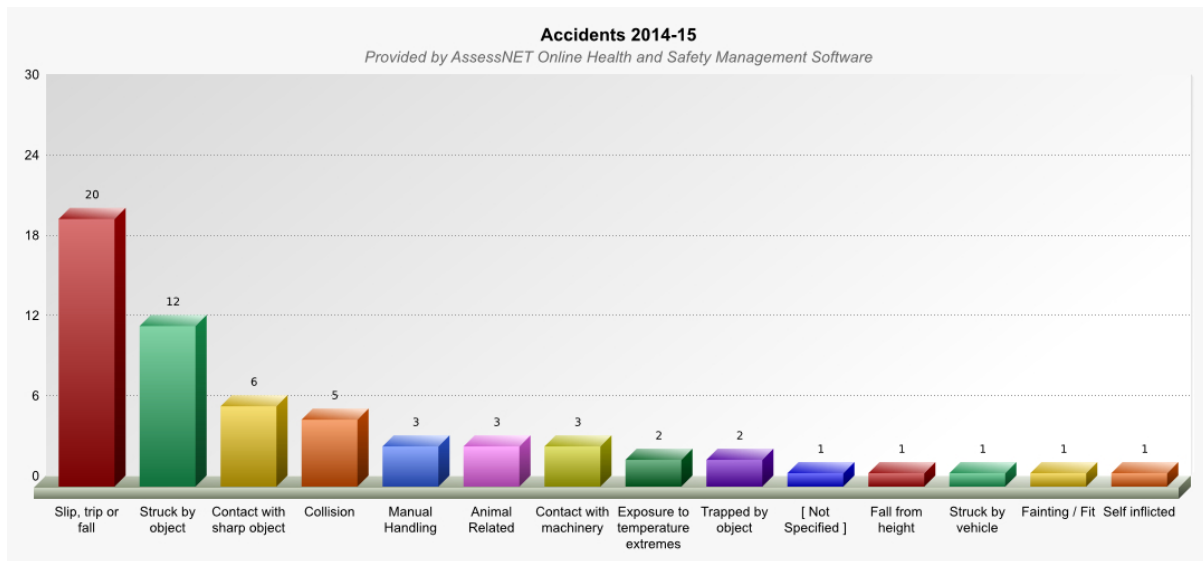
**Graph 2** shows the rates of more RIDDOR accidents for the financial year per Council area. There has been a decrease when compared to last year with 5 RIDDORS this year compared to 6 last year.



**Graph 3** below illustrates the breakdown of injuries by person type. The vast majority occurred to employees. In total 17 members of the public/students/pupils/staff were injured as part of the summer/plays schemes. As mentioned before 8100 members of the public attended the summer scheme which equates to 1 accident for every 476 participants.



**Graph 4** shows the type of accidents that occurred, the vast majority of our minor accidents are caused by slips and trips or being struck by an object (e.g. a bin falling against a member of staff, or a slip on the ice).





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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM: 13</b>
<b>DATE OF MEETING:</b>	<b>18 JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:kevin.stackhouse@south-derbys.gov.uk">kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\Complaints and FOI report for June 2015 .
<b>SUBJECT:</b>	<b>COMPLAINTS, COMPLIMENTS &amp; FREEDOM OF INFORMATION REQUESTS</b> <b>01 OCTOBER 2014 TO 31 MARCH 2015</b>	<b>REF: KS/SH/RW</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **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 2014 to 31 March 2015. Figures for the corresponding period in 2013/14 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 2014 to 31 March 2015. Figures for the corresponding period in 2013/14 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 0 comments, 13 compliments and 37 complaints have been received between 1 October 2014 to 31 March 2015.

- 3.3 The number of complaints received in the second half of this financial year has increased compared to the corresponding period of 2013/14, and the number of compliments received has decreased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) 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 is updated regularly and the current version is available from the Website at :

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/data\\_protection\\_and\\_freedom\\_of\\_information/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/data_protection_and_freedom_of_information/default.asp)

- 3.7 A total of 292 Freedom of Information requests have been received between 1 October 2014 to 31 March 2015. This is a decrease of 67 over the corresponding period for 2013/14.

## **4.0 Background**

- 4.1 The Comments, Compliments and Complaints customer leaflet and procedure is available for download from the Website at or can be completed using an electronic form:

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/complaints/comment\\_compliment\\_or\\_complaint\\_form/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/complaints/comment_compliment_or_complaint_form/default.asp)

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

## 5.0 Detail

### Comments

- 5.1 0 comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
<b>Total</b>	<b>0</b>	<b>0</b>

### Compliments

- 5.2 The table below compares the number of compliments received for the first half of 2013/2014 against the first half of 2014/2015. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
Customer Services	5*	1
Environmental Services	6	1
Planning	2	1
Housing	0	0
Community Services	5*	10*
Corporate	0	0
Policy and Communications	0	0
<b>Total</b>	<b>18</b>	<b>13</b>

- \* This indicates where one compliment has referred to two separate Departments

## Complaints

5.3 The table below compares the number of official complaints received:-

	<b>1 October 2013 – 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Resolved at Stage 1	22	37
Stage 1 still ongoing	0	0
Resolved at Stage 2	13	0
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>35</b>	<b>37</b>

5.4 The 37 complaints received can be broken down as follows:-

<b>Department</b>	<b>1 October 2013 – 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Planning Services	6	4
Housing	15	9
Customer Services (including Revenue)	8	9
Environmental Services	3	8
Community Services	2	3
Legal and Democratic Services	0	4
Corporate Services	0	0
Property	1	0
<b>Total</b>	<b>35</b>	<b>37</b>

\* This indicates where one complaint has referred to two separate departments

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

<b>Department</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Planning Services	10*	12	10	10
Housing	7	11	20	24
Customer Services (including Revenue)	14	16	17	17
Environmental Services	10	12*	6*	11
Community Services	5*	7*	4	5
Legal and Democratic Services	3	2	0	4
Finance and Property	0	0	0	0
Corporate Services	2	0	2	0
Property	0	0	1	1
<b>Total</b>	<b>51</b>	<b>60</b>	<b>60</b>	<b>72</b>

\* This indicates where one complaint has referred to two separate departments

- 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 Directors 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**

- 5.9 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.
- 5.10 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.
- 5.11 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.
- 5.12 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.
- 5.13 The table below compares the Freedom of Information requests received for the first half 2013/2014 against the first half of 2014/2015.

Note: the figures also include any requests that have been made under EIR (Environmental Information Regulations).

	<b>1 October 2013 - 31 March 2014</b>	<b>1 October 2014 – 31 March 2015</b>
Number received	359	292
Number replied to within 20 statutory days	344	278
Number replied to after 20 statutory days	13	12

Number of Exemptions or partial exemptions	0	3
Number passed to Third Party	29	41
Number withdrawn	2	2

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

Department	1 October 2013 – 31 March 2014	1 October 2014 – 31 March 2015
Environmental Services	46"	37
Planning Services	24	13
Legal & Democratic Services	17*	23
Finance	10*	8
IT	23	12
Customer Services	64	60
Housing	33*	30
Org Development	13*	19
Community Services	13	19
Passed to 3 <sup>rd</sup> Parties	82	43
Corporate Services	18	9
Property Services	10	3
Procurement	2	10
Communications	2	1
All Departments	2	5

\* Same request has involved several departments

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

5.16 A breakdown of 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 10 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.



South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

## Comments

No comments received over the past 6 months.

## Compliments

Date	Ward	Subject	Division
10.10.14	Swadlincote	Thank you to Communities Manager & Housing Services for help with tenant issues	Community Services & Housing Services
10.10.14	Swadlincote	Compliments to Anti Social Behaviour Officer on successful ASBO	Community Services
14.11.14	Swadlincote	Article from a regional magazine about the Enrych Disability Swimming Group (Swadlincote)	Community Services
02.12.14	Stenson	Thank you to Tree Officer for assistance	Community Services
02.12.14	Swadlincote	Thank you to Cemeteries & Services Officer for assistance	Community Services
18.12.14	Church Gresley	Thank you to Customer Services for advice	Customer Services
21.01.15	Swadlincote	Thank you to SDDC's Open Space & Facility Development Officer in regard to the organising of the Eureka Park exhibition at Sharpes Pottery	Community Services
04.02.15		Thank you to Tree Officer and Planning Services in response to TPO queries	Community Services Planning Services
13.02.15	Rosliston	Thank you to SDDC's Open Space & Facilities Development Manager for observatory project at Rosliston Forest Centre	Community Services
23.02.15	Swadlincote	Thank you to Cultural Services Team re tree planting at Newhall Cemetery	Community Services
12.03.15	Church Gresley	Thank you to Council for TPO on land south of Gresley Old Hall, Church Gresley	Planning Services
13.03.15	Stenson	Congratulations to two Grounds Operatives who have made excellent job of the hedge at the boundary of Stenson Fields Primary School	Environmental Services
26.03.15	All	Various thank yous received from volunteers for South Derbyshire Day	Community Services

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
08.10.14	628	Melbourne	Planning application at Bog Lane, Melbourne (Issue with Members at Planning Committee 07.10.14)	Legal & Democratic Services	N/A	Due: 22.10.14 Holding letter Sent:22.10.14 Now Due: 05.11.14 Sent: 29.10.14
08.10.14	629	Findern	Housing Benefit and Council Tax	Customer Services	Meeting to be held to discuss fraud notifications.	Due: 22.10.14 Sent:22.10.14
13.10.14	630	Hartshorne	Harvey & Clark	Housing Services	Spoke to Contractor.	Due: 27.10.14 Sent:20.10.14
13.10.14	631	Woodville	Court Summons for property in Woodville	Customer Services	Improve communication.  Only very marginally justified and court costs refunded to avoid further correspondence. No changes to processes required.	Due: 27.10.14 Sent:27.10.14
15.10.14	632	Aston	Installation of Careline Equipment	Housing Services	Apology given.	Due: 29.10.14 Sent:28.10.14
07.11.14	633	Swadlincote	Attitude of Driver of Refuse Collection Vehicle	Environmental Services	Service time for Darklands Lane adjusted to prevent access problems.	Due: 21.11.14 Sent:19.11.14
19.11.14	634	Swadlincote	Complaint re Green Bank Leisure Centre	Community Services	Service continues as before, capital improvements required.	Due: 03.12.14 Sent:28.11.14

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

26.11.14	635	Hatton	Repairs and Maintenance	Housing Services	Apology given Carpet replaced.	Due: 10.12.14 Sent:08.12.14
04.12.14	636	Midway	Housing Benefit/ Rent Arrears	Customer Services	Need to be more careful when setting up recovery action when recovery already agreed.	Due: 18.12.14 Sent:16.12.14
05.12.14	637	Etwall	Private Hire Licensing	Legal & Democratic Services	N/A.	Due: 19.12.14 Sent: WITHDRAWN 09.12.14
08.12.14	638	Newhall	Private Hire Licensing	Legal & Democratic Services	Clear instructions left for staff if Senior Officer off. Senior LO and LO not to be on training course on same day.	Due: 22.12.14 Sent:19.12.14
15.12.14	639	Church Gresley	Complaint re access to Town Centre on 28.11.14 (Lights Switch on)	Community Services	N/A.	Due: 07.01.15 Sent: Holding letter sent:22.12.14 Response now due:14.01.14 Sent:22.01.15
11.12.14 – received into SDDC (told to treat as Official Complaint on 16.12.14)	640	Swadlincote	Complaint re registering to vote	Legal & Democratic Services	Letter sent and clerical procedure changed in office.	Due: 05.01.15 Sent:17.12.14
15.12.14	641	Woodville	Complaint re customer satisfaction (re bidding on Housing)	Customer Services (c.c. to Housing Services)	Refresher training for both receptionists, concentrating on the importance of customer satisfaction and also how complaints can be reduced by negotiating	Due: 07.01.15 Sent:06.01.14

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

					and offering alternatives to customers.	
16.12.14	642	Church Gresley	Housing Benefit	Customer Services	Claim revised following receipt of information requested	Due: 08.01.15 Sent: 06.01.14
16.12.14	643	Swadlincote	Repairs issue	Housing Services	One off issue that should not have happened normal processes work very well.	Due: 08.01.15 Sent: 08.01.15
17.12.14	644	Overseal	Complaint re Bailiffs (Julious Enforcement Agents)	Customer Services	Julious Code of Conduct and procedures reviewed.	Due: 09.01.15 Part Response Sent: 09.01.15 Response now due: 23.01.15 Sent: 21.01.15
17.12.14	645	Woodville	Council Tax	Customer Services	As a result of this complaint the team have been advised to ensure that when they receive a general email to gain details first before responding with information or taking any action on an account and to ensure that the details and changes made are for the person who has made the request.	Due: 09.01.15 Holding letter Sent: 08.01.15 Response now due: 22.01.15 Sent: 09.01.15
18.12.14	646	Melbourne	Non-receipt of collection calendar	Environmental Services	N/A	Due: 12.01.15 Sent: <b>WITHDRAWN</b>
18.12.14	647	Midway	Non Activity on illegal development at property in Burton Road, Midway	Planning Services	N/A	Due: 12.01.15 Sent: 14.01.15
23.12.14	648	Castle Gresley	Housing Benefit	Customer Services	N/A	Due: 15.01.15 Holding letter Sent: 15.01.15 Response now

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

						due: 29.01.15 Sent: 21.01.15
05.01.15	649	Newhall	Rear garden of property in Meadow View Road, Newhall	Housing Services	Ongoing	Due: 19.01.15 Sent: 07.01.15
07.01.14	650	Aston on Trent	Planning Application 9/2014/0945	Planning Services	N/A	Due: 21.01.15 Sent: 19.01.15
16.01.15	651	Swadlincote	Waste Collection vehicles causing traffic congestion	Environmental Services	Refuse Crew reminded to avoid busy roads at peak times	Due: 30.01.15 Sent: 27.01.15
19.01.15	652	Hilton	Out of sequence traffic lights in Littleover Village Derby	Derby City Council	N/A	Due: 02.02.15 Sent: 19.01.15
20.01.15	653	Overseal	Refuse Operations	Environmental Services	Refuse crews reminded to avoid busy roads and schools at peak times. Customer care training being arranged for refuse crews	Due: 03.02.15 Sent: 27.01.15
02.02.15	654	Willington	Planning Issue land at rear of Saxon Grove, Willington	Planning Services	N/A	Due: 16.02.15 Sent: n/a
02.02.15	655	South Derbyshire	Issue with member of staff	Community Services	Officer concerned has been instructed to improvement management of his emails and ensure responses made.	Due: 16.02.15 Holding letter Sent: 16.02.15  Due: 02.03.15 Sent: 23.02.15
04.02.15	656	Hilton	Council Tax/ Bailiffs	Customer Services	N/A	Due: 18.02.15 Sent: 12.02.15
06.02.15	657	Willington	Planning Issue land at rear of Saxon Grove, Willington	Planning Services	No enforcement action appropriate	Due: 20.02.15 Sent: 20.02.15
16.02.15	658	Swadlincote	Issue with dog barking at property in Drayton Street, Swadlincote	Housing Services	Housing officer to visit and progress.	Due: 02.03.15 Sent: 02.03.15

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2014 – 31 March 2015

20.02.15	659	Newhall	Re-wiring of property	Housing Services	Contractor are reminded at the monthly progress meetings to ensure staff remain courteous to customer and undertake duties in a diligent manner.	Due: 06.03.15 Sent: 06.03.15
24.02.15	660	Church Gresley	Refusal of bidding number	Housing Services	N/A	Due: 10.03.15 Sent: 02.03.15
02.03.15	661	Swadlincote	Refuse/Bin Collection	Environmental Services	N/A	Due: 16.03.15 Sent: 10.03.15
05.03.15	662	Church Gresley	Refuse/Bin Collection	Environmental Services	N/A	Due: 19.03.15 Sent: 17.03.15
11.03.15	663	Findern	Housing Issues	Housing Services	N/A	Due: 25.03.15 Sent: 23.03.15
26.03.15	664	Linton	Grass cutting issues	Environmental Services	Change made to grass cutting day to ensure it does not clash with refuse collection day.	Due: 13.04.15 Sent: 30.03.15

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
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1415-325	C	Customer Services	Various questions on Business Rates	01.10.14	29.10.14	03.10.14	
1415-326	I	Housing & Environmental Services	Air conditioning Assessment Certificates	01.10.14	29.10.14	24.10.14	
1415-327	C	Customer Services	Various questions on Business Rates	02.10.14	30.10.14	03.10.14	
1415-328	I	Procurement & Environmental Services	Questions re Business Directory & Public Health Funerals	02.10.14	30.10.14	24.10.14	
1415-329	I	Environmental Services	Deceased persons with no next of kin	02.10.14	30.10.14	03.10.14	
1415-330	C	Legal & Democratic Services	Taxi Licensing Information	03.10.14	31.10.14	23.10.14	
1415-331	M	Organisational Development/Director s/Finance	Number of contractors, full-time employees & part-time employees working for the Council	03.10.14	31.10.14	24.10.14	
1415-332	I	Customer Services	List of properties in receipt of Rural Rate Relief	03.10.14	31.10.14	06.10.14	
1415-333	P	Derbyshire County Council	Meals on Wheels	06.10.14	03.11.14	06.10.14	
1415-334	C	Environmental Services	Public Funerals in the last 6 weeks	06.10.14	03.11.14	07.10.11	
1415-335	I	Housing Services	Housing allocation and domestic violence	08.10.14	05.11.14	27.10.14	

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-336	C	NHS	Injury claims in hospitals	08.10.14	05.11.14	09.10.14	
1415-337	C	Derbyshire County Council	Food related sickness incidents in schools	08.10.14	05.11.14	09.10.14	
1415-338	C	Finance Services	Christmas related injury claims made against the Council	08.10.14	05.11.14	31.10.14	
1415-339	C	Procurement Services	Who was awarded contract for new build tendered 21.04.14	09.10.14	06.11.14	10.10.14	
1415-340	C	Customer Services	List of business/NNDR payers within our Area	09.10.14	06.11.14	21.10.14	
1415-341	I	Derbyshire County Council	Any action taken against Sports Direct by Trading Standards	09.10.14	06.11.14	09.10.14	
1415-342	I	Customer Services	Any commercial property that has a non active NNDR account	10.10.14	07.11.14	21.10.14	
1415-343	I	Customer Services	List of companies & charities that have recently become liable for NNDR	10.10.14	07.11.14	21.10.14	
1415-344	I	Customer Services	Business Rates Credit Balances	10.10.14	07.11.14	03.11.14	
1415-345	P	Customer Services	Council Tax support	10.10.14	07.11.14	21.10.14	
1415-346	C	Community Services	Swadlincote Xmas switch on 28.11.14 (light up seller/flashing novelty toys)	10.10.14	07.11.14	29.10.14	
1415-347	O	Environmental Services	Food Hygiene & Safety Official Controls	13.10.14	10.11.14	15.10.14	
1415-348	I	Derbyshire County Council	Street Lights	14.10.14	11.11.14	15.10.14	



# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-349	I	Environmental Services & Derbyshire County Council	Spend on road/pavement gritting	15.10.14	12.11.14	05.11.14	
1415-350	TV	Derbyshire County Council	Children taken into care for obesity	15.10.14	12.11.14	15.10.14	
1415-351	I	Environmental Services	Public Funerals since 01.03.14 to date	16.10.14	13.11.14	17.10.14	
1415-352	C	Derbyshire County Council	In house school catering services	17.10.14	14.11.14	17.10.14	
1415-353	C	Customer Services	Business Rate account overpayment & credit	21.10.14	18.11.14	24.10.14	
1415-354	C	Derbyshire County Council	Impact of Legal Aid changes on unaccompanied & separated migrant children	21.10.14	18.11.14	22.10.14	
1415-355	C	Customer Services	Business Rates Accounts	21.10.14	18.11.14	04.11.14	Exempt Sect.40
1415-356	C	Customer Services	Breakdown of credit balances as at 1.10.14	22.10.14	19.11.14	24.10.14	
1415-357	I	Derbyshire County Council	Parking Charges	24.10.14	21.11.14	24.10.14	
1415-358	MP	Property Services	Number of successful applications of the Community Right to Bid subsequent to the passage of the Localism Act 2011	24.10.14	21.11.14	24.10.14 04.11.14	
1415-359	C	Planning Services	Joint Hearing Session on the housing needs of the Derby HMA	24.10.14	21.11.14	20.11.14	Exempt Sect.S36

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-360	C	Derbyshire County Council	Maintenance of existing roads	24.10.14	21.11.14	24.10.14	
1415-361	N	Environmental Services	Public Health Funerals	27.10.14	24.11.14	03.11.14	
1415-362	I	Customer Services	Charities/companies just become liable for business rates	27.10.14	24.11.14	04.11.14	
1415-363	I	Environmental Services & Economic Services	Number of legal electric powered vehicles owned/managed/leased by the Council & latest recorded figure for Council's population	27.10.14	24.11.14	27.10.14	
1415-364	I	Licensing Services	Number of people with licenses to keep spiders under the Dangerous Wild Animals Act 1976/Modification Order 2007	28.10.14	25.11.14	28.10.14	
1415-365	C	Organisational Development	Departmental structure of HR/Payroll System	28.10.14	25.11.14	28.10.14	
1415-366	I	Environment Services	Intestate Estates being passed to the Treasury Solicitors Department Bona Vacantia Division in past 3 months	28.10.14	25.11.14	03.11.14	
1415-367	C	Customer Services	Dwellings Per Parish	29.10.14	26.11.14	04.11.14	
1415-368	C	Housing Services Environmental Services	Information required re private sector rented housing	29.10.14	26.11.14	19.11.14	
1415-369	C	Housing/Finance Services	Right to Buy Receipts	31.10.14	28.11.14	21.11.14	
1415-370	I	Licensing Services	Pet Boarding Licenses	03.11.14	01.12.14	06.11.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-371	I	NPS Procurement Services	Lighting Provision Request	03.11.14	01.12.14	25.11.14	
1415-372	W	Environmental Services	Cost of stray dogs	03.11.14	01.12.14	11.11.14	
1415-373	C	Customer Services	Credits held on record for Business Rates	05.11.14	03.12.14	10.11.14	
1415-374	TV	Legal & Democratic Services	Council use of RIPA	06.11.14	04.12.14	10.11.14	
1415-375	TV	Environmental Services	Pauper Burials	06.11.14	04.12.14	06.11.14	
1415-376	I	IT Services//Finance Services	IT server, storage & maintenance supports contracts	06.11.14	04.12.14	02.12.14	
1415-377	C	Customer Services	Information on Business Rates	06.11.14	04.12.14	10.11.14	
1415-378	C	Derbyshire County Council	UASC data	10.11.14	05.12.14	10.11.14	
1415-379	I	Finance /Environmental/Community	Spending Information	10.11.14	05.12.14	24.11.14	
1415-380	C	Housing Services	Project Directory and list of subcontractors, suppliers and consultants involved in Housing Maintenance Refurbishments	10.11.14	05.12.14	01.12.14	
1415-381	C	Housing Services	Landlord Accreditation	10.11.14	05.12.14	25.11.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-382	O	Customer Services/Client Services/Derbyshire County Council	Means testing re Social care/Council Tax/War Pension and AFCS GIPs	10.11.14	05.12.14	11.11.14	
1415-383	I	Customer Services	List of companies/charities liable for Business Rates, 1 Nov-15 Nov 2014	10.11.14	05.12.14	26.11.14	
1415-384	I	I.T	I.T Disposal	11.11.14	08.12.14	13.11.14	
1415-385	I	Planning Services	Project to celebrate Council's success	11.11.14	08.12.14	19.11.14	
1415-386	O	Derbyshire County Council	Various questions with regards to obesity	13.11.14	11.12.14	13.11.14	
1415-387	C	Community Services/DCC	Number of officers employed to deal with healthy diet/smoking/drinking	13.11.14	11.12.14	14.11.14	
1415-388	N	Derbyshire County Council	Ex offenders and B&Bs	13.11.14	11.12.14	13.11.14	
1415-389	I	Customer Services	List of all commercial properties re Business Rates	14.11.14	12.12.14	17.11.14	
1415-390	I	Environmental Services	People who have died with no next of kin 01.08.14 - present	17.11.14	12.12.14	18.11.14	
1415-391	C	Community/ Financial Services	Sport & Fitness budget; maintenance of parks/public places; Leisure Centres owned or maintained by Council; public swimming pools owned by the Council	17.11.14	12.12.14	25.11.14	
1415-392	C	Licensing Services	Macmillan Cancer Research	17.11.14	12.12.14	18.11.14	
1415-393	C	Housing/I.T Services	Asset Management Software	17.11.14	12.12.14	02.12.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-394	C	Planning Services	Planning Applications: 9/2014/0807; 9/2014/0741 and 9/2014/0504	18.11.14	16.12.14	08.12.14	
1415-395	I	NHS	Drug misuse treatment services	19.11.14	17.12.14	20.11.14	
1415-396	I	Organisational Development	Details of Heads of Service	20.11.14	18.12.14	21.11.14	
1415-397	I	Organisational Development	Stress in the workplace – IT	20.11.14	18.12.14	12.12.14	
1415-398	C	Organisational Development	Questions on direct labour	21.1.14	19.12.14	21.11.14	
1415-399	N	Planning Services	Various questions on refusals of planning permissions	21.11.14	19.12.14	24.12.14	
1415-400	I	Environmental Services	Pest Control	24.11.14	22.12.14	25.11.14	
1415-401	I	Planning Services	Conversion of Offices (Class B1(a)) to residential accommodation	24.11.14	22.12.14	24.12.14	
1415-402	C	Corporate	Christmas Cards	24.11.14	22.12.14	24.11.14	
1415-403	I	Licensing Services	Exemption from requirement to display and external vehicle identification Plate	24.11.14	22.12.14	12.12.14	
1415-404	I	Customer Services	Business Rates	25.11.14	23.12.14	10.12.14	
1415-405	I	Housing Services	Refuges	25.11.14	23.12.14	17.12.14	
1415-406	C	Corporate Services	Senior Management Team	26.11.14	24.12.14	26.11.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-407	I	Legal & Democratic Services	Dog Breeding Licensing	24.11.14	22.12.14	26.11.14	
1415-408	I	Procurement Services	Vehicle Leasing & maintenance contracts	26.11.14	24.12.14	12.12.14	
1415-409	I	Customer Services	Business Rates	26.11.14	24.12.14	05.12.14	
1415-410	I	Community Services	Theatres & Art Centres	26.11.14	24.12.14	27.11.14	
1415-411	I	Planning Services	Development on Green Land	26.11.14	24.12.14	12.12.14	
1415-412	I	Property Services	Number of public toilets in area	26.11.14	24.12.14	27.11.14	
1415-413	I	Legal & Democratic Services	Dangerous wild animal licenses	27.11.14	05.01.15	01.12.14	
1415-414	TV	Community & Finance Services	Total spend on terrorism insurance	27.11.14	05.01.15	01.12.14	
1415-415	C	Customer Services	Business Rates	27.11.14	05.01.15	05.12.14	
1415-416	I	Legal & Democratic Services	List of licensed tattoo studios	27.11.14	05.01.15	01.12.14	
1415-417	I	Derbyshire County Council	Subsidising Bus Routes	28.11.14	06.01.15	01.12.14	
1415-418	I	Environmental Services	Public or Welfare funerals and/or people who have died with no next of kin since 01.06.14 to present	01.12.14	07.01.15	01.12.14	
1415-419	I	Organisational Development	Council Officers Suspended	01.12.14	07.01.15	07.01.15	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-420	C	Customer Services	Council Tax credits where liable party is deceased - from earliest records or from 1993-2014.	01.12.14	07.01.15	24.12.14	
1415-421	W	Customer Services	Small Business Rates Relief	01.12.14	07.01.15	05.12.14	
1415-422	I	Customer Services	Bankruptcy Orders/Charging Orders	02.12.14	08.01.15	02.12.14	
1415-423	C	Customer Services	Unclaimed Business NDR credit balances	02.12.14	08.01.15	05.12.14	
1415-424	N	Communications/ Derbyshire County Council	Translation Services	03.12.14	09.01.15	08.12.14	
1415-425	I	Corporate Services	Information on an individual	04.12.14	12.01.15	IGNORE	Not to be treated as an FOI
1415-426	O	Housing Services	Request from DCC FOI re: Household escaping domestic violence	04.12.14	18.12.14	17.12.14	
1415-427	C	Customer Services	Business Rates	04.12.14	12.01.15	24.12.14	
1415-428	N	Derbyshire County Council	Children in care missing	05.12.15	13.01.15	05.12.14	
1415-429	O	Customer Services	LA Council Tax Collection	08.12.14	14.01.15	15.01.15	
1415-430	N	Organisational Development/Finance	Staffing & Salary Data	09.12.14	15.01.15	12.12.14	
1415-431	I	Derbyshire County Council	Residents with SEN who are 16+ and moving to Further Education	09.12.14	15.01.15	09.12.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-432	I	Community Services	Refuges	09.12.14	15.01.15	11.12.14	
1415-433	I	Organisational Development	Recruitment & Staffing Services	10.12.14	16.01.15	10.12.14	
1415-434	I	Customer Services	Companies liable for NDR between 01.12.14-15.12.14	10.12.14	16.01.15	18.12.14	
1415-435	TV	Environmental Services	Noise Complaints – FY 2011-12; 2012-13; 2013-14	10.12.14	16.01.15	18.12.14	
1415-436	C	Environmental Services	Report on accident at G Collier Butchers	10.12.14	16.01.15	14.01.15	
1415-437	C	Customer Services	Business Rates	11.12.14	19.01.15	24.12.14	
1415-438	I	Customer Services	Business Rates	12.12.14	20.01.15	18.12.14	
1415-439	I	Finance Services	Total Fleet Spend	12.12.14	20.01.15	21.01.15	
1415-440	C	Northgate Public Services	Paper Light	14.12.14	21.01.15	16.12.14	
1415-441	I	Customer Services	Commercial properties not receiving any type of business rate relief	16.12.14	22.01.15	24.12.14	
1415-442	I	I.T./Corporate Services	Security Levels : Business Impact Levels (IL) IL2, IL2 and IL3 etc	17.12.14	23.01.15	21.01.15	
1415-443	N	Environmental Services	Animal Welfare Law	18.12.14	26.01.15	19.12.14	
1415-444	I	Finance Services & Communications	Various questions on spending in Communications	18.12.14	26.01.15	09.01.15	



# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-445	C	Derbyshire County Council	Weight Management Programmes for Children	18.12.14	26.01.15	18.12.14	
1415-446	I	IT Services	Various IT questions	19.12.14	27.01.15	19.12.14	
1415-447	I	Customer Services	Business Rates Relief	19.12.14	27.01.15	24.12.14	
1415-448	I	Derbyshire County Council	Sanctuary Scheme	19.12.14	27.01.15	19.12.14	
1415-449	C	Corporate Services	EIR fees	23.12.14	29.01.15	08.01.15	Refusal under Sections 41 & 43.
1415-450	C	Customer Services	Business Rates (NNDR)	24.12.14	30.01.15	06.01.15	
1415-451	I	Housing Services	Number of people registered as homeless in last 4 years	24.12.14	30.01.15	26.01.15	
1415-452	I	Customer Services	Business Rates	05.01.15	30.01.15	09.01.15	
1415-453	I	Environmental Services	Anyone who has died with no known next of kin from 01.09.14 to date	05.01.15	30.01.15	06.01.15	
1415-454	I	Planning Services	Repton Parish Council data/reports eg wildlife, transport and other relevant surveys re planning applications 9 2013 0643; 9 2013 1053; & 9 2014 1093	05.01.15	30.01.15	06.01.15	
1415-455	I	Derbyshire County Council	Volume of recorded cases Myasthenia Gravis (MG) cases; cost to LA and funding	05.01.15	30.01.15	05.01.15	

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Freedom of Information Requests  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-456	I	Customer Services/ Client Services/Legal Services	Surveillance	05.01.15	30.01.15	23.01.15	
1415-457	N	Housing Services/ Legal & Democratic Services	Garages owned and available to rent by the LA	05.01.15	30.01.15	21.01.15	
1415-458	I	Environmental Services	Street & Park Litter bins	05.01.14	30.01.15	23.01.15	
1415-459	O	Client Services	Council Tax Support Scheme 2015/16	05.01.15	30.01.15	14.01.15	
1415-460	C	Community Services/Customer Services/Housing Services/Managers	Assaults – South Derbyshire District Council	06.01.15	03.02.15	26.01.15	
1415-461	O	Environmental Services/Legal Services/K Stackhouse	Waste Carrier Licences	06.01.15	03.02.15	IGNORE	Not to be treated as an FOI
1415-462	I	Housing Services	Effectiveness of LA's enforcement activities in the private rented sector	07.01.15	04.02.15	20.01.15	
1415-463	I	Property Services	Copy of LA's assets register for buildings & land	07.01.15	04.02.15	09.01.15	
1415-464	C	Housing Services	Number of Community Alarms	07.01.15	04.02.15	27.01.16	
1415-465	I	Housing Services	Council spending on temporary accommodation	07.01.15	04.02.15	26.01.15	
1415-466	M	Legal & Democratic Services	Dangerous Wild Animal Licences	08.01.15	05.02.15	09.01.15	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-467	M	Legal & Democratic Services	Target for voter registration	08.01.15	05.02.15	29.01.15	
1415-468	C	Legal & Democratic Services	List of home boarders & kennels in area	09.01.15	06.02.15	26.01.15	
1415-469	C	Customer Services	List of Business Rate Accounts	12.01.15	09.02.15	14.01.15	
1415-470	C	Environmental Services	Deceased persons with no known next of kin	12.01.15	09.02.15	12.01.15	
1415-471	O	Derbyshire County Council	Unaccompanied Asylum seeking children and young people cared for by our L.A Unaccompanied Asylum Seeking Children and young People Cared for y your L.A	12.01.15	09.02.15	12.01.15	
1415-472	I	Customer Services	Small Business Rate Relief	13.01.15	10.02.15	23.01.15	
1415-473	C	Procurement Services	Contract Management	13.01.15	10.02.15	15.01.15	
1415-474	I	Derbyshire County Council	Social Budget Statistics (Social Care)	13.01.15	10.02.15	13.01.15	
1415-475	I	Customer Services	Companies liable for Business Rates between 30 Dec 2014 – 15 Jan 2015.	13.01.15	10.02.15	20.01.15	
1415-476	I	Derbyshire County Council	Personal budgets statistics with regards to adult care	13.01.15	10.02.15	14.01.15	
1415-477	I	NHS	Work related respiratory diseases	13.01.15	10.02.15	14.01.15	
1415-478	I	Environmental Services	Welfare funerals since 1.6.14 to date	14.01.15	11.02.15	15.01.15	

South Derbyshire District Council  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-479	I	Legal & Democratic Services	List of premises licensed to sell alcohol	14.01.15	11.02.15	02.02.15	
1415-480	I	Customer Services	List of NNDR	14.01.15	11.02.15	23.01.15	
1415-481	I	Housing Services	Various Housing questions	14.01.15	11.02.15	05.02.15	
1415-482	I	Organisational Development	Council training information	15.01.15	12.02.15	22.01.15	
1415-483	M	Planning Services	Planning appeal costs awards	15.01.15	12.02.15	12.02.15	
1415-484	I	Derbyshire County Council	Information relating to street tree cutting	15.01.15	12.02.15	19.01.15	
1415-485	I	Derbyshire County Council	Information about asylum seeking children	16.01.15	13.02.15	16.01.15	
1415-486	I	Organisational Development	Number of staff disciplined for data breeches	16.01.15	13.02.15	20.01.15	
1415-487	I	Derbyshire County Council	Insurance claims made against LA's with regards to incidents on Public Highway	16.01.15	13.02.15	16.01.15	
1415-488	I	Derbyshire County Council	Compensations due to poor road conditions	16.01.15	13.02.15	16.01.15	
1415-489	I	Housing Services	Housing Department's Annual Accounts & Business Plan	19.01.15	16.02.15	20.01.15	
1415-490	C	Licensing Services	Home Boarding List	19.01.15	16.02.15	IGNORE	2 <sup>nd</sup> request. 1 <sup>st</sup> request is 1415-468 to which we'll respond. Sender notified

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-491	I	Housing Services	Housing related questions	19.01.15	16.02.15	05.02.15	
1415-492	C	Community Services	CCTV Cuts	19.01.15	16.02.15	02.02.15	
1415-493	O	Housing Services	Disabled Facilities Grant	20.01.15	17.02.15	10.02.15	
1415-494	I	Derbyshire County Council	Traffic Management	20.01.15	17.02.15	20.01.15	
1415-495	C	Organisational Development	How many currently employed; how many received above or equal to living wage; how many are male or female	20.01.15	17.02.15	10.02.15	
1415-496	C	Customer Services	Business Rates Live & Closed Accounts	20.01.15	17.02.15	27.01.15	
1415-497	C	Derbyshire County Council	Parking Permits	20.01.15	17.02.15	20.01.15	
1415-498	C	Management/Finance	Christmas Parties	20.01.15	17.02.15	10.02.15	
1415-499	TV	Environmental Services	Public Health Funerals	20.01.15	17.02.15	26.01.15	
1415-500	I	Finance Services	Breakdown of spending on Council Credit Cards	21.01.15	18.02.15	05.02.15	
1415-501	I	Finance Services	Information re PCI DSS compliance for securing credit card data	22.01.15	19.02.15	17.02.15	
1415-502	I	IT Services	Software Licenses	22.01.15	19.02.15	02.02.15	
1415-503	I	Client Services	Bedroom Tax/Spare room subsidy	22.01.15	19.02.15	16.02.15	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-504	I	Economic Development & Environmental Services	Information on registered businesses and collection of waste	23.01.15	20.02.15	26.01.15	
1415-505	O	Legal & Democratic Services	Information regarding pet shop licences	23.01.15	20.02.15	29.01.15	
1415-506	I	IT Services/Finance Services	Various IT questions	23.01.15	20.02.15	02.02.15	
1415-507	I	Organisational Development	Interim staff or Consultants	23.01.15	20.02.15	19.02.15	
1415-508	I	Customer Services	New Business Liabilities	26.01.15	20.02.15	26.01.15	
1415-509	MP	Community/Customer Services/Managers	Potentially Violent Persons	26.01.15	20.02.15	23.02.15	
1415-510	C	Customer Services	Commercial property information	26.01.15	20.02.15	04.02.15	
1415-511	W	Community Services	Swimming Facility Contracts	26.01.15	20.02.15	16.02.15	
1415-512	I	Customer Services	Companies/Carehomes/Charities/charitable organization responsible for business rates from 12.01.15-31.01.15	27.01.15	24.02.15	10.02.15	
1415-513	I	IT Services	Various IT questions	29.01.15	26.02.15	30.01.15 Further response sent 02.02.15	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-514	I	Customer Services	List of current non domestic rate payers	30.01.15	27.02.15	24.02.15	
1415-515	I	Customer Services	List of business liable for Business Rates	30.01.15	27.02.15	10.02.15	
1415-516	O	Planning Services Property Services Housing Services	Planning Application – 2 houses being built in Thomas Cook Close, Melbourne	03.02.15	03.03.15	27.02.15	
1415-517	I	Customer Services	Business Rates	03.02.15	03.03.15	10.02.15	
1415-518	C	Housing Services	Provider of Service Support contracts for Warden Call Systems, Dispersed Alarms & Central Control Systems	04.02.15	04.03.15	05.02.15	
1415-519	M	Procurement Services	Purchasing renewable energy	04.02.15	04.03.15	02.03.15	
1415-520	O	Organisational Development	Sickness data	04.02.15	04.03.15	26.02.15	
1415-521	C	Community Services	Roundabout Sponsorship	05.02.15	05.03.15	06.02.15	
1415-522	C	Customer Services	Business Rates	06.02.15	06.03.15	24.02.15	
1415-523	M	Planning Services/Finance Services	Total value of commuted sums re Affordable homes provided through Section 106	06.02.15	06.03.15 02.04.15	02.04.15	holding letter sent due date is now 02.04.15
1415-524	O	Environmental Services	Stray Dogs	09.02.15	10.03.15	16.02.15	
1415-525	C	Environmental Services	Public Health Funerals	09.02.15	10.03.15	10.02.15	

## ANNEXE B

South Derbyshire District Council  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-526	C	Housing Services	Organisational Chart	09.02.15	10.03.15	05.03.15	
1415-527	I	I.T	ICT Contracts for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support	09.02.15	10.03.15	03.03.15	
1415-528	I	Environmental Services	Intestate estates passed to the Treasury Solicitors Department Bona Vacantia Division in past 3 months	10.02.15	10.03.15	10.02.15	
1415-529	I	Planning Services (plus Housing & Property Services)	2 houses being built in Thomas Cook Close, Melbourne in 2011 and as yet incomplete	10.02.15	10.03.15	27.02.15	
1415-530	I	Environmental Services	From Dec 14 how many deaths has the Council sent or sending to the Treasury Solicitor, Duch of Lancaster or Cornwall	10.02.15	10.03.15	10.02.15	
1415-531	O	Planning Services	Internal costs of defending the Authority at Planning Appeal	11.02.15	11.03.15 02.04.15	02.04.15	holding letter sent due date is now 02.04.15
1415-532	O	Customer Services	Business Rates	11.02.15	11.03.15	16.02.15	
1415-533	I	Derbyshire County Council	Parking Tickets	11.02.15	11.03.15	12.02.15	
1415-534	I	Housing Services Community Services	Total budget spend on Domestic/Sexual Violence	11.02.15	11.03.15	05.03.15	
1415-535	I	Legal & Democratic Services	Number of SDDC Councillors who are registered as Landlords	11.02.15	11.03.15	11.03.15	



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-536	N	Derbyshire County Council	Number of times any edition of Fifty Shades of Grey books have been borrowed from libraries	11.02.15	11.03.15	12.02.15	
1415-537	MP	Derbyshire County Council	Number of educational psychologists employed	11.02.15	11.03.15	12.02.15	
1415-538	I	Procurement	Contact details of staff responsible for efficiency and savings	11.02.15	11.03.15	05.03.15	
1415-539	I	Community Services/ Derbyshire County Council	Number of teachers in local authority/local authority schools with criminal convictions for years 2010 - 2015	13.02.15	13.03.15	13.02.15	
1415-540	I	Housing Services Property Services	Number of empty/derelict residential and non-residential properties that the Council owns	13.02.15	13.03.15	13.03.15	
1415-541	I	Environmental Services	Information required in regard to Refuse Service	13.02.15	13.03.15	16.02.15	
1415-542	I	Environmental Services	Number of rough sleepers and homelessness applications in the LA for each quarter each year 2010 to most recent	13.02.15	13.03.15	11.03.15	
1415-543	I	Derbyshire County Council	Total number of full and part time Social workers employed by the LA each year from 2010 to present	13.02.15	13.03.15	16.02.15	
1415-544	TV	I.T	G-Cloud IT framework	16.02.15	16.03.15	18.02.15	
1415-545	I	Departmental Heads	Structure Chart	17.02.15	17.03.15	17.02.15	

**ANNEXE B**

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-546	I	Legal Services /Finance/HR	Amount Spent on external legal advice	17.02.15	17.03.15	10.03.15	
1415-547	I	Financial Services	Personal Injury Costs	17.02.15	17.03.15	19.02.15	
1415-548	I	Directors	Lost Keys	17.02.15	17.03.15	04.03.15	
1415-549	I	Housing Services	Sheltered Accommodation for elderly	18.02.15	18.03.15	09.03.15	
1415-550	I	Organisational Development	Graduate Schemes or Internships	18.02.15	18.03.15	19.02.15	
1415-551	C	Customer Services	NNDR credit balances	18.02.15	18.03.15	24.02.15	
1415-552	I	IT Services/Procurement	IT hardware maintenance & costs	19.02.15	19.03.15	09.03.15	
1415-553	I	Environmental Services	Public Health Act Funerals	19.02.15	19.03.15	19.02.15	
1415-554	I	Customer Services	Business Rates	19.02.15	19.03.15	24.02.15	
1415-555	C	Customer Services	Business Rates	19.02.15	19.03.15	27.02.15	
1415-556	C	Community Services & Legal & Democratic Services	Council's involvement with ID verification systems	20.02.15	20.03.15	20.02.15	
1415-557	I	Organisational Development	Various sick days questions	20.02.15	20.03.15	13.03.15	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-558	C	Customer Services	Landlords details whose tenants are in receipt of Housing Benefit	20.02.15	20.03.15 02.04.14	01.04.15	Holding letter sent now due 02.04.15
1415-559	I	Directors/Finance Services	Payments to celebrities	20.02.15	20.03.15	03.03.15	
1415-560	I	IT/Financial Services	Lines, Minutes, Broadband and WAN	23.02.15	23.03.15	19.03.15	
1415-561	MP	Housing Services	HHSRS Enforcement	20.02.15	20.03.15	11.03.15	
1415-562	N	Directors	Sold data it holds on individuals to any non-Council organization in past 5 years	23.02.15	23.03.15	25.02.15	
1415-563	I	Directors/Finance Services	Self Directed Support (SDS)	23.02.15	23.03.15	25.02.15	
1415-564	C	Licensing Services	Bloodstock Festival	24.02.15	24.03.15	24.02.15	
1415-565	C	Environmental Services	Household Waste Treatment Contract	24.02.15	24.03.15	02.03.15	
1415-566	I	Customer Services	Independent schools receiving rate relief	24.02.15	24.03.15	16.03.15	
1415-567	TV	Environmental Services	Queries relating to road side litter/fly tipping/staff employed in last 3 FY	24.02.15	24.03.15	27.02.15	
1415-568	N	Housing Services	Affordable Housing	24.02.15	24.03.15	16.03.15	
1415-569	C	Environmental Services	Investigations at Kensington Salon & Spa, Midland Road, Swadlincote	26.02.15	26.03.15	26.02.15	
1415-570	I	Organisational Development	Telecommuting	26.02.15	26.03.15	27.02.15	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-571	I	Derbyshire County Council	Parking fines	26.02.15	26.03.15	26.02.15	
1415-572	C	Planning Services	Planning applications for wind turbine/wind farm	27.02.15	27.03.15	26.03.15	
1415-573	I	Organisational Development	How many female staff with name beginning with the letter A	27.02.15	27.03.15	27.03.15	
1415-574	C	Elections	Online Vote Registration/Annual Canvass/Individual Electoral Registration	02.03.15	30.03.15	09.03.15	
1415-575	I	Customer Services	Businesses just liable for business rates between 15.02.15-28.05.15	02.03.15	30.03.15	12.03.15	
1415-576	C	Customer Services	All properties within Billing Authority where there is a credit on the account	02.03.15	30.03.15	18.03.15	
1415-577	C	Northgate Public Services	Postal Services	02.03.15	30.03.15	03.03.15	
1415-578	I	Housing Services	Intentionally Homeless	02.03.15	30.03.15	16.03.15	
1415-579	C	Derbyshire County Council	Road works/road maintenance projects	02.03.15	30.03.15	03.03.15	
1415-580	C	Environmental Services	Contaminated land notices	03.03.15	31.03.15	31.03.15	
1415-581	I	Organisational Devt; Housing/Envrion; Community /Planning; Corporate; Democratic Services	External recruitment agencies	05.03.15	02.04.15	30.03.15	
1415-582	I	Corporate Services	Efficiency Savings	05.03.15	02.04.15	06.03.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-583	I	Derbyshire County Council	Children in care, known youth offenders - 2012-14	09.03.15	08.04.15	09.03.15	
1415-584	I	Elections	Number of people registered to vote in 2015 General Election	09.03.15	08.04.15	23.04.15	31.03.15 – Hold as info not available until 20.04.15.
1415-585	C	Derbyshire County Council	Penalty Charge Notices issued to UK vehicles and drivers	09.03.15	08.04.15	10.03.15	
1415-586	C	Elections/I.T.	Twitter request for help regarding the General Election	10.03.15	09.04.15	31.03.15	
1415-587	TV	Environmental Services	Dog fouling	11.03.15	10.03.15	16.03.15	
1415-588	TV	Derbyshire County Council	How much revenue made from car parks	12.03.15	13.04.15	12.03.15	
1415-589	I	Customer Services	Business Rates	13.03.15	14.04.15	13.03.15	
1415-590	I	Finance Services	Remote/out of hours journals	16.03.15	15.04.15	16.03.15	
1415-591	N	Derbyshire County Council	Trading Standards	16.03.15	15.04.15	18.03.15	
1415-592	I	Community Services	Parks & Green Spaces	17.03.15	16.04.15	24.04.15	
1415-593	TV	Corporate Services	Cremation Costs	17.03.15	16.04.15	18.03.15	
1415-594	I	Legal & Democratic Services	Primate Licensing	18.03.15	17.04.15	19.03.15	
1415-595	I	Procurement Services	Procurement Training	18.03.15	17.04.15	19.03.15	

# ANNEXE B

## South Derbyshire District Council Freedom of Information Requests 1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-596	I	Customer Services	Business Rates	19.03.15	20.04.15	10.04.15	
1415-597	TV	Community Services	Number of CCTV cameras	19.03.15	20.04.15	10.04.15	
1415-598	I	Procurement Services	Procurement tool & contract management	19.03.15	20.04.15	23.03.15	
1415-599	I	Procurement Services/Finance Services	Procurement questions	20.03.15	21.04.15	23.03.15 Further response reqd  2 <sup>nd</sup> response sent 23.04.15	
1415-600	I	Customer Services	List of closed/ended Council Tax accounts with credit balances from 1993 to 2015	20.03.15	21.04.15	10.04.15	
1415-601	N	Organisational Development	Council Disciplinary Measures	20.03.15	21.04.15	16.04.15	
1415-602	I	Community Services	Bandstand Survey	23.03.15	22.04.15	08.04.15	
1415-603	I	Derbyshire County Council	Information in relation to carriageway between Station Lane, Walton on Trent B5016 and the Bridge	23.03.15	22.04.15	23.03.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-604	O	Housing Services	Youth Homelessness	23.03.15	22.04.15	21.04.15 Additional Info Sent 20.05.15	
1415-605	I	Environmental Services	Public or welfare funerals and those who have died with no known next of kin since 01.06.14 to present	23.03.15	22.04.15	24.03.15	
1415-606	I	Housing Services	Homelessness	24.03.15	23.04.15	16.04.15	
1415-607	O	Licensing Services	Businesses in SDDC who hold Taxi Operator Licence	24.03.15	23.04.15	25.03.15	
1415-608	I	Environmental Services	Deceased persons with no known next of kin	24.03.15	23.04.15	25.03.15	
1415-609	C	Customer Services	Number of properties granted Retail Rate Relief for 2015/16 billing period	25.03.15	24.04.15	13.04.15	
1415-610	C	Housing Services	List of addresses of all houses in Multiple Occupancy licensed by SDDC	25.03.15	24.04.15	27.03.15	
1415-611	I	Corporate Services	List of "vexatious" FOI's	26.03.15	27.04.15	30.03.15	
1415-612	I	IT Services & Organisational Development	Various questions on "The new computing curriculum"	27.03.15	28.04.15	30.03.15	
1415-613	TV	Corporate Services	First class travel for Councillors/Officers	30.03.15	28.04.15	01.04.15	

South Derbyshire District Council  
Freedom of Information Requests  
1 October 2014 – 31 March 2015

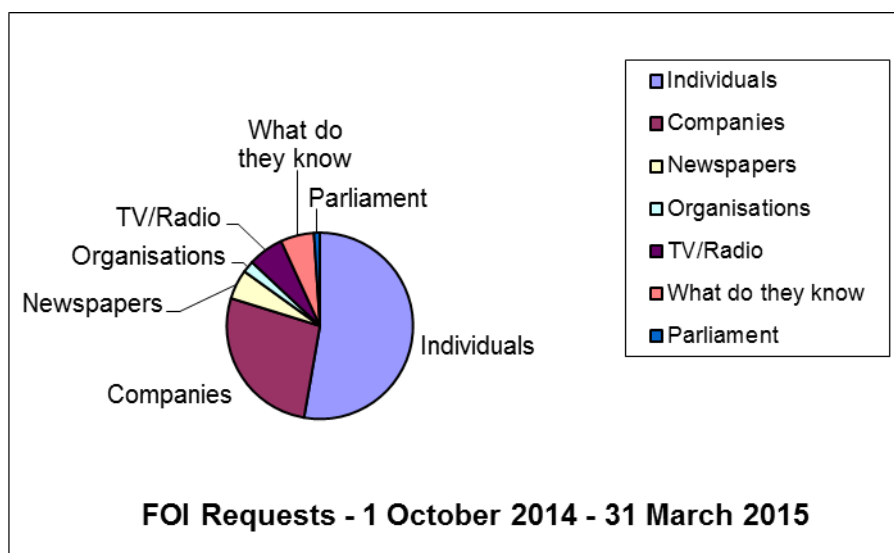
Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1415-614	I	Community/Environmental/Property/Finance Services	How large in hectares is Authority, budget/gross spend for last FY on environ services and control and prevention of non- native flora	30.03.15	28.04.15	29.04.15	
1415-615	O	Leisure & Community	Who is contracted to provide health checks and lifestyle services to local healthy economy; when; how long; commissioning plans	30.03.15	28.04.15	17.04.15	
1415-616	I	Customer Services	Businesses just become liable for business rates	31.03.15	29.04.15	13.04.15	



## ANNEXE C

### Breakdown of Freedom of Information requests for second 6 months of 2014/15

Individuals	154	292	53%
Companies	79	292	27%
Newspapers	15	292	5%
Organisations	6	292	2%
TV/Radio	18	292	6%
What do they know	17	292	6%
Parliament	3	292	1%
	292	292	100%



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

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<b>REPORT TO:</b>	<b>FINANCE &amp; MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 14</b>
<b>DATE OF MEETING:</b>	<b>18<sup>TH</sup> JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> u/ks/live files/od reports/annual training report 2015
<b>SUBJECT:</b>	<b>ANNUAL TRAINING REPORT 2014/15 AND PRIORITIES FOR 2015/16</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 05</b>

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## **1.0 Recommendations**

- 1.1 To approve the priority areas for training and development during 2015/16.
- 1.2 To note the range of training activities and actions provided during 2014/15.

## **2.0 Purpose of Report**

- 2.1 To propose the priority actions for corporate training activities during 2015/16. This reflects 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 2014/15 and the outcomes.

## **3.0 Executive Summary**

- 3.1 In line with previous years the assessment of the training priorities for the year 2014/15 were identified from a number of different sources. This included the Corporate Plan, Service Plans and individual Performance Development Reviews.
- 3.2 A variety of learning activities have been provided with the support of the Council's training provider, Northgate HR. During 2014/15, the focus has been on providing sufficient mandatory training for staff, in particular on Council procedures for managers and Health and Safety training for all staff.
- 3.3 Once again there was a focus on management development with the launch of a new leadership programme.
- 3.4 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

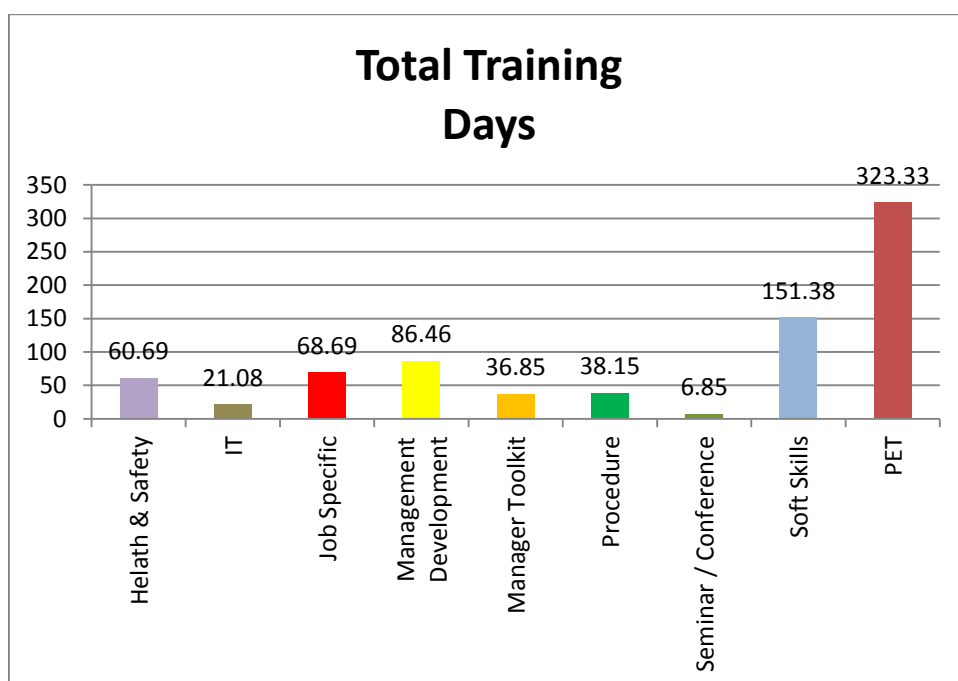
has also included a number of “toolbox talks” to fit into the working patterns of, and engage with, front line staff based at the Council depot.

3.5 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.

3.6 Health and Wellbeing Week to support the effective management of stress and stress related absence at work has been scheduled into 2015-2016. This work is supported by the on-going provision of training for Managers in the Council's Attendance Management Procedure to enable a consistent and positive approach towards the management of sickness absence.

3.7 This continued emphasis on developing its staff ensured that the Council retained its Investors in People status in October 2014.

#### 4.0 **Detail - Review of 2014/15**



\* 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 Northgate delivered and supported 125 different training, learning and development programmes and provided almost 470.5 days of training.

4.2 A further 323 days of learning and development were completed by employees through study on post entry training programmes. This is an increase in post entry training on the previous two years.

4.3 Based on current headcount of employees in the Council (as at 31/03/2015) of 280, this equates to 2.8 training days per employee, up from the previous two years of 2.05 training days in 2013/14 and 2.03 training days in 2012/13.

- 4.4 “Technical / Job Specific” training is arranged by Service Areas and reported to Organisational Development. However, this is not all captured corporately and much more training and development is likely to be undertaken.
- 4.5 Northgate continue 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.
- 4.6 It is disappointing to report that an increasing number of scheduled training courses are cancelled due to no or insufficient bookings, or late withdrawals by employees. Internal course cancellations have increased from 17% in 2012/13 to 19% in 2013/14, to 33% in 2014/15.
- 4.7 Consequently, there is a risk that knowledge regarding legislation, policies and procedures in certain areas of the workforce are not sufficiently up to date.
- 4.8 This is being reviewed to ensure mandatory courses are attended, but also the content, location and timing of courses is being analysed to encourage greater take-up.

#### **Review of training activity 2014/15**

- 4.9 Following the appointment of an external training provider (Penna PLC) to deliver leadership and management programmes, managers and senior managers have been supported in their development on new programmes.
- 4.10 Planning for the Future” events and “Management Toolkit” sessions have continued to be delivered throughout the year along with a continued focus on providing learning opportunities for managers and employees to manage attendance levels across the Council.
- 4.11 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 Handling, COSHH and First Aid courses.
- 4.12 The main focus at the start of the year was to ensure the Council met its obligations in respect of mandatory training for its workforce. However, take-up of these mandatory courses was disappointing and

#### **Training for front line staff**

- 4.13 Support for front line employees in Waste and Cleansing, Housing Maintenance, Grounds Maintenance and Sports Development continues to be provided.
- 4.14 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.
- 4.15 Activity during 2014/2015 has included qualifications in First Aid, engagement in Health & Safety training programmes and a whole variety of tool box talks.

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

### **Modern Apprenticeships**

- 4.17 The Council has continued to support the development and engagement of young people in local government careers. In 2014/15, upon completion of their apprenticeships, the Council has recruited two young people as qualified tradesmen at the Housing DLO. Their original modern apprentice posts are currently vacant.

### **Work Experience**

- 4.18 The Council continued to support local schools by providing 11 work experience placements for pupils from years 10 and 11, university students and the unemployed. 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.
- 4.19 In addition to this the Council also provided longer term placements for three long term unemployed through a partnership with the Jobcentre Plus, as part of the national "Get Britain Working" campaign.

### **Key Outcomes**

#### **Leadership and Management Development**

- 4.20 In October 2014, Penna have designed a number of modules It is expected that in the next three years this programme will further enhance the skills and capabilities of the managers to help improve the productivity of the workforce.
- 4.21 Following on from the 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 further "Planning for the Future" sessions that have been attended by senior and middle managers across the Council.
- 4.22 Courses on Performance and Development Reviews, Capability, Recruitment/Selection and Managing the Disciplinary Process courses were rolled out as part of the "Manager Toolkit" set of training courses.
- 4.23 A new course on Investigation Skills was designed and delivered to managers that will be applicable in any number of situations, from disciplinary and harassment claims to customer complaints.

### **Health & Safety**

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

## **Vocation / professional training**

- 4.25 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.

## **Investors in People**

- 4.26 Following its reassessment in October, the Council has successfully been accredited as “Investors in People” employer. This nationally recognised benchmark is for effective management, development and deployment of the workforce. The Council has held this status since 2002 and reflects on the continued importance given to the learning and training by the Council.

## **5.0 Priorities for 2015/16**

- 5.1 The Council's Workforce Development Strategy aligns the development of people with the improvement of services. A review of the Strategy for 2014/15 is detailed in **Appendix 1**. The following priorities have been identified for inclusion within the Council's Corporate Training Plan for 2015/16.

## **Leadership and Management Development**

- 5.2 “Planning for the Future” sessions will continue to increase closer working for managers across different levels.
- 5.3 A new programme for Aspiring managers has been designed and will commence in 2015 / 2016. This illustrates the Council's approach to talent; developing its own people wherever possible.
- 5.4 Leadership and management development programmes launched in early 2015 will continue for managers.

## **Health & Safety**

- 5.5 Through Northgate, the Council 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**

- 5.6 Training will continue to be provided 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.

## **E-learning resources**

- 5.7 There is a range of e-learning opportunities made available to employees, such as E-induction, Equalities and Fairness, together with Safeguarding Children and Vulnerable Adults.

- 5.8 The Environmental Awareness e-learning course will be reviewed and updated in 2015/16.

### **IT Training**

- 5.9 With the support of Northgate, the rollout of further modules will involve the creation of training / user guides and briefing sessions for all staff. In particular , this will focus on security and the proper use of technology.

### **Soft Skills**

- 5.10 Training courses on Customer Care, handling complaints, together with time management, assertiveness and handling conflict will continue to be available to employees.

### **6.0 Financial Implications**

- 6.1 Training will be delivered with departmental and corporate training budgets, supported by Northgate resources.

### **7.0 Corporate Implications**

- 7.1 The development of a learning culture within the Council is a key aim. However, to a certain extent, employees must also take some responsibility for their learning and development; line managers maintain a key role in developing and managing talent in their service areas.
- 7.2 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.
- 7.3 The Council should also ensure mandatory training requirements are met, to protect both employees in health and safety, for example, and to foster good employee relations.

### **8.0 Community Implications**

- 8.1 Having a suitably skilled and trained workforce enables the continued improvement of Council services.

### **9.0 Background Papers**

None

## **Workforce Development Strategy 2009 – 2015 2014 / 2015 Annual Update**

### **Introduction**

The Council's Workforce Development Strategy links the delivery of the Council's strategic objectives as set down in its Corporate Plan with the planning, organisation and development of the workforce. This is supported by an action plan that details the various actions that will be undertaken and the outcomes expected. This action plan is reviewed on a regular basis to measure progress and where necessary to reassess priorities to reflect the on-going needs of the Council.

The Corporate Plan for 2011 to 2015 came to an end in March 2015. Following the recent elections and the formation of a new Council, a new Corporate Plan will be developed in 2015. This update therefore looks solely backwards over the last twelve months, and does not set specific objectives for the forthcoming twelve months as it has done previously, pending the formulation of a new Council Plan.

### **Executive Summary**

Although the rate of change slowed in 2014/15 and the financial position stabilised, the Council has continued on a programme of change during 2014/15. This has been in order to respond mainly to financial demands placed on it through continued reductions in funding from Government, higher expectations from Customers, development of new technology and changes to service delivery, together with the Council's aspiration to 'cut costs and not services'. This has had an impact on all services and on identified priorities for the Workforce Development Strategy.

### **Progress on the 2014/15 Priorities**

During 2014/15, work has been progressed in line with the Workforce Development Strategy action plan and an overview of progress is summarised below.

For the five year Workforce Development Strategy there was 37 actions under the five national headings, nine of which were viewed as key priorities for 2014/15. Of these nine, six have been completed as required, with work on the other three still being progressed.

### **Develop Leadership Capacity**

1. *Sustain leadership and management development through delivery of leadership programmes*

Following an extensive tendering process, the Council offered the contract to Penna, who launched the programme as part of a "Planning for the Future" event in November 2014, and have since delivered the first two modules of the programme.



There is also an on-going bespoke programme for the Council's directors, and plans for a programme for aspiring managers for the following year has been agreed and designed.

## **Develop Skills and Capacity of the Workforce**

### *2. Development and implementation of a structured corporate training programme*

As illustrated in the Annual Training Report, building on previous years, a varied programme has been provided by the Council.

### *3. Review usage and subsequent development of the corporate Competency Framework*

The Framework for individuals is reviewed on a regular basis and tailored to individual jobs in accordance with the needs of the individual. The framework is also used in drawing up person specifications when recruiting to all posts.

## **Develop the Organisation**

### *4. Reviewing Council Structures*

The Council continued to review its service structures to ensure that they remain fit for purpose. In 2014/15, a major review of Housing and Environmental Services was carried out, affecting five of the six service areas within the directorate. A review of Planning Services was also completed to meet additional demand in the service area.

### *5. Maintain Investors in People accreditation*

Following the inspection in November 2014, the Council once more obtained accreditation, and has now held it since 2002.

### *6. Ensure working practices are safe – through the achievement of Corporate RoSPA Gold award status*

The Council once again obtained the Corporate RoSPA Gold Award, and the next annual application to retain it for another year is already under way.

### *7. Maximise the use of current HR systems by introducing Timesheet and Other Expenses MyView modules*

This will be subject to review once the Payroll service is transfered back to the Council.

### *8. Members online MyView for payslips*

This will be subject to review once the Payroll service is transfered back to the Council.

## **Develop Pay and Rewards Structures**

### *9. Progress Pay and Grading Review*

This will be undertaken in 2015/16 as approved by the Council.

## **Conclusion**

The Workforce Development Strategy is an integral part of the Council's strategic management framework. It provides the roadmap for workforce development in the achievement of the Council's vision of 'Making South Derbyshire a better place to live, work and visit'.

Continued progress with the key priorities has been made delivering a number of outcomes for the Council as set out above.

Following the formulation of a new Council Plan during 2015, the Workforce Development Strategy will be reviewed to ensure that it complements the new Plan.