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Date: 8 June 2016

Dear Councillor,

Finance and Management Committee

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 16 June 2016 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 Atkin, Mrs. Coe, Mrs. Coyle Hewlett, 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** Minutes

Finance and Management Committee 28th April 2016 Open Minutes **4 - 6**

Audit Sub-Committee 30th March 2016 Open Minutes **7 - 9**
- 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 SERVICES PERFORMANCE MONITORING QUARTER 4 AND FINAL OUTTURN 2015-16 **10 - 20**
- 8** CONSULTATION ANNUAL REPORT 2015-16 **21 - 25**
- 9** COMMUNICATIONS ANNUAL REPORT 2015-16 **26 - 43**
- 10** DATA QUALITY STRATEGY ANNUAL REPORT 2015-16 AND ACTION PLAN 2016-17 **44 - 49**
- 11** CORPORATE EQUALITIES AND SAFEGUARDING ANNUAL REPORT 2015-16 **50 - 74**
- 12** TRAINING AND DEVELOPMENT ANNUAL REPORT 2015-16 **75 - 81**

13	HEALTH AND SAFETY ANNUAL REPORT 2015-16	82 - 88
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18	COMMITTEE WORK PROGRAMME REPORT	162 - 167

Exclusion of the Public and Press:

- 19** The Chairman may therefore move:-

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

- 20** Exempt Minutes

To receive the Exempt Minutes of the Meeting held on 28th April 2016.

Finance and Management Committee 28th April 2016 Exempt Minutes

- See agenda for reasons for exemption

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

Details

- 22** DEBTS SUBMITTED FOR WRITE OFF - FORMER TENANT ARREARS
- 23** LAND IN SWADLINCOTE
- 24** LAND IN MELBOURNE



FINANCE AND MANAGEMENT COMMITTEE

28th April 2016

PRESENT:-

Conservative Group

Councillor Harrison (Chairman) and Councillors Billings, Mrs Coe (substituting for Councillor Mrs Plenderleith), Mrs Coyle, Mrs Hall (substituting for Councillor Smith), Hewlett, MacPherson, Watson and Wheeler.

Labour Group

Councillors Rhind, Richards, Southerd and Wilkins.

In attendance

Councillor Atkin (Conservative Group).

FM/129 **APOLOGIES**

Apologies for absence from the Meeting were received on behalf of Councillors Mrs Plenderleith and Smith (Conservative Group).

FM/130 **MINUTES**

The Open Minutes of the Meeting held on 17th March 2016 were taken as read, approved as a true record and signed by the Chairman.

FM/131 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

FM/132 **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/133 **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/134 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

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

MATTERS DELEGATED TO COMMITTEE**FM/135 DEBT MANAGEMENT AND CREDIT CONTROL POLICY**

The Director of Finance and Corporate Services presented the report to Committee.

RESOLVED:-

Members approved the Debt Management and Credit Control Policy.

FM/136 CORPORATE PLAN PERFORMANCE MANAGEMENT FRAMEWORK

The Chief Executive confirmed that this mechanism was now operational, following an extended Corporate Management Team meeting held the previous day. The Director of Finance and Corporate Services presented the report to Committee, highlighting the benefits of the revised, enhanced methods of capturing and reporting the Council's performance.

Councillor MacPherson queried whether the information would be made available on a wider scale. The Chief Executive confirmed that the aim of the new framework was to develop a more comprehensive, open culture across the Council. Councillor Mrs Coyle commended the new framework, stating that individuals at all levels would now know their targets and drew particular attention to the 'Success' page which she felt would be very useful for Councillors. The Chairman paid tribute to the Members who had assisted officers with its implementation, in particular Councillor Mrs Coyle.

RESOLVED:

Members considered and approved the Performance Management Framework, setting out how the Council records progress against the key aims of the Corporate Plan.

FM/137 OPEN SPACE, SPORT AND COMMUNITY FACILITY STRATEGY

The Director of Finance and Corporate Services delivered the report to Committee.

The Chairman praised the report, commenting that the information it provided was vital given the challenges being posed by developers. Councillor Wheeler referred to it being a welcome development, assisting officers with Section 106 applications, faced with ever more professional developers. Councillor Atkin queried whether it was a one-off sum that approval was being sought for. The Director confirmed that it was, to create a 'Site Development Fund'.

RESOLVED:

Members approved the allocation of £30,000 reserved Planning Services income for a 'Site Development Fund'.

FM/138 **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 17th March 2016 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.

ICT STRATEGY AND WORK PLAN 2013 TO 2016 (Paragraph 3)

The Committee approved the recommendations made in the Report.

RESTRUCTURING THE DIRECT SERVICES OPERATION; UPDATE TO A PREVIOUS REPORT (Paragraph 3)

The Committee approved the recommendations made in the Report.

The meeting terminated at 6.45pm.

COUNCILLOR J HARRISON

CHAIRMAN

AUDIT SUB-COMMITTEE

30th March 2016

PRESENT:-

Conservative Group

Councillor Grant (Chairman), Councillor Ford (Vice Chairman) and Councillor Mrs. Wyatt.

Labour Group

Councillors Dunn and Councillor Shepherd.

AS/38 **APOLOGIES**

No apologies for the Meeting had been received.

AS/39 **MINUTES**

The Open Minutes of the Meeting held on 17th February 2016 were taken as read, approved as a true record and signed by the Chairman.

AS/40 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

AS/41 **TO RECEIVE ANY 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.

AS/42 **TO RECEIVE ANY QUESTIONS FROM 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.

MATTERS DELEGATED TO SUB-COMMITTEE**AS/43 PROPOSED INTERNAL AUDIT PLAN 2016-17**

The Audit Manager presented the report to the Committee in accordance with the Public Sector Internal Audit Standards (PSIAS), which requires Internal Audit to develop a risk-based plan to direct their work in the forthcoming financial year. Highlighting that around 60% of the proposed plan relates to corporate activities so that the key financial systems such as IT, HR, Governance and Procurement, which underpin the service delivery, are covered.

The Plan included a proposal that the following service areas would undergo a detail audit in 2016/17:

- Leisure Centres
- Housing Repairs and Improvements
- Housing Allocations and Homelessness
- Parks and Open Spaces
- Travellers Sites
- The Pest Control Service

Queries raised by Councillors relating to the frequency of audits for areas such as safeguarding children, young people and vulnerable adults, business continuity, ICT and the process of risk rating were responded to and noted.

RESOLVED:-

That the proposed Audit Plan for 2016-17 be considered and approved for implementation, subject to any changes agreed by the Audit-Sub Committee.

AS/44 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 paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

EXEMPT 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.

The Meeting terminated at 4.15pm.

COUNCILLOR J GRANT

CHAIRMAN

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate planning/monitoring 201516/corporate services performance monitoring – Qtr 4
SUBJECT:	CORPORATE SERVICES PERFORMANCE MONITORING: QUARTER 4 FINAL OUT-TURN 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 13

1.0 Recommendation

- 1.1 That the performance of Corporate Services for 2015/16 is approved.

2.0 Purpose of Report

- 2.1 In accordance with the performance development framework, the report details final performance figures for 2015/16 against approved targets. Following completion of work in the previous Corporate Plan (2009 to 2014) the report assesses progress against on-going indicators and targets contained in the Service Plan for Corporate Services.

3.0 Detail

- 3.1 During the period in which the Corporate Plan has been reviewed, the Committee has continued to oversee performance in benefits processing and customer services contact, together with collection rates and updates on key developments in Corporate Services that have previously been approved.
- 3.2 These indicators are designed to help measure value for money and the way in which the Council delivers services to its residents. In addition, the Committee is also responsible for reviewing health and safety, together with absence management performance and the Council's strategic risk register.

- 3.3 The targets set are generally based on benchmark standards and are regularly compared with other councils.

Collection Rates for Council Tax and Business Rates

- 3.4 The collection rates for Council Tax, Business Rates and Sundry Debtors are shown in the following table.

Collection Rates	Annual Volumes	Actual 2013/14	Actual 2014/15	Target	Actual 2015/16	
Council Tax in-year Collection	£47.2m	97.80%	98.10%	97.40%	98.20%	GREEN
Council Tax Arrears Collection	£4.4m	22.10%	18.50%	26.70%	17.60%	RED
Business Rates Collection	£24.1m	98.10%	98.40%	96.10%	98.70%	GREEN
Recovery of Housing Benefit Overpayments	£1.4m	37.50%	40.10%	34.20%	34.20%	GREEN
Sundry Debtor Collection (incl. Arrears)	£4.6m	84.20%	90.10%	82.60%	85.60%	GREEN

- 3.5 The table shows that all collection rates (except Council Tax arrears collection) exceeded their respective targets.
- 3.6 The service provider (Northgate Public Services - NPS) is incentivised to maximise collection as much as possible, as they can gain a share of additional income. If overall collection falls below target, then they are required to make up any shortfall in cash collected.
- 3.7 However, the above collection rates are aggregated for the purpose of measuring performance against an overall contractual target. NPS exceeded this target for the financial years 2010/11 to 2014/15. The assessment for 2015/16 is currently subject to Audit.

Council Tax Arrears

- 3.8 The performance on Council Tax arrears collection was reviewed by the Overview and Scrutiny Committee as part of their budget scrutiny work for 2016/17. Outcomes of the review included initiatives around encouraging a greater take-up of direct debit and spreading payments over 12 months. This is to ensure that in-year collection is maximised to avoid future arrears.
- 3.9 A further 200 households have now switched to direct debit for 2016/17, bringing the total direct debit percentage to 68% for all households in the District. Approximately 1,000 households have switched to 12 monthly instalments from the traditional 10 months, in order to spread payments over the year.

Benefits Processing

3.10 This is summarised in the following table.

Benefits Processing (Average Time)	Annual Volumes	Actual 2013/14	Actual 2014/15	Target	Actual 2015/16	
Processing New Claims	1,000	17 Days	40 Days	18 Days	16 Days	GREEN
Processing Change of Circumstances	14,000	14 Days	28 Days	8 Days	8 Days	GREEN

3.11 Performance reverted back to normal levels in 2015/16 following the problems which led to deterioration in performance during 2014/15. In accordance with the NPS contract, performance is measured quarterly during the year and this is summarised in the following table.

Benefits Processing Times by Quarter	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Overall
Processing New Claims	17 Days	18 Days	13 Days	15 Days	16 Days
Processing Change of Circumstances	7 Days	12 Days	7 Days	6 Days	8 Days

3.12 The table shows that there was a temporary decline in turnaround times during quarter 2. This was due to the final stage of implementing electronic processing. Whilst this was completed, it did cause a temporary backlog. Thereafter, from September 2015, performance has been steady and consistent within normal processing times.

Customer Services

3.13 Performance is summarised in the following table.

Customer Services	Annual Volumes	Actual 2013/14	Actual 2014/15	Target	Actual 2015/16	
Telephone calls answered within 20 seconds	135,000	81%	77%	80%	79%	RED
Customer Satisfaction (face to face enquiries)	34,000	95%	94%	90%	95%	GREEN

Speed in Answering Telephone Calls

3.14 Performance on answering telephone calls just failed to meet the overall target for the year. As previously reported, this was due to the substantial increase in volumes which has steadily increased over the last 2 to 3 years.

3.15 Various service improvements have been made and the effect of this is shown in the following table, which details monthly performance for 2015/16.

Apr-15	85%
May-15	74%
Jun-15	77%
Jul-15	70%
Aug-15	75%
Sep-15	76%
Oct-15	80%
Nov-15	85%
Dec-15	86%
Jan-16	82%
Feb-16	84%
Mar-16	70%

3.16 Following development and in particular the introduction of the cash payment machines, performance returned to normal levels from October 2015.

3.17 Performance in March 2016 dipped due to a spike in calls relating to the Severn Trent water supply issue in the District. March is traditionally a busy month in any case due to annual council tax bills and rent statements being sent out to residents.

3.18 Good practice suggests that call abandonment rates should not exceed 10%. This is measured and reported monthly. During the year, this was not exceeded with the monthly average being 5%.

Payment of Invoices

3.19 This is summarised in the following table.

Financial Efficiency	Annual Volumes	Actual 2013/14	Actual 2014/15	Target	Actual 2015/16	
Percentage of Invoices paid within 30-days	6,600	96.40%	97.24%	97.50%	98.67%	GREEN
Percentage of Invoices paid within 10-days	6,600	69.10%	74.64%	65.00%	84.25%	GREEN
Number of Payments made Electronically	32,500	98.30%	99.40%	90.00%	99.28%	GREEN

Health and Safety Overview

3.20 The accident statistics for April to March 2016 are detailed in **Appendix 1**. There were no reportable accidents during the quarter January to March 2016. A detailed analysis of all accidents and near misses, including lessons learnt, is considered by the Health and Safety Committee.

3.21 In addition, the Annual Health and Safety Report is a separate agenda item elsewhere on this Committee Agenda.

Sickness Absence Data

- 3.22 Following deteriorating performance on sickness absence in 2013/14, the Council's absence rate during 2014/15 steadily improved. For 2014/15, there was an average of **9.9 days** lost per employee for the year, which compared with **12.4** days in 2013/14.
- 3.23 In quarterly monitoring reports during 2015/16, it has been reported that the absence rate had been declining further. The final figure for 2015/16 was **7.9** days. This is just below the Council's target for the year of 8 days.

Risk Register

- 3.24 An updated corporate risk register is detailed in **Appendix 2**.
- 3.25 The register summarises what are considered to be the key corporate risks to the Council, together with the mitigating action that is currently in place to address these risks. The key risks are:
- The potential effects on services of reductions in core spending power
 - The potential effects of the national economic position at a local level
 - Keeping pace with technology and security of data
 - Business continuity and in particular the loss of the Civic Offices and IT
 - Capacity and resilience in service provision
 - A reduction in resources for the community and voluntary sector
- 3.26 Operational and service risks are detailed in Departmental Service Plans and reported to other Policy Committees. A separate financial risk register is contained in the Medium Term Financial Plan.

4.0 Financial Implications

- 4.1 None directly

5.0 Corporate Implications

- 5.1 None directly

6.0 Community Implications

- 6.1 None directly

7.0 Background Papers

None

ACCIDENT STATISTICS**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 2016 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 2015/16 there were

- 9 accidents involving employees of which 0 were reportable.
- 1 accident involving members of the public of which 0 were reportable.
- 4 near misses.
- Total of 14.

No significant increase in comparison to the same quarter in 2015. However an increase has been generated throughout the year by minor incidents in the summer schemes. The table provides comparative details of the number of accidents for the previous year 2015. All incidents, existing risk assessments have been reviewed, with existing control measures reinforced and additional measures recommended.

Table: Accident Cause Statistics – (for the 4th Quarter - 1 January to 31 March 2016) and Year to Date: Comparative Accident Cause Statistics for the previous year (2014/15)

Accident Cause	Quarter 4 (1 January - 31 March 2016)					Current Year (to date) 1 April - 31 March 2016 Actual				Previous Year Total (to date) 1 April - 31 March 2015 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	-	-	-	-	-	4		-	-	3	2	-	-
Contact Fixed Objects (e.g. sharps)	3	-	-	-	3	6	3	-	-	6	2	-	-
Struck by Moving Vehicles RTA's	-	-	-	-	-	1	-	-	-	-	-	-	-
Struck by Moving Objects - others	3	-	-	-	3	5	8		-	7	4	2	-
Slips / Trips / Falls	1	1	-	-	2	4	16	2	4	10	14	1	-
Violence - Physical such as dog bites	-	-	-	-	-	-	2	-	-	-	-	-	-
Violence - Verbal	2	-	-	-	2	2	-	-	-	-	-	-	-
Near Miss	4	-	-	-	4	12	1	-	-	8	2	-	-
Other, such as cuts.	-	-	-	-	-		4	-	1	5	3	1	1
Total	13	1			14	34	34	2	5	39	27	4	1

Source: SDDC Accident Statistics

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p>The effect on Services of reductions in Core Spending Power</p> <ul style="list-style-type: none"> The Council is now aware of reductions over the period 2016/17 to 2019/20; this was confirmed in the 2016/17 Financial Settlement <p>(Chief Officer Responsible – Director of Finance and Corporate Services)</p>	Treat the Risk	High	<ul style="list-style-type: none"> The Medium-term Financial Plan has been updated to reflect provisional figures and this was approved by the Committee in February 2016. Budgets are considered to be prudent with provisions for inflation and growth. Current reserves are healthy and will help to sustain funding reductions in the short-term allowing time for more sustainable action. As a growth area, the overall reduction in core funding will be less if growth out performs that planned and included in the MTFP. <p><i>The effects of the reductions are considered high as the Council will be required to identify additional resources of up to £1.5m prior to 2018/19 in order to protect the financial position on General Fund services. Firm plans are still to be drawn-up.</i></p>
<p>The effects of the national economy locally.</p> <ul style="list-style-type: none"> Although the national economy grew in 2013 and 2014, there were signs that this slowed during 2015. This has caused some unease in financial markets and more global events are also creating uncertainty. Interest rates and inflation remain low. Locally, the amount of people claiming benefit has levelled off and has slightly reduced. Local unemployment levels are below national and regional averages. However, Council Tax and Housing Rent arrears have slightly increased over the last year. 	Tolerate the Risk	Medium	<ul style="list-style-type: none"> On-going budgets for income from planning fees and land charges, etc. are set at levels below current actuals leaving some room for a downturn. The MTFP is not reliant on interest rates increasing from the current level to generate revenue. Debt is at fixed interest rates and is affordable within the HRA's Financial Plan. The Council continues to work with voluntary and community groups to help people in need, including through the Derbyshire Financial Inclusion Partnership and with the CAB/CVS. Regular meetings take place.

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<ul style="list-style-type: none"> New development and regeneration locally continues although it is slower and less frequent compared to pre 2010 as many investors and businesses are still taking a cautionary approach. <p>(Chief Officers Responsible – Chief Executive and Director of Finance and Corporate Services)</p>			<ul style="list-style-type: none"> 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 and possible joint venture arrangements. On-going dialogue through the LEP to access funding and with developers to look at alternative options for regeneration. <p><i>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible at this stage to mitigate influencing factors.</i></p>
<p>Keeping pace with technology and security of data</p> <ul style="list-style-type: none"> The Council's IT infrastructure needs to keep pace with existing and emerging technologies to ensure sufficient capacity and resilience. Stricter regulations for managing and exchanging information in electronic form through the Public Services Network. Systems subject to virus attacks. Greater expectations through Data Protection 	Treat the Risk	High	<ul style="list-style-type: none"> Significant investment in recent years has upgraded the server infrastructure. The network for data flow has recently been upgraded to strengthen capacity and resilience. Network and wireless points recently upgraded. E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade completed. Remote access also upgraded in 2015. Disaster Recovery solution being strengthened at an independent location and business continuity for IT being reviewed and tested. 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. Annual internal audit review tests robustness of systems and infrastructure – recommendations for improvement are monitored by the Audit Sub-Committee. Regular training and briefings given to Members and Officers to raise awareness of potential data and security issues.

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p>regulations to safeguard personal information. This includes processing of transactions through credit and debit cards to mitigate the risk of fraud</p> <p>(Chief Officer Responsible – Director of Finance and Corporate Services)</p>			<ul style="list-style-type: none"> • Staff resources identified for reviewing the management of information across the Council. • Policy to be updated to ensure that the Council remains compliant with industry standards for processing third party data. <p><i>The risk is high and there have been recent incidents that have tested the Council's framework and processes. As approved, strengthening disaster recovery DR arrangements will be pursued in 2016.</i></p>
<p>Business Continuity and in particular the loss of the main Civic Offices and IT.</p> <ul style="list-style-type: none"> • Council services are predominantly managed from one Administrative Building. <p>(Chief Officer Responsible – Director of Finance and Corporate Services)</p>	Treat the Risk	High	<ul style="list-style-type: none"> • Business Continuity Plan in place which is regularly reviewed. • A partial Disaster Recovery solution is available off site which would allow major systems to be accessed remotely. This will be developed further in 2016. • Potential to transfer infrastructure into a Data Centre being reviewed. • All data backed up to tape and stored in a secure offsite facility outside of the Region. • Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required. • Provision for home working and remote access in place. • Insurance cover provided for 4 years and insurers provide support to secure temporary accommodation. <p><i>Although the likelihood of occurrence is low, the potential impact of this risk is high.</i></p>
<p>Capacity and Resilience in Service Provision</p> <ul style="list-style-type: none"> • Reducing staff and budget resources could lower capacity and resilience within council services. 	Tolerate the Risk	Medium	<ul style="list-style-type: none"> • Training and development programme being delivered for senior and aspiring managers. • Recent restructures continue to mature and bed in.

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
(Chief Officer Responsible – Chief Executive Officer)			<i>The risk remains medium but could increase depending on the effects of the reduction in core spending power over the medium-term. This could lead to additional measures in order to treat this risk in the future.</i>
Reduction in resources for partners in the community and voluntary sector <ul style="list-style-type: none"> Financial pressures on partners who deliver services with or on behalf of the Council, including voluntary organisations. (Chief Officer Responsible – Director of Community and Planning Services)	Tolerate the Risk	Medium	<ul style="list-style-type: none"> Current grant funding is being maintained and increased in 2016/17 for all supported organisations. Spending can be refocused to meet external funding requirements and is project based rather than on-going. Dedicated officer time in place to support the voluntary sector and local organisations. This includes direct secondment where necessary. <p><i>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible at this stage to mitigate the risk.</i></p>

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/annual reports 2015 16/consultation/annual report 215 16
SUBJECT:	CONSULTATION ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 07

1.0 Recommendations

- 1.1 To note the key consultation achievements for 2015/16 as detailed in **Appendix 1**.
- 1.2 To agree the refreshed Consultation Action Plan 2016/17, as detailed in **Appendix 2**.

2.0 Purpose of Report

- 2.1 To present the annual consultation report for 2015/16, detailing how consultation activities supported the delivery of key priorities.

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 to assess and apply feedback will 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 To ensure the Council realises its vision of 'making South Derbyshire a better place to live, work and visit', consultation and engagement are a key part of our approach to improve the quality and effectiveness of the services we provide.

Key achievements 2015/16

4.2 The key outcomes achieved during 2015/16 are outlined below:

April 2015 – In partnership with South Derbyshire Sport, young people aged 17-25 years old completed sports surveys to provide information on the provision of sports and facilities across 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.

May 2015 – The 'Your lifestyle, your safety' survey took place for over 50's which aimed to discover what leisure and physical activities people are interested in. The survey also asked about opinions on community safety.

July 2015 – Council tenants were asked to complete the STAR survey. The Survey of Tenants and Residents (STAR) Survey is used by all social housing landlords to gather information on how satisfied tenants are with services and to identify where improvements can be made.

September 2015 – South Derbyshire residents were asked to share their views on the future of sports and recreation. All results were used to create the Open Space, Sport and Community Facility Strategy.

October 2015 – Residents were asked about their views about recycling following the launch of a new recycling campaign video. Consultation took place through an online survey and social media.

November 2015 – Local business owners and residents were asked about their views on working and running a business in South Derbyshire. Responses were used to support the new Economic Development Strategy.

December 2016 – Local Plan Part 2 consultation took place with local residents.

January 2016 – Council Tenants were consulted about proposed changes to the Tenancy Agreement via the website, in writing and through area forums.

January 2016 – A Community Governance Review took place in Newhall and Stanton to establish whether or not a parish council will be created.

February 2016 – Businesses and partners came together for the first Dementia Friendly Community event. During this event consultation took place on how to develop local services.

February 2016 – Consultation took place on the development of a new website for the Council. Residents were asked to complete an online survey.

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 two, three and four way conversations being held with groups and individuals wishing to offer their opinion or make suggestions.

Other consultations that took place during year include:

- National Forest Walking Festival Evaluation (May 2015)

Looking ahead to 2016/17

4.3 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 Higher level consultation activities planned for 2016/17 are featured in **Appendix 2**.

5.0 Financial Implications

5.1 Any associated consultation costs during 2016/17 will be contained within existing budgets and resources.

6.0 Corporate Implications

6.1 This report is linked to our 'outcomes' theme, in particular the action to 'maintain customer focus'. Our values state that we will 'actively listen' to residents to help make South Derbyshire a better place to live, work and visit.

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 citizens and stakeholders in the decision making process. This ensures their views are taken into account in improving our services and inform the development of our policies.

9.0 Background Papers

None

Appendix 1 – Consultation Action Plan 2015/16

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)	Feb 2016
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 2016
Data analysis	Support and advice given to service areas to analyse and interpret data from consultation exercises.	Head of Communications (NPS)	Mar 2016
Effectively coordinate and disseminate results of consultation activity	We have continued to work with service areas to develop the consultation pages on the Council website by publishing consultation findings and outcomes.	Head of Communications (NPS) / Directors	Mar 2015
Drive forward proposed consultation for 2015/16	As outlined in Committee Report.	Directors	Various dates

Appendix 2 – Proposed consultation activities 2016/17

Aim	Action	Lead Officer	Completion Date
Create a new Consultation Strategy	To align with the launch of the Corporate Plan 2016-21.	Head of Communications (NPS)	December 2016
To seek opinions and feedback on the Council's financial plans for 2016/17.	Overviews to be provided at the Area Forums. We will also seek the views of the Business and Voluntary Sector on the proposals.	Director of Finance and Corporate Services	Jan - Feb 2017
Support Service Areas in engaging with service users and the wider community	We will continue to explore new ways to engage and consult with residents on key activities and priorities.	Head of Communications (NPS) / Directors	March 2017
Effectively coordinate and disseminate results of consultation activity	Website to be further developed and utilised to present findings and feedback.		

REPORT TO:	FINANCE and MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/annual reports 2015 16/communications/annual report 2015 16
SUBJECT:	COMMUNICATIONS ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 07

1.0 Recommendations

- 1.1 That the Communications Annual Report 2015/16 in **Appendix 1** is noted.
- 1.2 That performance against the Communications Action Plan 2015/16, as detailed in **Appendix 2**, is approved.
- 1.3 That the Council's revised Communications Action Plan for 2016/17, as outlined in **Appendix 3**, is agreed.
- 1.4 That the proposed publicity/communication campaigns 2016/17, as shown in **Appendix 4**, are approved.

2.0 Purpose of Report

- 2.1 To note the Corporate Communications Annual Report 2015/16.
- 2.2 To review progress on the Communications Action Plan 2015/16 and approve the refreshed Communications Action Plan for 2016/17 together with the proposed publicity and communication campaigns for 2016/17.

3.0 Executive Summary

- 3.1 The annual Communications Report looks at internal and external communication outcomes achieved during 2015/16. It provides trends and statistical evidence to support our work in communicating with customers. A revised action plan for 2016/17 outlines how key activities will be delivered.

Detail

- 3.2 The annual Communications 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 A summary of progress during 2015/16 is as follows:

- Successfully delivered the Corporate Communications campaigns
- Continued to develop internal communication channels, with a fresh, modern Intranet and the internal staff magazine constantly being improved
- Protected and developed the Council's reputation with the local, regional and national media
- Further enhanced website functionality to meet the needs of residents
- Started the process to deliver a new Council website
- Developed social media and digital tools to improve communication channels and hold two-way conversations with residents
- Executed 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 2015/16 have been funded from existing resources. It is the 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'. 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 2016/17, 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.

APPENDIX 1

Corporate Communications Annual Report 2015/2016

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, co-ordinating 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 digital 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 and digital media. 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 2015/16 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 many 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. A Mail reporter recently spent a morning with our Safer Neighbourhood Wardens to discover more about their work, with a double-page feature later making it into print.
- 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 annual Swadlincote Pancake Races and the introduction in summer 2015 of free tennis for the over-50s at Maurice Lea Memorial Park in Church Gresley.
- 2.4 Local media and parish council contacts have been kept up-to-date, facilitating a dedicated service to community publications.
- 2.5 During 2015/16, a typical month has seen between 10 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 some negative stories to report. Taking March as an example month, 168 separate articles relating to South Derbyshire and the Council appeared in the press.
- 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 2015/16 there was an average of 31,574 visits per month to our website – www.south-derbys.gov.uk - an increase of 2.25% on the previous year. On average, there have been 97,638 page views a month, 5.43% higher than last year.

Table 2 – Online access to Council information

	Monthly Average - Nr. visits to Council Website	Percentage of returning visitors	Monthly average – Nr. Page views
2015/16	31,574	48.4%	97,638
2014/15	30,880	N/A	92,609
2013/14	29,437	49.6%	90,082

2.9 During 2015/16, 49.11% 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. This was up from 43.44% in 2014/15.

2.10 The most viewed sections of the Council's website during 2015/16 are outlined in Table 3.

Table 3 – Popular Sections of the Council Website 2015/16

Popular Sites	Nr. Page Views (PVs) 2015/16	% change of PVs compared to 14/15	Rationale	Link to PR activity
<u>Community & Living</u>	42,238	-18.05%	Community events / grants	Heavy promotion of events through social media
<u>Council & Democracy</u>	193,547	33.33%	Council Tax, Benefits / Press releases	Reflect new home page 'buttons' and press coverage
<u>Environment & Licensing</u>	123,480	8.04%	Waste and recycling, Licensing information	Linked to the refuse and recycling service
<u>Housing</u>	56,121	6.5%	Tenancies, tenant participation etc	Dreamscheme, Can You Dig It? competitions, launch of new Housing Strategy 2016-21
<u>Leisure, culture & tourism</u>	85,545	-25.58%	Walking festivals, play schemes etc	Wide-ranging marketing material to publicise events
<u>Planning & Development Control</u>	221,296	-2.84%	Planning policy	Reflects size of planning applications and work on the Local Plan

2.11 There has been a general increase in the number of page views across the majority of the Council's website compared to 2014/15. The significant exceptions are Community & Living and Leisure, Culture & 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 around 6,000 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 and waste collections 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 year more than 1,000 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, detail and increasing click-throughs. This method has been particularly effective in areas like community safety and environmental health, with International Women's Day and food hygiene inspections/product recalls 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. Our social media channels are continuously monitored.
- 2.17 The use of hash tags to link and track conversations, such as #Swadpancakeraces, #swadlights and #SDwhatson, has resulted in our messages reaching wider audiences and attracting a new community of followers.
- 2.18 The Council's YouTube channel has been utilised in the past year to promote a Champions of Recycling video, an animation put together to try to reach and engage a new generation of recyclers. It was backed up with a series of short films featuring members of the community sharing their top recycling tips. Between them, the videos have attracted more than 540 views.
- 2.19 We never rest on our laurels in terms of social media, appreciating that its potential for improving the way we work is huge.
- 2.20 **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, the Environmental Education Team and the Swadlincote Townscape Heritage Scheme. 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.
- 2.21 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.

Channel Shift

- 2.23 A rapidly expanding population and an increasingly complex benefits system have both contributed to a major increase in all customer contacts.
- 2.24 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.
- 2.25 The first phase of self-service was the introduction of payment machines in September 2015 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. Other new initiatives include a revamp of the homepage of the website to signpost residents to information about Benefits, Council Tax and paying for Council services.

Print & Design services

- 2.26 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 2015/16

- 2.27 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 included the following:

Promoting the District and supporting economic growth

- 2.28 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.' The awarding of Green Flags to both Maurice Lea Memorial Park and Eureka Park has received wide-ranging media coverage, for example;
 - 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

2.29 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 reduced central funding, such as obtaining grants and delivering services innovatively.

Improved lifestyles built on the legacy of the Olympics

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

- 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 a new climbing zone at Grove Hall, a new skate park at Newhall Park and enhancing leisure facilities in Melbourne.

Improved feeling of safety and security

2.31 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 and International Women's Day, 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.

Improved Recycling

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

- Publicity drives being undertaken at seasonal periods to ensure residents do their bit for the environment.
- Providing proactive updates via the website and social media during holiday periods and 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. The recycling pages on the website has been reviewed and updated to ensure residents have the necessary information at their fingertips.
- Producing a 'Champions of Recycling' animated film to reach a new generation of recyclers and improve recycling rates further.

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
 - Team briefs
 - Planning for the Future
 - Staff briefings – as and when required on key issues
 - Inductions for new starters
- 3.2 One of the biggest successes of the year has been the bedding-in 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 is about to 'go digital' by being moved onto the Intranet, which has fast become a one-stop shop of news and information for staff who want information at their fingertips 24 hours a day, not once a month. A monthly printout summary will be produced for staff without access to the intranet.
- 3.4 The team brief format has been reviewed and improved, with corporate and Northgate messages now included.
- 3.5 Blogs have been produced to cover time-sensitive topics that require greater elaboration, such as the Council Leader's Christmas message, a "Waste less, save more" introduction from Sainsbury's CEO Mike Coupe and more besides. The use of blogs will be stepped up even more through the new Intranet version of Better.
- 3.6 Plans are in place to standardise branding as part of the imminent launch of the new Corporate Plan to help ensure consistency of message.

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 2016/17 is attached at **Appendix 2**.

Appendix 2 - Communications Action Plan 2015/16

Actions Required	KPI	Progress
Media Management		
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 two working days.	Target continues to be met. Most media queries are dealt with on the same day. Meeting set-up between new Burton Mail editor/reporters and Council Chief Executive/Communications team to help maintain strong existing relationship.
Internal communications		
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, feel and format is constantly reviewed to ensure it remains fit for purpose.
Development of internal communications channels	Adhere to timeline outlined in internal communications action plan.	<p>March/April 15 – New-look Intranet site goes live. As well as a fresh, modern design, a host of new features have been incorporated.</p> <p>February 16 – Annual Partnership Satisfaction survey launched to gain feedback on services delivered.</p> <p>March 16 – final edition of Better magazine in print, with the rolling news channel on the intranet to</p>

Actions Required	KPI	Progress
		<p>become a new digital version of Better from April 2016.</p> <p>2015 – Departmental Team Brief format reviewed and refreshed to include relevant corporate messages.</p>
Undertake a review of the Council's Corporate Plan	Corporate Plan to be replaced.	Five workshops held with staff, senior managers and Members, with themes of 'People, 'Place' and 'Progress' agreed. Corporate Plan agreed by the Finance and Management Committee on March 17.
Website and social media		
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	90% content published within 3 days.	100%. Development work continues to take place, with departments supported in reviewing and refreshing their content. Improvements have included a review of council tax pages and the introduction of an online council tax bill guide. A project to deliver a new Council website is now under way.
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.	<p>Social Media Breakfasts have taken place with departments and Members 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, with around 6,000 followers. Facebook pages have been developed in line with service priorities.</p>

Actions Required	KPI	Progress
Print & Design Services		
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 2016/17

Action	KPI	Target Date
Strategy / Media Management		
To successfully deliver the Corporate Communications campaigns.	Campaigns delivered and outcomes achieved.	March 31, 2017
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 social media training for officers.	Sessions held	October 31, 2016
Internal communications		
Internal newsletter transformed into a digital offering on the intranet for the Client and Partnership, with a monthly printout version maintained for those without intranet access.	Monthly	Monthly from April, 2016
Development of internal communications channels (as outlined in internal communications action plan).	Branded emails to be introduced to highlight key corporate messages.	Template for branded emails to be designed by July 31, 2016.
	To devise an internal communications strategy.	Survey to be launched by June 31, 2016, with strategy to follow.
Website and social media		
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	Content published within 3 days (90%)	March 31, 2017
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	March 31, 2017

Action	KPI	Target Date
	for each campaign	
Design and launch a new Council website	N/A	March 31, 2017
Print & Design Services		
Carry out graphic design work as agreed with the Council	Work to support key corporate projects	March 31, 2017
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 2016/17

Campaign	Descriptions	Lead Director	Theme	Projects
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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	Progress	Projects to support <ul style="list-style-type: none"> Enhancing the vitality of the District's town centres Delivering The National Forest Tourism Action Plan Promoting inward investment and business development Progress the South Derbyshire Local Plan Supporting our communities in neighbourhood planning Support and promote the Swadlincote Townscape Heritage Project
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	People	Projects to support <ul style="list-style-type: none"> Develop social media channels to ensure updates are timely and relevant Consider ways to reduce the volumes of incoming waste and recycling calls on the Customer Contact Centre. Monitor the website to ensure information is timely and relevant.
Igniting the Legacy		Supporting a raft of sporting, leisure and cultural activities	Community & Planning Services	People	Projects to support <ul style="list-style-type: none"> Supporting local communities in delivering cultural events across the District Delivering improved leisure facilities for the community Increasing levels of participation in sport, health and physical activities Promoting the Aviva Women's Tour cycle race which passes through the District.

Campaign	Descriptions	Lead Director	Theme	Projects
Waste less, save more	Promoting a project to halve food waste in South Derbyshire during the 2016 calendar year	Housing & Environmental Services	People	Projects to support <ul style="list-style-type: none"> Working with Sainsbury's to maximise local and national media coverage of the project Helping to promote events and projects which will deliver the overall aim Assisting in the evaluation of outcomes
Improved feeling of safety and security	Promoting the message that South Derbyshire is a safe place to live. Supporting planned activities across the district to promote community cohesion, reducing crime and anti-social behaviour	Community & Planning Services Housing & Environmental Services	Place	Projects to support <ul style="list-style-type: none"> Working with partners to ensure diversionary activities are being delivered in target locations Ensuring Safer Neighbourhood funding is used effectively to combat local crime and disorder issues Working with our partners and communities to reduce acquisitive crime Putting victims first by working with our Partners to provide an enhanced service to vulnerable victims of ASB
Improved Value for Money	Communicating the message that the Council is ensuring that proper arrangements are in place to enable resources to be used efficiently and effectively Improving the customer experience	Finance & Corporate Services	Outcomes	Projects to support <ul style="list-style-type: none"> Showcase the ways we are doing more with less Highlighting key successes/achievements Continuing to engage with our communities to ensure the Council is delivering services appropriately

Campaign	Descriptions	Lead Director	Theme	Projects
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 & Corporate Services</p> <p>Chief Executive</p>	Outcomes	<p>Projects</p> <ul style="list-style-type: none"> 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 Analysing data which will help to shape services around customer needs and demands

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service planning/annual reports 2015 16/data quality
SUBJECT:	DATA QUALITY STRATEGY ANNUAL REPORT 2015/16 AND ACTION PLAN 2016/17	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM13

1.0 Recommendations

- 1.1 That Progress made against the Data Quality Strategy Action Plan 2015/16 in **Appendix 1** is noted.
- 1.2 That the Action Plan 2016/17 in **Appendix 2** is approved.

2.0 Purpose of Report

- 2.1 To consider progress made against the Data Quality Strategy Action Plan 2015/16.
- 2.2 To receive feedback from the 2015/16 Data Quality and Performance Management Audit Report compiled by the Central Midlands Audit Partnership (CMAP).
- 2.3 To set out planned actions on data quality in 2016/17.

3.0 Detail

Background

- 3.1 In June 2012, this Committee adopted a revised Data Quality Strategy and agreed an Action Plan, which is refreshed annually.
- 3.2 An audit of the Council's data quality arrangements was completed by CMAP in January 2016.

Progress made during 2015/16

- 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 2015/16.

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
- 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 2016, the Council received confirmation that the PSN Code of Compliance has been met.

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

Data Quality Audit

3.6 During 2015/16, CMAP, as the Council's Internal Auditors, focused on the governance arrangements in place over Data Quality and Performance Management at the Council. This was to provide assurance that the systems were operating effectively and providing an acceptable level of control.

3.7 At the end of the review, carried out with support from the Policy and Communications Team, CMAP was *'able to offer comprehensive assurance that the areas reviewed were found to be adequately controlled. Internal controls were in place and operating effectively and risks against the achievement of objectives were well managed'*.

3.8 The following matters were considered to be potential control weaknesses:

- Provision had not been made for the review of the Data Quality Strategy and referenced documents were no longer relevant.
- The issue of poor quality performance data was not being considered on the Council's Departmental Risk Registers.
- The information recorded in 2 out of 18 Local Definitions sampled was not comprehensive and complete.

3.9 Three recommendations were made. All three were considered a low risk, rather than a moderate, significant or critical risk. These were as follows:

- Update the Data Quality Strategy to incorporate a review schedule to record previous and future review dates and the term of reviews.
- Add the risk of poor quality performance into the Departmental Risk Registers reported to Council committees to ensure that the impact and likelihood of this risk can be fully considered
- Review the Local Definitions for all the performance indicators in the Corporate Plan to ensure that they have been fully completed and that the information provided is comprehensive

- 3.10 All recommendations were accepted and positive action has been taken to address all issues highlighted by the Auditors.

Action Plan 2016/17

- 3.11 Detailed actions on data quality for 2016/17 are shown in **Appendix 2**.

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

4.1 Financial Implications

- 4.2 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. 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 and Performance Management 2015/16.*'

Progress Report on Action Plan 2015/16

Ref	Action	Required Outcome	Officer(s)	Target Date	Progress	Complete
1	Ensure that suitable controls and measurements are in place for KPIs identified by the Council as part of the 2015/16 Audit Plan	Strengthened data quality arrangements	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	April 2016	An audit of the Council's data quality arrangements was completed in January 2016. CMAP was <i>'able to offer comprehensive assurance that the areas reviewed were found to be adequately controlled. Internal controls were in place and operating effectively'</i> .	Complete
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	The threat of poor quality performance data was included in risk registers for Sustainable Growth and Opportunity, Safe and Secure and Lifestyle Choices, as well as departments. This will now be incorporated into risk registers for the Corporate Plan 2016-2021.	Complete and ongoing
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	September 2015	24 methodology statements have been written and approved for the Corporate Plan 2016-2021. Data reviewers and data collectors have been identified as part of this process.	Complete and ongoing
4	Undertake self-assessment exercise on any new or amended KPIs	Strengthened data quality arrangements	Director of Finance & Corporate Services / Head of Communications	December 2015	Undertaken as and when applicable.	Complete and ongoing

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	Audit completed in May 2015, with revised controls and procedures put in place for the following KPIs assessed as a medium risk: <i>GM 7 - Speed of Planning applications</i> <i>LM 5 - Nr of cultural activity participants</i>	Complete
Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments	Complete
6	To monitor the delivery of the Action Plan	Improved accountability for data quality	Director of Finance & Corporate Services / Head of Communications	March 2016	Forms part of the quarterly reporting process.	Complete and ongoing

Action Plan 2016/17

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
1	Ensure 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)	July 2016
2	Implement remaining recommendations made in the 2015/16 Data Quality and Performance Management Audit Report.	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Directors / Head of Communications (Northgate Public Services)	July 2016
3	Achieve the Public Service Network (PSN) Code of Compliance	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Head of IT (Northgate Public Services)	April 2017
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)	April 2017
5	Ensure that Data Quality is referenced in the Corporate Risk Register and reviewed on a regular basis	Increased commitment to data quality	Director of Finance and Corporate Services / Director of Community and Planning / Head of Communications	April 2017
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)	April 2017

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/annual reports 2015 16/equalities
SUBJECT:	CORPORATE EQUALITIES and SAFEGUARDING ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 16

Recommendations

- 1.1 That the Corporate Equalities and Safeguarding Annual Report for 2015/16 is approved for publication.
- 1.2 That progress made against the 2015/16 Corporate Equalities & Safeguarding Action Plan in **Appendix 2** is noted.
- 1.3 That the Corporate Equalities and Safeguarding Action Plan for 2016/17 as detailed in **Appendix 3** is approved.

2.0 Purpose of Report

- 2.1 The Equality Act 2010 requires South Derbyshire District Council to publish a report each year to demonstrate it has considered the aims of the Equality Duty.
- 2.2 To seek approval for the Corporate Equalities and Safeguarding Annual Report for 2015/16. This will be published on the Council's website.
- 2.3 To note progress made in 2015/16 for delivering the actions contained in the Equalities and Safeguarding Action Plan.
- 2.4 To approve the Corporate Equalities and Safeguarding Action Plan for 2016/17.

3.0 Detail

- 3.1 The Equality Act 2010 places a duty on public bodies such as the Council to consider the needs of all individuals in its day-to-day work when developing policies, delivering services and in relation to its own employees.
- 3.2 The Act included the Public Sector Equality Duty, which replaced the former duties relating to race, disability and gender equality. The public sector equality

duty came into force on April 5, 2011.

3.3 In summary, those subject to the Equality Duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations

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

- Age
- Disability
- Race
- Gender
- Pregnancy and maternity
- Religion of belief (and non-belief)
- Sexual orientation
- Gender re-assignment
- Marriage and civil partnership

3.5 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.

3.6 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 or the publication of data that supports a key decision, providing it is accessible to the public.

3.7 The publication of the Corporate Equalities and Safeguarding Annual 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**.

3.8 Case studies have been used in the Corporate Equalities and Safeguarding Annual Report to demonstrate compliance. These are summarised below:

Meeting the aims of the 'Duty'

(a) Eliminating discrimination, victimisation and harassment.

The work of the Safer South Derbyshire Partnership includes promotion of Hate Awareness Week, taking part in the Derbyshire Anti-Social Behaviour Victims First project, organising Liberation Day and running an International Women's Day event.

(b) Advancing equality of opportunity

Two payment machines are positioned to accommodate wheelchair users and a disabled member of the Tenants Forum tested it ahead of the launch.

Leisure and recreational activities include the Rosliston Parkrun, Positive Activities for Young People and Village Games.

(c) Fostering good relations

The Dreamscheme encourages young people to take part in activities that benefit their local community. In return, they are rewarded with points for every hour worked that can be redeemed for trips out.

Objectives.

(a) Provide services that reflect the communities of South Derbyshire and are accessible to users

The Community Food Hub scheme was launched in December 2015 to help tackle food poverty in the District.

During the year tenants approved the Easy-Read Tenancy Agreement, helped to judge Can You Dig It and worked in partnership with Trent and Dove Housing and SDDC to provide input into new build projects.

(b) Work with partners to help younger people access employment opportunities in South Derbyshire–

This included staging a Jobs and Skills Fair and a separate Jobs and Careers Fair. The Raising Aspirations project was launched which aims to support young people to make the most of their future.

(c) Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer

The Southern Derbyshire Voluntary Single Point of Access (VSPA) supports greater integration between health and social care and voluntary sector services. It provides a clear referral pathway from Health and Social Care to Voluntary Sector services, to support older and vulnerable people, as well as people with long-term conditions, to maintain their independence within their own communities.

Work started during the year to help South Derbyshire become a 'Dementia Friendly Community'. This means putting strategies in place that improve quality of life for those living with dementia as well as for their families, friends and carers.

Progress made during 2015/16

3.9 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:

- Working in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2015/16
- Undertaking a Workforce Profile and looking in depth at the age gap of the workforce
- Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options
- 'Promote inclusion' features in the Corporate Plan for 2016 – 2021 as a key aim
- Publishing the Council's Housing Tenancy Agreement in an easy read format.
- Strengthening and developing the Council's internal Equalities and Safeguarding Group. Meetings have taken place on a quarterly basis with a range of issues discussed and actions progressed
- Publication of the annual Workforce Profile and Equalities Reports
- Delivering Child Sexual Exploitation (CSE) training for employees, taxi staff and licensed premises and safeguarding training for Elected Members.

Activities planned for 2016/17

3.10 The Council will continue to deliver activities in line with its Equalities Policy. These are described in detail in **Appendix 3** but include:

- Continuing to drive improvement and focus on issues that matter locally through the Corporate Equalities and Safeguarding Group;
- Reviewing and updating our Equality Objectives
- Publishing progress on our equality and safeguarding activities through the Equalities Annual Report.
- Delivering 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 Corporate and Equalities Annual Report.

Appendix 2 - Equalities and Safeguarding Action Plan Outcomes 2015/16

Ref	Action	Targeted outcome	Actual outcome
1	Update the Equalities Profile of the District.	Develop our knowledge and understanding of the communities we serve.	Equalities Profile updated.
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.	<p>Together with South Derbyshire CVS, we established the Communities 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, ethnicity, age, physical and mental disability.</p> <p>Examples of increased voluntary and community involvement include:</p> <ul style="list-style-type: none"> • The Community Food Hub • International Women's Day • Dreamscheme • Tenant involvement in Dig It judging • Development of Dementia Friendly Communities

Ref	Action	Targeted outcome	Actual outcome
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.	<p>Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options.</p> <p>Undertake a programmed review of existing policies and procedures based on levels of risk.</p> <p>To publish the Council's Housing Tenancy Agreement and other housing related policies (following consultation) in an easy read format.</p>	<p>We have undertaken a proportionate and balanced approach when considering the Equality Duty in the development of policy options.</p> <p>Our new <u>Housing Strategy 2016 - 2021</u> makes clear priorities such as satisfying the demand for affordable properties, along with details about how the District's most vulnerable residents will be protected.</p> <p>'Promote inclusion' features in the Corporate Plan for 2016 - 2021 as a key aim.</p> <p>Tenancy agreement published in an easy read format.</p>
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.	<p>Equalities and Safeguarding awareness training to be delivered through briefings and external training providers.</p>	<p>CSE training for employees, taxi staff and licensed premises held in November. CSE and safeguarding training for Elected Members took place on December 10.</p>

Ref	Action	Targeted outcome	Actual outcome
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 across the organisation.</p>	<p>Information recorded on My View.</p> <p>Internal communications distributed and noticeboards updated to inform of safeguarding procedures</p>
6	Undertake a Workforce Profile, and consider any issues to be addressed.	<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 the workforce.</p>	<p>Assessment completed.</p> <p>Discussions/further research triggered with regard to age equality.</p>
7	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 and review of key equalities and safeguarding actions.</p>	<p>Corporate Equalities and Safeguarding Group meets quarterly to review key equalities and safeguarding actions.</p> <p>Chaired by the Director of Finance and Corporate Services, the group includes the Elected Member champions as well as service level representatives.</p>
8	Produce and publish the Annual Equalities and Safeguarding Report.	<p>To meet the requirements of the Public Sector Equality Duty. Monitor progress and achievements.</p>	<p>The Annual Report 2015/16 presented to F&M Committee June 16, 2016</p>

Appendix 3 - Equalities and Safeguarding Action Plan 2016/17

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 17
2	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2016/17.	Increased voluntary and community engagement in the work of the Council.	Director of Planning & Community Services Head of Communications (NPS)	Mar 17
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.	Director of Finance & Corporate Services Head of Communications (NPS) Director of Housing & Environmental Services	Mar 17
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 and Safeguarding awareness training to be delivered through briefings.	Director of Finance & Corporate Services Head of Organisational Development (NPS)	Dec 16

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
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 17
6	Undertake a Workforce Profile, and consider any issues to be addressed.	<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 the workforce.</p>	<p>Head of Organisational Development (NPS)</p> <p>Director of Finance & Corporate Services</p>	June 17
7	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 and review of key equalities and safeguarding actions.</p>	<p>Director of Finance & Corporate Services</p> <p>Head of Communications (NPS)</p>	Mar 17
8	Produce and publish the Annual Corporate Equalities and Safeguarding Report.	To meet the requirements of the Public Sector Equality Duty. Monitor progress and achievements.	<p>Director of Finance & Corporate Services</p> <p>Head of Communications (NPS)</p>	June 17

Corporate Equalities and Safeguarding Annual Report 2015/16

Introduction

The Equality Act 2010 places a duty on public bodies such as South Derbyshire District 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. The Act includes the Public Sector Equality Duty, which replaced the former duties relating to race, disability and gender equality.

Public Sector Equality Duty

The Equality Duty was developed in order to harmonise the equality duties and to extend them across all protected characteristics. Those subject to the Equality Duty must, in the exercise of their functions, have due regard to the need to:

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

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 Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations, tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

Specific Equality Duties

In addition to the general duties outlined above, '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
- Adopt and publish equality objectives that must be reviewed at least every four years.
This was last undertaken in April 2012 and is planned to be done again in April 2016.

How this report is organised

This report is designed to highlight what we have done to meet the Equality Duty during 2015/16 and to demonstrate how we have continued to play our part in helping to make society fairer by tackling discrimination and providing equality for all.

The first section (page three) demonstrates how we have met the Equality Duty. Some of the work is on-going. The second section (page 10) looks at the progress we have made in relation to meeting our equality objectives.

Information in relation to our employees can be found in our [Workforce Profile](#).

1. Public Sector Equality Duty

This section of the report demonstrates how we are meeting or have met the Equality Duty in 2015/16.

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations

Eliminating discrimination, victimisation and harassment

Area covered	Supporting information
<p>Governance arrangements and local 'champions'</p>	<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>Corporate Equalities and Safeguarding Group - Chaired by the Director of Finance and Corporate Services, the group includes the Elected Member champions and service level representatives.</p> <p>Its aims are to:</p> <ul style="list-style-type: none"> ▪ share best practice ▪ set and review equality objectives ▪ consider implications of new legislation and procedures ▪ develop and agree equality initiatives and procedures ▪ scrutinise corporate and service level performance ▪ monitor and review our action plan <p>The group has an important role to play in advising the Council, in particular when key business decisions are being made. In 2015/16 the group ensured that 'promote inclusion' has been included as a key aim in the Corporate Plan.</p>
<p>Promoting and maintaining high standards of conduct by Elected Members and employees</p>	<p>We require all:</p> <ul style="list-style-type: none"> ▪ election candidates to sign a compact which includes a commitment to reject all forms of discriminatory violence, harassment and unlawful discrimination ▪ staff who recruit for the Council to take part in training covering equalities ▪ employees to treat others with respect and not discriminate unlawfully against any person ▪ contractors to abide by our Equalities Policy as a minimum standard <p>We have developed policies and procedures to tackle discrimination, victimisation and harassment.</p>

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	<p>For instance:</p> <ul style="list-style-type: none"> ▪ updating our Bullying and Harassment Policy ▪ providing training in relevant policies and procedures for staff and Elected Members ▪ standards of conduct and all relevant equalities policies and procedures are covered in induction sessions for new employees ▪ Recording and monitoring all reports of harassment
Comments, complaints and compliments	<p>We receive a 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 2015/16, there was 1 (1) comment, 74 (74) complaints and 61 (43) 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>
Safeguarding	<p>Our responsibilities for 'safeguarding' are set out in our <u>Safeguarding Children, Young People & Vulnerable Adults Policy</u>.</p> <p>During 2015/16:</p> <ul style="list-style-type: none"> ▫ Child Sexual Exploitation (CSE) awareness raising sessions were provided to taxi drivers and licensed premises (27 attendees), District Councillors (15 attendees) and District Council staff (27 attendees). This was part of the county wide CSE campaign 'say something if you see something'. ▫ The CSE and Safeguarding training held over the past two years has led to an increase in incidents reported to the Safeguarding Officer, with 42 over the past 12 months. <p>The Cause for Concern form has been updated, with communications sent out to South Derbyshire District Council staff and Northgate Public Services employees. The new form means more depth and context is now given in safeguarding alerts.</p>
Safer South Derbyshire Partnership	<p>The <u>Safer South Derbyshire Partnership</u> is a statutory partnership formed under the Crime and Disorder Act 1998.</p> <p>All of the priorities within the Safer South Derbyshire Partnership Plan are delivered in accordance with the overarching principles as set out in the Derbyshire Strategic Threat and Risk Assessment.</p> <p>Within the plan, one of the Priorities is Community Focus, including set objectives to understand the expectations, changing needs and concerns of different communities. More details can be found in the case study on page five.</p>

Eliminating discrimination case study

The work of The Safer South Derbyshire Partnership

Examples of how the Safer South Derbyshire Partnership made its commitment to eliminate discrimination, victimisation and harassment public during 2015/16 include:

- **Hate Awareness Week** in October was promoted using social media. Posters and leaflets were provided to shops, taxi drivers and eateries to raise awareness about the third party reporting system operated by Stop Hate UK in Derbyshire.
 - **The Derbyshire Anti-Social Behaviour (ASB) Victims First Project** is aimed at providing help to vulnerable victims of anti-social behaviour through a sharing of information with partners who can provide appropriate measures.
The information is collated in an ASB case management system, called E-CINS, which is populated with information about those identified as being vulnerable victims. The system which risk assesses each victim is used by the Police, various council departments, Fire Service and DCC Children's Services.
- The aim of this project is to:
- Ensure the victim is at the heart of our approach to tackling ASB
 - Provide a multi-agency approach to the identification of vulnerable/repeat ASB victims
 - Improve the service for ASB victims, especially the most vulnerable
 - Improve ASB case management for victims and offenders through IT
- 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, finance and Benefits.
 - An **International Women's Day** event was held in Swadlincote to promote services for women. It attracted 23 organisations from education, employment, health and sport. Speakers included the local Police Inspector, a former GB Basketball star and the head of Pingle School. Year 10 pupils from local secondary schools were among the 120 attendees at the inspirational event.
 - 393 properties were secured through the **Safer Homes** security project. The scheme is open to elderly and vulnerable people, victims of burglary and Domestic Abuse victims.
 - Three **'Your Choice'** events were held in three of our secondary schools to in excess of 350 young people. The event uses inspirational speakers to talk about their experiences which include bullying, hate crime and child sexual exploitation.



Advancing Equality of Opportunity

Area covered	Supporting information
Corporate policies, vision and values	<p>Our Corporate Plan 2016 - 2021 sets out plans and priorities for delivering local services. One of the key outcomes centres on equality and diversity.</p> <p>The <u>Sustainable Community Strategy 2009 - 2029</u> sets out how the <u>South Derbyshire Partnership</u> (made up of the Council and other public, private and voluntary organisations) is committed to planning the kind of future our communities want. The Partnership's vision is to <i>seize opportunities to develop successful communities whilst respecting and enhancing the varied character and environment of our fast growing District</i>.</p> <p>The <u>Equalities Policy Statement</u> sets out our commitment to advancing equalities and fairness while celebrating the diversity of South Derbyshire.</p>
Other policies, plans and strategies	<p>Other policies, plans and strategies include:</p> <ul style="list-style-type: none"> • Our new <u>Housing Strategy 2016 - 2021</u> sets clear priorities such as satisfying the demand for affordable properties, along with details about how vulnerable residents will be protected. • The <u>Sport and Health Strategy</u> aims to support the delivery of national and local objectives (more on page 10).
Making services accessible to all	<p>We offer assisted refuse collection to elderly, infirm or disabled people who do not have anyone to help them put out their bins.</p> <p>We have embraced social media to enable people to engage with us and aim for our website to achieve AA Standard, set by the Web Accessibility Initiative.</p> <p>Customers who come into the Council Offices to make a payment are provided with information on alternative methods of payment. Further details can be found in the case study on page seven.</p>
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.</p> <p>We continue to progress a programme of works to replace inefficient heating systems and upgrade insulation measures to our properties.</p>

Advancing equality case study

Payment machines

Two payment machines designed to reduce waiting times and enhance the customer experience went live at the Civic Offices during the year.

The two paypoints, which are similar to bank ATMs, process money securely within 24 hours, accept payments for all council services including Council Tax, housing rent, planning and licensing.

The change has freed up resources to allow customer advisers to deal with enquiries rather than payments, in turn reducing queues and further increasing the standard of service on offer to residents.

One of the machines is lower in height than the other to accommodate wheelchair users and a disabled member of the Tenants Forum volunteered to test this ahead of the system being officially launched.

In the first five months of go live, a total of 4,562 transactions were processed through the payment machines - an average of 912 a month.



New payment machines

Advancing equality case study

Leisure & recreational activities



We work with our partners to deliver **summer holiday activities** and play schemes in various village venues for eight to 16-year-olds. Free-of-charge activities were delivered in the urban core and parishes during Easter and half-term.

Positive Activities for Young People - Children's disability swimming lessons delivered by Active Nation were widely promoted. These sessions were made available to parents/carers and children from the age of five months.

Rosliston parkrun - Following the successful introduction of weekly junior parkrun sessions at Maurice Lea Memorial Park in 2014/15, achieved by working in partnership with Parkrun UK, a second for adults was launched at Rosliston Forestry Centre in February 2016 after appeals for volunteers went out in November 2015. The free weekly 5km runs, on offer each Saturday morning, started to attract regular participants as the year drew to a close.

Fostering good relations

Area covered	Supporting information
Sign posting to support groups, voluntary organisations and other partners for help and assistance	We use our website to raise awareness of <u>support groups and voluntary organisations</u> that provide advice and support to different sections of the community. External links are also provided to a <u>talking newspaper and books</u> 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.
Tenant Participation	<u>Tenant Participation</u> encourages individuals to make a real contribution to the decisions that affect their homes and communities. Involvement means that customers are able to provide us with a valuable source of feedback, which improves services. <i>More details can be found in the case study on page nine.</i>
Social cohesion and celebrating diversity	<p>We:</p> <ul style="list-style-type: none"> ▪ raise awareness ▪ promote understanding ▪ get actively involved in local and national activities, events, campaigns, festivals and commemorations <p>We develop and hold arts and recreational initiatives with our partners to celebrate and promote diversity through mediums such as dance, music and sport. Examples include the Swadlincote International Food and Drink Festival and Holocaust Memorial Day tree planting.</p>
Communities Forum	Together with South Derbyshire CVS, we established the Communities Forum to address equality and diversity issues. Membership includes voluntary sector organisations and interest groups who represent individuals discriminated against because of their gender, sexual orientation, ethnicity, religion, age, physical or mental disability.
Understanding our diverse communities	<p>We access Census and other socio-economic demographic data to inform our work.</p> <p>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.</p>

Fostering good relations case study

Tenant and resident participation

This year, Tenant Participation has successfully completed four Dreamscheme projects, working with partner agencies and organisations including the Derbyshire Multi-Agency Team, Safer South Derbyshire Partnership, Sharpe's Pottery Museum and the Rotary Club of Swadlincote.

The Dreamscheme recognises young people's efforts to give something back to the community by rewarding them with points for every hour worked towards a trip out. Projects include:



Dreamscheme participants hard at work.

- **Swadlincote Sk8 Park** - In April, improvements at Swadlincote Sk8 Park, in Woodhouse Street, were completed. Sk8 park users and a Derby-based graffiti artist designed and sprayed a memorial mural to Mark Haywood, a young skater who was tragically killed in a road traffic accident in 2014. More than 50 people attended the unveiling of the mural.
- **Pine Grove, Newhall** - Three young volunteers spent a day here, litter picking, clearing car parks of rubbish and filling two planters with plants supplied by Blooming Marvels. All tenants living within the area were invited to join the team for afternoon tea.
- **Swadlincote Town Centre** - Eighteen young people aged 8 to 15 added a dash of colour to Swadlincote Town Centre as part of a four-day project. Seven planters were filled and land on the corner of Midland Road was cleared. These areas were identified as needing improvement by Swadlincote Town Team, with local businesses sponsoring the planters.

On the last day of the project young volunteers were asked to design a new Dreamscheme logo. A presentation event was held at Swadlincote Town Hall where the Council's Chairman, Cllr Neil Atkin, presented certificates to the young volunteers.

The Dreamscchemers were rewarded with a trip to conkers funded by Housing Services for a day of canoeing, bush craft, den building and high rope assault course.

- **Christmas Hamper Scheme** - Housing Services, in partnership with its tenant-led Community Events Group, made up 20 Christmas hampers under the Dreamscheme project and took to the streets to deliver them.

Leah Burton, Sarina Dhesi, Sonny Ward and Finley Colver gave up their own time after school to drop off packages containing festive treats including cake, mince pies and chocolates as well as toiletries, toys, and tinned and packet foods.

Among those to receive hampers were families affected by serious illnesses, people who would be spending Christmas alone and individuals who had dealt with exceptionally difficult circumstances during the year. The hampers were sponsored by O'Neill Electrical, Council Chairman Cllr Neil Atkin and the authority's Housing Services team.

2. Equality objectives

This section of the report demonstrates how we are meeting or have met our Equality Objectives in 2015/16.

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.

They are:

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

Objective 2: Work with partners to help younger people to access employment opportunities in South Derbyshire.

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

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

Area covered	Supporting information
Tenant Participation	<p>We have a group of tenants involved in various aspects of housing service delivery. During 2015/16, tenants have:</p> <ul style="list-style-type: none">• Reviewed the existing Tenancy Agreement• Approved the Easy-Read Tenancy Agreement• Worked with us to deliver four Dreamscheme projects• Helped to judge the Can You Dig It? gardening competition• Worked in partnership with Trent and Dove Housing to give their input into new build projects.
Sports, leisure and recreational activities	<p>We engage with community groups to ensure our sports and leisure provision reflects the needs of 'protected' groups.</p> <p>Our <u>Sport & Health Strategy</u> aims to support the delivery of local and national objectives, including:</p> <ul style="list-style-type: none">• Young people participation and volunteering• Adult participation and volunteering• Reaching communities - addressing local needs

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

Housing allocations and homelessness

We have a statutory responsibility to manage and review the housing waiting list.

We allocate all of our properties through a Government scheme called 'choice based lettings'. This allows people to apply for a home of their choice.

Everyone applying for a place on our waiting list is put into a priority band depending on need. If potential tenants see a property they are interested in, they are allowed to 'bid' for it. The 'bidder' with the greatest housing need is allocated the property.

We work with partners to provide advice and assistance for a wide variety of issues and to prevent homelessness. There are a number of agencies within the District that also offer help.

Our Homelessness Prevention Strategy 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.

The number of people on the housing register at 31 March 2015 was 1,061 (1,980 in the previous year).

In 2014/15 we secured funding for a 12-month fixed term contract for a Homelessness Case Officer, whose main aim was to work specifically with people between the ages of 18 and 25.

The post has been a success and has been extended until a Housing department restructure underway has been completed. It has been recognised that the post adds value, as the decreases in the number of people on the housing register suggests.

In terms of results, we noted over 80% success in preventing homelessness in 2015/16, which is significant.

We have accommodated many applicants throughout the year in our own stock, which is brought to a 'fit to let' standard before being 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.

Help with financial issues case study

Community food hub

The Community Food Hub scheme was launched in December 2015 by South Derbyshire District Council and South Derbyshire CVS to help tackle food poverty in the District.

Funded by the South Derbyshire Partnership and Derbyshire County Council's Health and Housing

fund, the project aims to deliver a range of healthy eating options, including a hot meal to those in need, giving out recipe information and teaching cooking skills. It also links in with the South Derbyshire Food Bank, which is currently run by the CVS.



Food hub lunchtime meal at St. George's for a Chomp at the Church event... 24 people turned out, and everyone went off with a smile on their faces.

Food Hub users are also signposted to other local organisations able to provide support. A Facebook page has been set up too, featuring details of meals, project volunteering opportunities and all sorts of food news.

Community food hub project manager Miles Halpin said: "We use a 'pay what you can' model for our meals so that no-one need miss out, with all money raised going back into making the next meals. It's a win-win.

"We believe food is a great leveller - we are inviting people from across the community to come together, meet new people and enjoy a bite to eat.

"We are working on building up a bank of volunteers to help deliver these sessions and free training will be available."

Derbyshire County Council Cabinet Member for Health and Communities, Cllr Dave Allen said: "Eating a healthy, balanced diet is vital for people's physical and mental health and we're very pleased to fund this worthwhile project to support some of our most vulnerable residents."

Earlier in the year a series of free cooking on a budget sessions were delivered in Swadlincote by Dave Bonner, a former policeman turned bistro owner.

They came courtesy of the county council's Heart of Derbyshire campaign and are typical of courses that will be built upon under the community food hub and made available to residents of the District.

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 above the national average. The South Derbyshire Partnership has drawn up an action plan to help young people into the world of work. It includes:</p> <ul style="list-style-type: none">• Jobs and Career Fairs• Work Clubs• Work experience placements

Case study: Helping young people into the world of work Jobs, careers & skills fairs

Jobs and Skills Fair - In April, a Jobs and Skills Fair was run by South Derbyshire District Council in partnership with Burton and South Derbyshire College, Jobcentre Plus and South Derbyshire CVS.

The event includes an hour of 'have-a-go' activities aimed at encouraging young people to try new skills.

Jobs and Careers Fair - In June, a Jobs and Careers Fair was held at the Green Bank Leisure Centre in Swadlincote.

It achieved some significant outcomes:

- 80 exhibitors from companies/organisations including Midland Lead, Burton and South Derbyshire College, Chameleon Construction, East Midlands Airport, JCB Academy
- Over 200 individuals attended seeking employment and skills
- 180 school children took part in the 'Have a Go' exercise

On the day the following were offered:

- 37 job interviews and one job offer with Avon
- 15 meetings arranged to discuss training
- Nine apprenticeship interviews were offered
- Seven meetings arranged to discuss voluntary work in which one person had a start date

A staggering 1,152 applications or leaflets were issued to those that attended on the day.



Young people speak to potential employers at the Jobs and Careers Fair.

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

Area covered	Supporting information
<p>Adapting homes</p>	<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 Private Sector Housing Policy 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 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 minor adaptations can be requested directly. Home owners or tenants who rent from private landlords need to contact Social Services.</p> <p>For major adaptations, our residents can apply for a Disabled Facilities Grant to help pay for the works, such as installing a stair lift and widening doorways.</p> <p>If a home cannot be reasonably adapted, there is an option to consider moving to a more suitable property, where a Disabled Relocation Grant may be available to help with costs involved.</p>
<p>Supported housing schemes</p>	<p>Supported housing schemes consist of flats, bed sits and bungalows, which have:</p> <ul style="list-style-type: none"> • Access to the services of an off-site Careline Support Coordinator (CSC) • Their own private facilities <p>Supported housing is designed for people who are:</p> <ul style="list-style-type: none"> • Of pensionable age • Nearing pensionable age and whose circumstances would benefit from the services offered within sheltered housing • Able to live independently but would benefit from the services provided by the Scheme <p>Careline is located at Oakland Village in Swadlincote. CSCs offer support and advice and act on residents’ behalf to get help from other organisations, such as Social Services. CSCs can help with other housing issues such as repairs and maintenance and tenancy issues.</p>

Case study: Helping people live independently for longer Dementia Friendly Community

Work started during the year to help South Derbyshire become a 'Dementia Friendly Community'.

Representatives from across the private, public and voluntary sectors were invited to put forward their ideas as a starting point for the process.

Becoming a Dementia Friendly Community is a national programme coordinated by the Alzheimer's Society and means putting strategies in place that improve inclusion and quality of life for those living with dementia as well for their families, friends and carers.



An event was organised to bring ideas together.

The process involves first establishing a 'Dementia Action Alliance' which will bring together ideas and help set out how the status will be achieved. An event at Swadlincote's Oakland Village was organised to do that.

The scheme was initiated by community groups including Swadlincote Town Team and South Derbyshire CVS as well as local businesses such as Timms Solicitors. It is supported by South Derbyshire District Council.

Case study: Helping people live independently for longer Voluntary Single Point of Access

The Southern Derbyshire Voluntary Single Point of Access (vSPA) supports greater integration between health and social care and voluntary sector services.

vSPA provides a clear and easily accessible referral pathway from Health and Social Care to Voluntary Sector services, to support older and vulnerable people, as well as people with long-term conditions, to maintain their independence within their own communities.

vSPA facilitates referral to a wide range of services including befriending, volunteer transport schemes, shopping schemes and social activities.

The project is led by South Derbyshire CVS and covers Amber Valley, Derbyshire Dales and South Derbyshire. South Derbyshire CVS works in partnership with Amber Valley CVS and Derbyshire Dales CVS.



Any health or social care professional, or representative from a voluntary or community organisation can make referrals to the scheme.

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 12
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/annual reports 2015 16/training and development
SUBJECT:	TRAINING AND DEVELOPMENT ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 17

1.0 Recommendations

- 1.1 That the training activity across the Council in 2105/16 is noted.
- 1.2 That the training and development priorities for 2016/17 be approved..

2.0 Purpose of Report

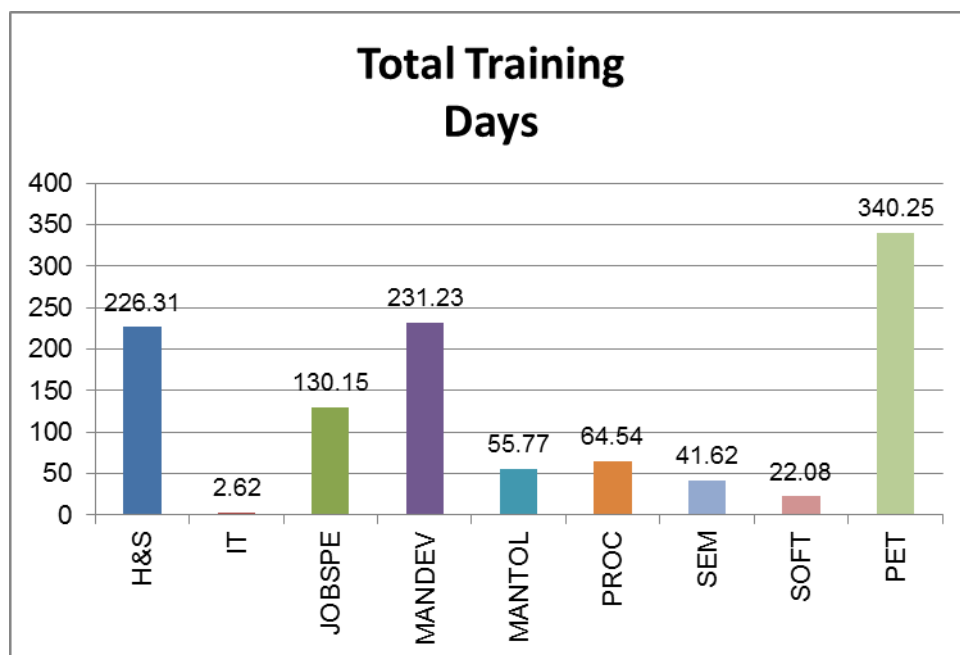
- 2.1 To propose the priority actions for corporate training activities during 2016/17 to support the achievement of the Council's Corporate Plan. These are reflected in the Council's Workforce Development Strategy, which provides the framework for the effective management and deployment of the Council's workforce.
- 2.2 To provide an overview of corporate training, learning and development activities completed during 2015/16 and the outcomes.

3.0 Executive Summary

- 3.1 In line with previous years the assessment of the training priorities for the year 2015/16 were identified from a number of different sources. This includes the Corporate Plan, Service Plans and individual Performance Development Reviews. Organisational Development (Northgate) is responsible for proposing appropriate training interventions to meet the needs identified with employees and Managers responsible for allocating, attending and ensuring that the objectives and benefits of the training are transferred back into the workplace.
- 3.2 A variety of learning activities have been provided. During 2015/16, the focus has been on providing sufficient mandatory training for staff, this has included training on Council procedures for managers, together with Health and Safety training for all staff.
- 3.3 Once again there was focus on management development with the continuation of the leadership programme, delivered by Perma.

- 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.

4.0 **Detail - Review of 2015/16**



* Note that each training category will encompass a range of courses and the number of staff trained takes account of some staff attending different training courses within the same category.

** Soft skills training include course on customer care, time management etc.

- 4.1 Organisational Development (Northgate) delivered and supported 169 different training, learning and development programmes and provided almost 775 days of training.
- 4.2 A further 340.25 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 three years.
- 4.3 Based on current headcount of employees in the Council (as at 31/03/2016) of 270 this equates to 4.1 training days per employee, in comparison to 2.8 days in both 2014/15, 2.05 in 2013/14 and 2.03 in 2012/13. According to the Local Government Workforce Survey 2013/14, the average number of training days in England is 1.2 (38 respondents).
- 4.4 This training is in reality shared among a small percentage of the workforce on programmes – managers, and those studying Post Entry Training.
- 4.5 “Technical / Job Specific” training is arranged by Service Areas and reported to Organisational Development (Northgate) to record in Resourcelink Aurora which is the Council's Human Resources / Payroll IT system. This provides an electronic record of all training that has been completed and employees can view their own training records in the self service module, MyView. However, take-up continues to be low.

- 4.6 Organisational Development (Northgate) continues to develop and deliver in house training solutions wherever possible. However it is also important to provide a range of learning opportunities to ensure a varied provision of high quality learning and development interventions and specialist expertise. External training providers are used on occasions when specialist / technical expertise is required.
- 4.7 It should be noted that scheduled training courses are cancelled due to no or insufficient bookings or late withdrawals by employees. This has been identified as an area for improvement following an Internal Audit review. Consequently, this is currently being reviewed by the Corporate Management Team, including how courses are delivered, to ensure that staff are undertaking the Council's appointed mandatory training covering health and safety, equalities and absence management in particular.
- 4.8 Internal course cancellations have increased from 17% in 2012/13 to 19% in 2013/14, to 33.33% in 2014/15. There was a drop to a 22.8% cancellation rate in 2015/16 but this is still almost one in four.

Review of training activity 2015/16

- 4.9 Following the appointment of Penna to deliver leadership and management programmes, managers and senior managers have continued to be supported in their development on 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, Asbestos and First Aid courses.
- 4.12 As part of the Council's Pay and Grading Review, a number of managers and trade union representatives were trained on Job Evaluation to ensure employees were supported in both the completion of the questionnaires and any subsequent appeals.

Training for front line staff

- 4.13 Organisational Development (Northgate) continued to support and respond positively to training requests for front line employees in Waste and Cleansing, Housing Maintenance, Grounds Maintenance, and Sports Development.
- 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 2015/2016 has included qualifications in First Aid; engagement in Health & Safety training programmes and a whole variety of tool box talks and shorter briefings where applicable.

- 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, and at the end of 2015/16 employed three modern apprentices.
- 4.18 The average number of apprentices employed at shire districts according to the Local Government Workforce Survey 2013/14 was 5.

Work Experience

- 4.19 The Council continued to support local schools by providing 20 work experience placements for pupils from years 10 and 11, university students and the unemployed. Co-ordinated by Organisational Development (Northgate) this provides a valuable opportunity for young people to gain an insight into Local Government, and raises the profile of the Council within the community. These are generally for short periods of up to a week, although longer placements have also been provided when required.
- 4.20 In addition to this, for the third year running the Council is in partnership with Jobcentre Plus, as part of the national “Get Britain Working” campaign, making longer term placements available to long term unemployed.
- 4.21 The average number of work experience placements at shire districts according to the Local Government Workforce Survey 2013/14 was 12.

Key Outcomes

Leadership and Management Development

- 4.22 A three year programme based on the Council’s competency framework is over half way through, equipping the Council’s managers with the necessary skills for them to manage their teams in the current climate and beyond.
- 4.23 The successful “Planning for the Future” sessions for senior and middle managers across the Council have continued, ensuring managers are in touch with corporate strategy and can discuss and influence the Council’s future.
- 4.24 Courses on Attendance Management, Capability, Investigation Skills, Managing Long Term Absence, Managing the Disciplinary Process, Performance and Development Reviews, and Recruitment and Selection courses were rolled out as part of the “Manager Toolkit” set of training courses.

Health & Safety

- 4.25 As well as regular Health and Safety Awareness, Manual Handling, Accident Reporting and Investigation courses, a one day training course for Direct Service staff was designed and delivered to 70 operatives during the year.

Vocation / professional training

- 4.26 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.

Job Evaluation

- 4.27 To assist in the smooth introduction of a new grading structure, a number of employees were trained in the scheme.

Investors in People

- 4.28 If the Council wishes to retain Investors in People status, which it has held since 2002, it will need to prepare for the next full inspection, which will be in October 2017. Being an accredited Investors in People employer, illustrates the continued importance given to the learning and training by the Council.

5.0 Priorities for 2016/17

- 5.1 The Council's Workforce Development Strategy aligns the development of people with the improvement of services. The Corporate Training Plan for 2016-2021 reflects the priorities in the Workforce Development Strategy, in addition to other identified needs arising from the Corporate Plan, Service Plans and individual PDRs. The following priorities have been identified for inclusion within the Council's Corporate Training Plan for 2016/17.

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 second programme for Aspiring is to commence in 2016 / 2017. 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. The programme is currently being reviewed to ensure that it is meeting the needs of attendees and to determine whether any change to the focus is required.

Health & Safety

- 5.5 Organisational Development (Northgate) will continue to deliver a rolling programme of Health and Safety training, which includes health and safety awareness, training for risk assessors, and manual handling techniques.
- 5.6 A number of "toolbox talks" will be reintroduced to fit into the working patterns of, and engage with, front line staff based at the Council depot. This has ensured that employees are provided with the appropriate knowledge and understanding to undertake their roles safely and promoted a proactive approach towards health and safety management.

Equalities

- 5.7 A number of Dementia briefings for front line staff will also supplement the existing equalities training available.
- 5.8 In addition, after several years, the existing equalities and fairness course will be redesigned to ensure that it meets recent legislative requirements.

Employment Policy

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

E-learning resources

- 5.10 There is a range of e-learning opportunities made available to employees, such as the corporate e-induction, equalities/fairness and Safeguarding Children and Vulnerable Adults. As part of the review to increase take-up of training, additional work will be completed on the promotion of e-learning.
- 5.11 The Equalities and Fairness e-learning course will be reviewed and updated in 2016/17.

Soft Skills

- 5.12 Customer Care courses are mandatory for all Housing and Environmental Service staff, so the delivery of these key courses will continue.
- 5.13 Through the partnership with Northgate, a number of soft skills courses on Handling Complaints, Time Management, Assertiveness, Conflict Handling and others will continue to be available to Council employees.

Mandatory Training

- 5.14 In recent years mandatory training has not been attended at the levels required. Organisational Development (Northgate) will continue to provide sufficient courses for all mandatory training, and continue to provide managers with data so that they can ensure that employees attend.

6.0 Financial Implications

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

7.0 Corporate Implications

- 7.1 The development of a learning culture within the Council is supported and promoted by Organisational Development (Northgate) who ensure that frameworks are developed and implemented to enable training, learning and development opportunities. However, employees remain ultimately responsible

for their learning and development, and line managers maintain a key role in developing and managing talent in their service areas.

- 7.2 Set against a backdrop of economic, social, environmental and technical change, Local Government is continually under pressure to improve. Effective leadership is critical to such improvement. The continued focus on leadership and management development is aimed at strengthening effective leadership in the Council and support the delivery of the core outcomes contained in the new Corporate Plan.
- 7.3 The Council should also ensure it protects itself by ensuring its mandatory training requirements are met, to protect both employees in health and safety, for example, and the Council in relation to employee relations.

8.0 **Community Implications**

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

9.0 **Conclusions**

- 9.1 This report has provided an overview of training, learning and development activity during 2015/16 and recommends the continual prioritisation of leadership and management development training, together with courses deemed mandatory by the Council.
- 9.2 To support this, a review of mandatory training requirements will be undertaken, together with the current management development programme.

10.0 **Background Papers**

- 10.1 None

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 13
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/annual reports 2015 16/health and safety
SUBJECT:	HEALTH AND SAFETY ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 17

1.0 Recommendations

- 1.1 To note the key health and safety achievements and performance for the year ending March 2016 and endorse the health and safety action plan that sets down the priority actions for 2016/17.

2.0 Purpose of the Report

- 2.1 This report provides an overview of the Council's health and safety performance for 2015/16. It reflects the Council's 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 was approved by the Health and Safety Committee on the 20th April 2016. The action plan sets down the priorities for the health and safety work during 2016/17.

3.0 Detail

- 3.1 The Committee approved the Health and Safety Action Plan for 2015/16. This plan set out a number of actions to continually improve and enforce the importance of good health and safety management and practice at work.
- 3.2 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 Members, health and safety champions, Councillor P Watson and Councillor S Taylor, were members of the Health and Safety Committee for 2015/16.
- 3.3 Professional health and safety services are delivered in partnership with Northgate Public Services. The Health and Safety Officer, Antony Guest, 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 action following any incident/accidents within the Council is one of the key requirements for good health and safety practice. Any incident that results in an employee to be off work for 7 consecutive days is classed as a RIDDOR. These accidents are reported to the Health and Safety Executive (HSE) which is the government agency which deals with Health and Safety matters nationally. (*RIDDOR stands for 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.

Compared to last year, the number of reported accidents and incidents has slightly increased to 75 from 71. This includes 29 from the summer scheme which had over 7,000 participants and 13 reported 'near misses'. The accidents statistics can be seen in (**Appendix A**).

RoSPA Gold Achievement Award

- 4.3 For the fifth year in a row the Council achieved the RoSPA (*Royal Society for the Prevention of Accidents*) Gold Award. In recognition of this continued excellent performance, RoSPA has awarded the Council a Gold Medal.

Training

- 4.4 The proven method for establishing and maintaining a positive health and safety culture is to provide training for staff. 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, COSHH (Control of Substances Hazardous to Health) fire warden and a range of "tool box talks."

The Health and Safety Officer has also completed mandatory training sessions for all front line workers at the Depot. Further details on training are provided in the Training and Development Annual Report which is reported elsewhere 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 to inspect 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 in 2015/16 were:

- Audits - Legal & Democratic; Waste & Cleansing; Finance; Client Services.
- Planning and Inspections – Environmental Education; Housing Repairs; Sheltered Housing; Sport & Health, Building Control.

Other Key Outcomes included:

- Reviewed and recommended control measures following a serious near miss incident
- Completed reviews of a number of Health and Safety Policy and Procedures
- Revised the Fire Warden arrangements at the Civic Offices
- Arrangements to enable a 'stay put' procedure to allow support to be provided for residents at Oakland Village in Swadlincote who could not be immediately evacuated in an emergency.
- Review of occupational health screening programme for Hand and Arm Vibration (HAVS) and audiometry

Professional Support

- 4.6 Throughout the year, advice and support is provided across all Council service areas with the completion and review of risk assessments, accident investigations and the implementation of appropriate control measures. In addition, records are updated on of the IT Health and Safety System (AssessNet) 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 managers can access.

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 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 2015 – March 2016; a comparative analysis has also been provided for the previous year 2014 - 2015. A full breakdown, including graphs can be found in **Appendix A**.
- 5.5 In the year April 2015 – March 2016, there were 75 accidents/incidents, 7 of which were reported to the HSE as RIDDOR. This represents a slight increase from the previous year with 71 accidents/incidents including 5 RIDDORs.

Health and Safety Action Plan for 2016-2017

5.6 The Corporate Health and Safety Action plan for 2016/17 sets out a number of actions for this year in line with the Council's aim to continually improve health and safety performance. The key activities are:

- To complete workplace audits and inspections across a number of different services in the Council
- To deliver a campaign focused on improving 'general housekeeping' within work areas
- In with a national initiative put forward by the Health and Safety Executive to focus on working safely at heights through training and a review of policy
- To continue to provide a range of training events, toolbox talks and other learning opportunities for the workforce.

6.0 Financial Implications

6.1 None. All resources are contained within existing budgets.

7.0 Corporate Implications

7.1 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.

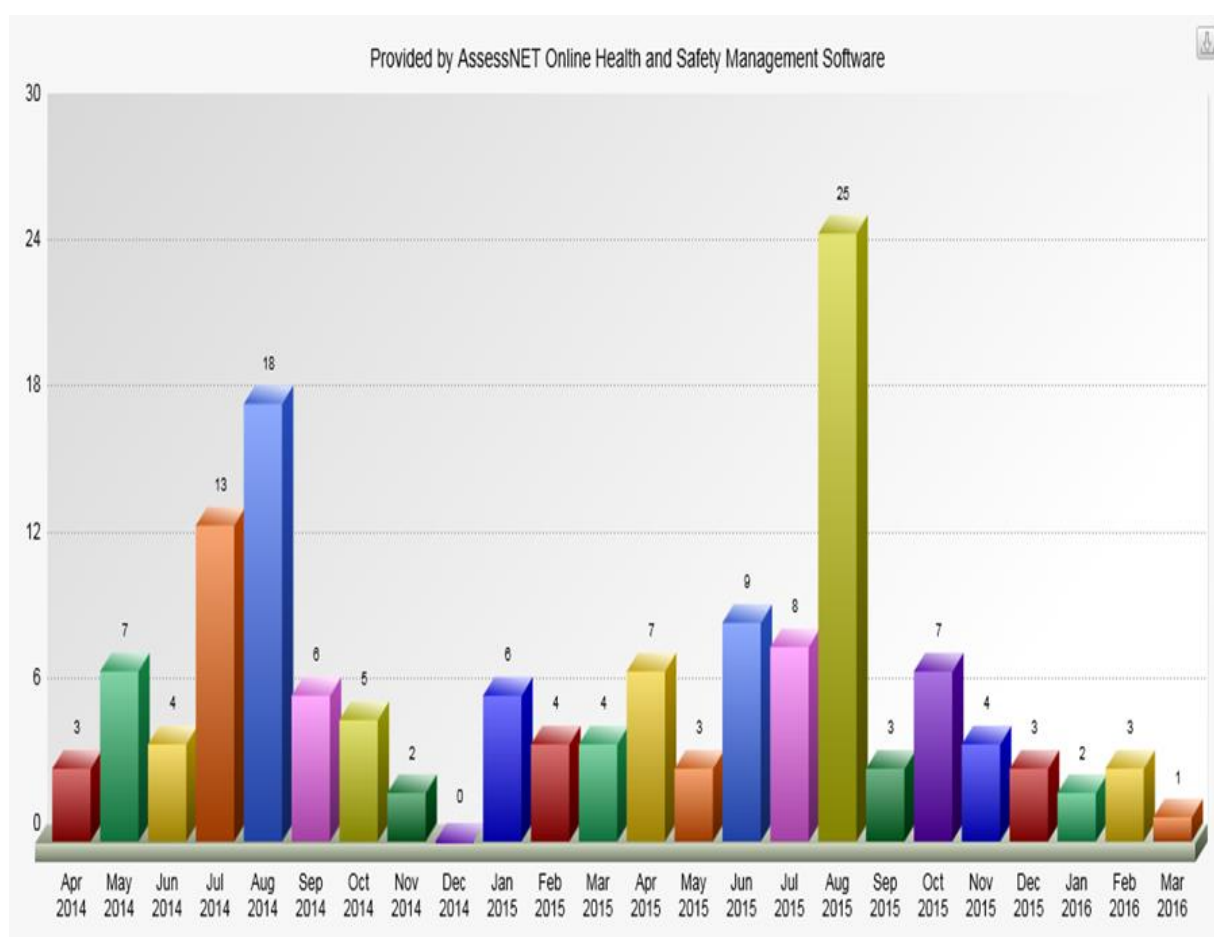
9.0 Background Papers

Corporate Health and Safety Action plan 2016-17
Corporate Health and Safety Action Plan 2015-16

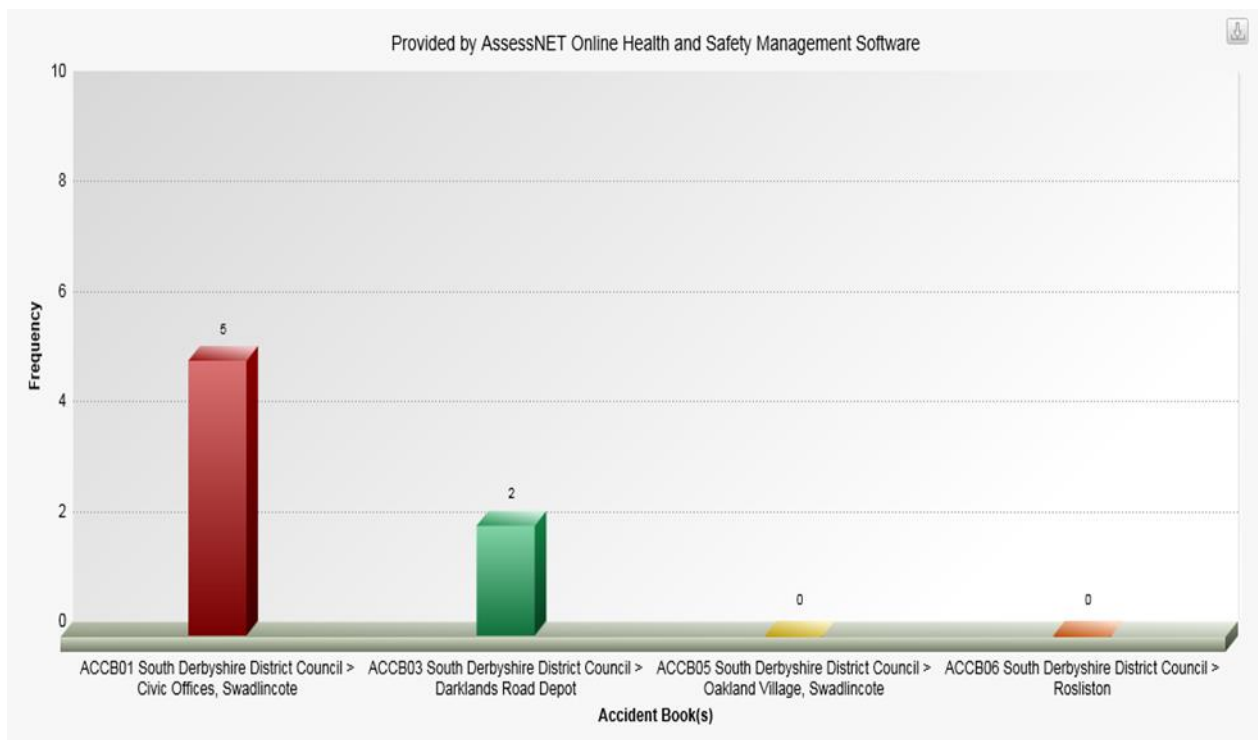
SDDC Headline Accident Statistics for 2015-16

For the year April 2015 – March 2016, there were 75 accidents, 7 of which were reported to the HSE, as RIDDOR reportable.

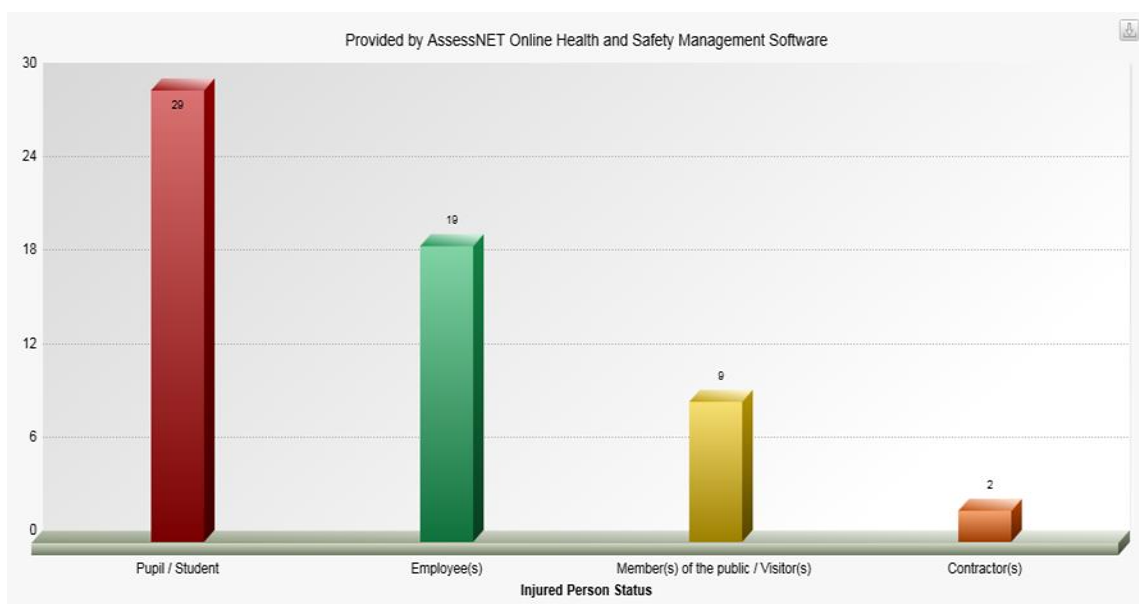
Graph 1 below illustrates the breakdown of all accidents by month and compares the number of accidents in the last two financial years. In both years there was a peak of accidents occurring in August, mainly as a result of minor accidents occurring to children taking part in the summer activities run by the Sport and Health team. There were 29 accidents during the summer scheme from the 7,444 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.



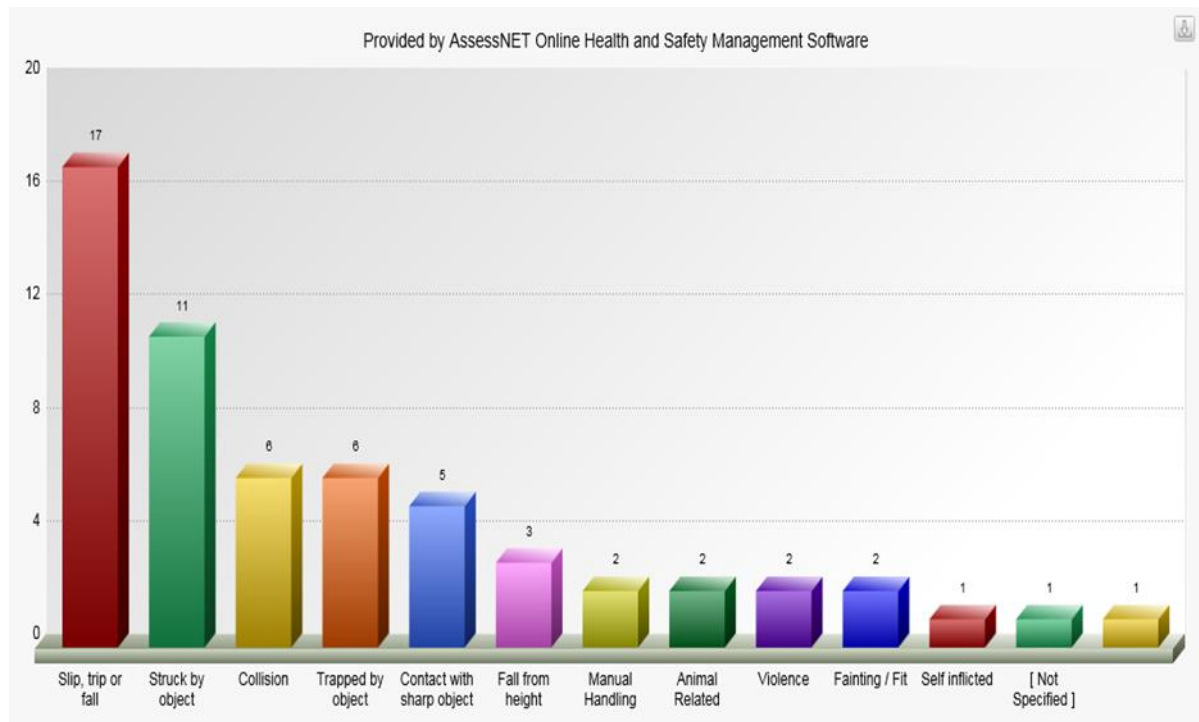
Graph 2 shows the rates of RIDDOR accidents for the year per Council area. There has been an increase when compared to last year with 7 RIDDORS this year compared to 5 last year.



Graph 3 below illustrates the breakdown of injuries by person type. The majority occurred to young children (classified as pupil/student on the graph) and these were from minor injuries reported during the summer/plays schemes. As mentioned before 7,444 members of the public attended the summer scheme which equates to 1 accident for every 265 participants. **Note** that the graph does not include the number of near misses (13) and damage to property (3).



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). **Note** that the graph does not include the number of near misses (13) and damage to property (3).



REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	16 JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (595811) kevin.stackhouse@south-derbys.gov.uk	DOC: s:\cent_serv\complaints\committee reports\working papers for June 2016 2015\Complaints and FOI report for June 2016 .
SUBJECT:	COMPLAINTS, COMPLIMENTS & FREEDOM OF INFORMATION REQUESTS 1 OCTOBER 2015 TO 31 MARCH 2016	REF: KS/SH/RW/CS
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 11

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 2015 to 31 March 2016. Figures for the corresponding period in 2014/15 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 2015 to 31 March 2016. Figures for the corresponding period in 2014/15 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, 29 compliments and 29 complaints have been received between 1 October 2015 to 31 March 2016.

- 3.3 The number of complaints received in the first half of this financial year has decreased compared to the corresponding period of 2014/15, and the number of compliments received has increased.
- 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

- 3.7 A total of 287 (2 were duplicated) Freedom of Information requests have been received from 1 October 2015 to 31 March 2016. This is an increase of 5 over the corresponding period for 2014/15.

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

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

5.0 **Detail**

Comments

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

Department	1 October 2014 – 31 March 2015	1 October 2015 - 31 March 2016
	0	0
Total	0	0

Compliments

- 5.2 The table below compares the number of compliments received for the second half of 2014/2015 against the second half of 2015/2016. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Customer Services	1	0
Environmental Services	1	10*
Planning	1	7
Housing	0	2
Community Services	10*	9*
Corporate	0	1
Policy and Communications	0	0
Total	13	29

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

Complaints

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

	1 October 2014 – 30 March 2015	1 October 2015 – 31 March 2016
Resolved at Stage 1	37	21
Stage 1 still ongoing	0	0
Resolved at Stage 2	0	8
Stage 2 still ongoing	0	0
Total received	37	29

5.4 The 29 complaints received can be broken down as follows:-

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Planning Services	4	6*
Housing	9	8*
Customer Services (including Revenue)	9	4
Environmental Services	8	5
Community Services	3	2*
Legal and Democratic Services	4	2
Corporate Services	0	1
Property	0	1
Derbyshire County Council	0	0
Total	37	29

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

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

Department	2012/13	2013/14	2014/15	2015/16
Planning Services	12	10	14	15
Housing	11	20	26*	21
Customer Services (including Revenue)	16	17	22*	15
Environmental Services	12*	6*	12*	10
Community Services	7*	4	3	2
Legal and Democratic Services	2	0	8	6
Finance and Property	0	0	0	0
Corporate Services	0	2	2	3
Property	0	1	0	1
Derbyshire County Council	0	0	2	1
Total	59	60	89	74

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

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

Note: 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 second half 2014/2015 against the second half of 2015/2016.

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

	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Number received	292	287
Number replied to within 20 statutory days	278	268
Number replied to after 20 statutory days	12	19
Number of Exemptions or partial exemptions	3	9
Number passed to Third Party	41	42
Number withdrawn	2	1

* **Annex B** shows 285 requests - a duplicate number was used.

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

Department	1 October 2014 – 31 March 2015	1 October 2015 – 31 March 2016
Environmental Services	37	41*
Planning Services	13	16
Legal & Democratic	23	15*
Financial Services	8	7
IT	12	7*
Customer Services	60	61*
Housing Services	30	44*
Organisational Dev.	19	11*
Community Services	19	10*
Passed to 3 rd Parties	43	43*
Corporate Services	9	9*
Property Services	3	2*
Procurement	10	5*
Communications	1	4*
All Departments	5	12*

* Same request has involved several divisions

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

5.16 A breakdown of who originated the Freedom of Information request is attached at **Annex 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 2015 – 31 March 2016

Comments

There were no comments for the period 1 October 2015 to 31 March 2016.

Compliments

Date	Ward	Subject	Division
01.10.15	Seales	Thanks to Planning Staff for professional approach, very helpful and overall first class manner	Planning Services
05.10.15	Hilton	Excellent speed of response to oil spill on road left be refuse lorry during collections	Environmental Services
19.10.15	Seales	Compliments on another lovely Civic Service	Community Services
05.11.15	Melbourne	Impressed with hard work of Cultural Services Technician in helping to sort out the drainage problems at the Assembly Rooms	Community Services
16.11.15	Linton	Honesty of 2 x bin men who found and returned gentleman's wallet on his drive	Environmental Services
19.11.15	Hilton	Many thanks for prompt and detailed response to a TPO query	Planning Services
07.12.15	Etwall	Compliments to Community Services Staff re AGP	Community Services
09.12.15	Hilton	Thanks to Direct Service Team member for retrieving ladies door keys that she had dropped down a gully opposite her home	Environmental Services
09.12.15	Midway	Thank you to Clean Team for clearing up job in Salisbury Drive	Environmental Services
11.12.15	Barrow on Trent	Thanks for prompt action in dealing with tree works – Ash Tree at St Wilfrid's Church	Community & Environmental Services
12.12.15	Swadlincote	Thanks for waste bin collection	Environmental Services
16.12.15	Coton in the Elms	Thanks to Building Control staff for excellent service	Planning Services
22.12.15	-	Thanks to Building Control staff for efficient and dependable service	Planning Services
04.01.16	Cauldwell - Linton	3year old insisted bin men were "beautiful elves"	Environmental Services
08.01.15	Woodville	Appreciation for support in identifying opportunity to improve Recreation Ground football pitch	Planning Services
13.01.16	Drakelow	Excellent cleaning services – dog fouling on Rosliston Road South approaching footbridge	Environmental Services
14.01.16	Melbourne	Support from the Council has been fantastic & unexpected re Kings Newton Bowls Club	Community Services
15.01.16	Swadlincote	Appreciation of great service provided by team cutting back tree at rear of Ensor Close, Frank Bodicote estate	Community & Environmental Services
17.01.16	Linton	Members commented that collections over Christmas period arranged very successfully	Environmental Services

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

21.01.16	Seales	Compliment to Planning Staff re Acresford, Overseal – brilliant work at Committee	Planning Services
21.01.16	-	Compliment to Planning Staff for professionalism and advice during planning process and for quick planning application turn around	Planning Services
22.02.16	Elvaston	Gratitude to the refuse team whilst riding my horse they were most courteous and even getting out of the wagon to see what traffic was approaching. Thank you for keeping our roads safe.	Environmental Services
25.02.16	Newhall	Recommendation for recognition of Community Services Staff, whose efforts towards the improvement of Newhall Park having worked with Friends of Newhall Park, contributed to its upgrade.	Community Services
25.02.16	Newhall	Thanks for a wonderful evening at Community Day, special to receive the award for the work with Friends of Newhall Park.	Community Services
10.03.16	Church Gresley	A massive compliment to the refuse crew who were emptying brown bins in Unity Close today. There was a funeral leaving one of the properties and the men respectfully waited until the hearse and all cars had left before starting to empty the bins.	Environmental Services
14.03.16	Church Gresley	Thanking the Council for being so thoughtful for delivering the water to her and her neighbours on Friday night. She stated it was delivered by a lovely young man.	Housing Services
14.03.16	Ticknall	Thanks to staff for delivery of bottled water	Housing Services
16.03.16	-	Thanks to everyone for the prompt response, just wish every else we dealt with were as efficient & professional	Corporate Services
24.03.16	Rosliston	Thank you to Rosliston EEP team. Their staff were absolutely blown away with the whole experience, children loved getting muddy and couldn't stop talking about it. One teacher remarked that the trip was one of the best/most rewarding he'd ever done.	Community Services

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
01.10.15	710	Resident of SDDC	Complaint about Customer Services – call handling	Customer Services	Reminded all the Customer Services Team to let unhappy customers speak and try not to 'butt in' until the customer has finished speaking.	Due: 15.10.15 Sent: 14.10.15
06.10.15	711	Woodville	Complaint re dogs off lead and hedge at rear of garden	Housing Services	None	Due: 20.10.15 Sent: 08.10.15
07.10.15	712	Linton	Dog breeding licence lack of confidentiality	Licensing Services	N/A	Due: 21.10.15 Sent: <u>22.10.15</u>
07.10.15	713	Hartshorne	Overgrown & untidy site – Hartshill Road, Hartshorne, Swadlincote, Derbyshire	Housing Services	Action being taken against SDDC tenant for unkempt gardens; breach of tenancy	Due: 21.10.15 Sent 08.10.15
09.10.15	714	Rosliston	Complaint concerning the completion of an agreement made under S106 of the Town & Country Planning Act 1990 relating to development of land at Burton Road, Rosliston	Planning Services	No action	Due: 23.10.15 Sent: 06.11.15 STAGE 2 Due: 30.11.15 Sent: 27.11.15
09.10.15	715	Woodville	Replace glass in internal door at Council property	Housing Services	Tenant gave notice to terminate tenancy and moved out so no further action taken	Due: 23.10.15 Sent: 04.11.15 STAGE 2 Due: 26.11.15 Sent: 19.11.15

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

12.10.15	716	Woodville	Discrimination against a wheelchair user	Housing Services	Tenant gave notice to terminate tenancy and moved out so no further action taken	Due: 26.10.15 Sent: 04.11.15
19.10.15	717	Hatton	Moving house final council tax payment	Customer Services	Response email sent but not received by customer. Due to the number of emails sent each day by individual team member it is impractical for "read receipt".	Due: 02.11.15 Sent: 22.10.15
26.10.15	718	Melbourne	Planning Department's poor customer service	Planning Services	No Action. Complainant went to Ombudsman	Due: 09.11.15 Sent: 10.11.15 STAGE 2 Due: 27.11.15 Sent: 26.11.15
29.10.15	719	Etwall	Planning Committee Meeting 27.10.15 and the Hackwood Farm Application	Planning Services	N/A	Due: 12.11.15 Sent: 05.11.15
09.11.15	720	Linton	Withholding housing benefit	Housing Services	N/A	Due: 20.11.15 Sent: 09.11.15
10.11.15	721	Woodville	Council request to tidy up garden & living conditions	Housing Services	No changes made	Due: 24.11.15 Sent: 20.11.15
10.11.15	722	Newhall	Housing Options Adviser contact with Social Services re 2yr old daughter	Housing Services	None	Due: 24.11.15 Sent: 24.11.15
11.11.15	723	Repton	Failure of Renuvo to keep an appointment to carry out annual safety check at the property.	Housing Services	None	Due: 25.11.15 Sent: 17.11.15 STAGE 2 Due: 03.12.15 Sent: 15.12.15

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

12.11.15	724	Hilton	Request for exemption on Council Tax for empty property	Customer Services	Discretion exercised	Due: 26.11.15 Sent: 17.11.15
17.11.15	725	Etwall	Enforcement of the No Smoking Legislation – Etwall Village	Environmental Services	None	Due: 01.12.15 Sent: 20.11.15 STAGE 2 Due: 07.12.15 Sent: 08.12.15
30.11.15	726	Measham	Greenbank Leisure Centre	Environmental Services	Amended Service inspection timings	Due: 14.12.15 Sent: 01.12.15
01.12.14	727	Swadlincote	Library car park	Community & Planning	N/A	Due: 15.12.15 Sent: 07.12.15
14.12.15	728	Seales	Rat Infestation	Environmental Services	None. Rat infestation a difficult problem to solve and one which can only be resolved through trial and error	Due: 04.01.16 Sent: 23.12.15
23.12.15	729	Swadlincote	Housing exchange & anti-social behaviour issues	Housing Services & Community Services	None	Due: 14.01.16 Sent: 06.01.16
11.01.16	730	Hilton	Application No: 9/2015/0688	Planning Services	N/A	Due: 25.01.16 Sent: 26.01.16 STAGE 2 Due: 29.02.16 Holding Letter sent: 29.02.16 Due: 14.03.16

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

						Sent: 09.03.16
18.01.16	731	Swadlincote	Parking issues at Pennine Way	Democratic Services	N/A	Due: 29.01.16 Sent: 19.01.16
18.01.16	732	Woodville	Planning application at Burton Road, Woodville, together with customer service issues	Planning Services	None	Due: 01.02.16 Sent: 29.01.16
21.01.16	733	Stenson Fields	Installation of new boiler by Renuvo	Environmental Services	None	Due: 04.02.16 Sent: - 18.03.16 STAGE 2 Rec'd: 04.03.16 Due: 18.03.16 Sent: 18.03.16
17.02.16	734	Etwall	Council Tax Liability	Customer Services	No action	Due: 02.03.16 Sent: 04.03.16
22.02.16	735	Church Gresley	Council Tax Benefits	Client Services (Ray Keech)	Training matter with individual Officer	Due: 04.03.16 Sent: 04.03.16
01.03.16	736	Midway	Right to Buy	Property Services	N/A	Due: 11.03.16 Sent: 10.03.16 STAGE 2 Due: 30.03.16 Sent: 21.03.16
07.03.16	737	Newhall	Large garage/ (small dwelling) built- Sunnyside	Planning	Enforcement Notice – not complaint	Due: 21.03.16 Sent: n/a

South Derbyshire District Council
Comments, Compliments and Complaints 1 October 2015 – 31 March 2016

07.03.16	738	Weston on Trent	Sewage on the driveway	Environmental Services	In our view the complaint was tit for tat motivated. We have taken legal action because water supply was illegally disconnected	Due: 21.03.16 Sent: 11.03.16
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South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-284	N	Community Services	Cost of Christmas lights for past 5 years	02.10.15	29.10.15	07.10.15	
1516-285	C	Corporate Services	Corporate/strategic, Department & procurement risk register	02.10.15	29.10.15	05.10.15	
1516-286	C	Customer Services	Business rates with credit over £1000	02.10.15	29.10.15	12.10.15	
1516-287	W	Customer Services	Business rates	02.10.15	29.10.15	02.10.15	Duplicate of 1516-259
1516-288	I	Environmental Services	Deceased, no next of kin from 01.01.15	05.10.15	30.10.15	06.10.15	Exempt 31(1)(a)
1516-289	MP	Housing Services	Housing list: who has priority, any veterans, how many in total on list	06.10.15	02.11.15	22.10.15	
1516-290	C	Customer Services	Local discount scheme for business rates relief	06.10.15	02.11.15	10.11.15	
1516-291	C	Customer Services	Charitable & Discretionary rate relief	06.10.15	02.11.15	05.11.15	
1516-292	C	Environmental Services	Public health funerals since 01.06.15	07.10.15	03.11.15	07.10.15 Clarification required 24.11.15	Exempt 31(1)(a)
1516-293	C	Customer Services	Customer satisfaction feedback	07.10.15	03.11.15	08.10.15 Clarification required 26.10.15	
1516-294	I	Housing Services	Alterations at 23 Princess Close	07.10.15	03.11.15	04.11.15	

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-295	I	Housing Services	Disabled bungalows that meet building regs in South Derbyshire & their location	08.10.15	04.11.15	04.11.15	
1516-296	C	Community Services	Leisure facility queries	08.10.15	04.11.15	14.10.15	
1516-297	I	Housing Services	Grant, inspection, refusal for footpath	08.10.15	04.11.15	04.11.15	
1516-298	MP	Environmental Services	Public health funeral 2010-2015	08.10.15	04.11.15	21.10.15	
1516-299	C	Customer services	Credits on business rates from 1990	09.10.15	05.11.15	05.11.15	
1516-300	I	Derbyshire County Council	Commissioned Home Care visits	09.10.15	05.11.15	09.10.15	
1516-301	C	Customer Services	Credits on business rates	09.10.15	05.11.15	12.10.15	
1516-302	C	Customer Services	Credits on business rates	12.10.15	06.11.15	12.10.15	
1516-303	I	IT, Housing, Finance	Department software packages	12.10.15	06.11.15	13.10.15	
1516-304	C	Client Services	Discretionary Housing Payments	12.10.15	06.11.15	02.12.15	
1516-305	A	Legal & Democratic	Equestrian establishments with license	12.10.15	06.11.15	13.10.15	
1516-306	I	Planning Services	Apps 9/2014/1145 & 1141 copies of all correspondence from 01.01.13	13.10.15	09.11.15	24.11.15	
1516-307	I	Customer Services	Various council tax payment queries	13.10.15	09.11.15	18.11.15	
1516-308	I	Legal & Democratic	Legal Challenges	13.10.15	09.11.15	02.11.15	
1516-309	C	Financial Services	Payment terms with suppliers	14.10.15	10.11.15	15.10.15	
1516-310	W	IT Services	Software development	14.10.15	10.11.15	15.10.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-311	C	Environmental Services	PHF/estate research/house clearance	14.10.15	10.11.15	21.10.15	
1516-312	C	Customer services	Vacant commercial property rates >18k	14.10.15	10.11.15	19.10.15	
1516-313	I	Legal & Democratic, Community Services, Environmental Services	Health & Safety for escapologists	15.10.15	11.11.15	16.10.15	
1516-314	C	Planning Services	Copies of 2 s106 & 2 consultants reports	16.10.15	12.11.15	16.11.15	
1516-315	I	Environmental Services	PHF with no next of kin	16.10.15	12.11.15	20.10.15	Exempt 31(1)(a)
1516-316	I	Customer Services	Companies/charities for business rates	16.10.15	12.11.15	19.10.15	
1516-317	C	Derbyshire County Council	Adult Learning Disability Services	19.10.15	13.11.15	19.10.15	
1516-318	A	Derbyshire County Council	Residents parking permits 2010-2014	20.10.15	16.11.15	20.10.15	
1516-319	I	Financial Services	LEP membership & funding	20.10.15	16.11.15	22.10.15	
1516-320	I	Legal & Democratic	Pricing structure for hackney & PH taxis	21.10.15	17.11.15	22.10.15	
1516-321	I	Procurement	SDDC mobile phone contracts	23.10.15	19.11.15	26.10.15	
1516-322	W	Customer Services	HB claimants & how much paid for 'exempt' properties	23.10.15	19.11.15	26.10.15	
1516-323	C	Customer Services & Financial Services	Unpresented business rate refund cheques	27.10.15	23.11.15	09.11.15	
1516-324	C	Corporate Services	FOIs relating to 'Re-use of public sector'	27.10.15	23.11.15	28.10.15	
1516-325	MP	Derbyshire County Council	Dependent, Hazardous & alcohol abusers	27.10.15	23.11.15	27.10.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-326	C	Organisational Development	Training course for First Aid	27.10.15	23.11.15	28.10.15	
1516-327	I	Derbyshire County Council	Raids relating to trading standards	28.10.15	24.11.15	28.10.15	
1516-328	I	Housing Services & Planning Services	Did anyone in departments attend MIPIM	28.10.15	24.11.15	29.10.15	
1516-329	C	Customer Services	Business Rates	29.10.15	25.11.15	09.11.15	
1516-330	C	Environmental Services	Deaths with no known next of kin	29.10.15	25.11.15	29.10.15	Exempt 31(1)(a)
1516-331	I	Environmental Services	Deaths with no known next of kin	29.10.15	25.11.15	20.11.15	Exempt 31(1)(a)
1516-332	I	Housing Services	Homelessness in 2015	29.10.15	25.11.15	26.11.15	
1516-333	O	Legal & Democratic Services	Dog breeding licenses	30.10.15	26.11.15	05.11.15	
1516-334	C	Legal & Democratic Services	Civil parishes	02.11.15	27.11.15	24.11.15	
1516-335	I	Housing Services	List of contractors for Housing Grants Dept	29.10.15	26.11.15	21.12.15	
1516-336	I	Environmental Services	Use of powers under the Anti-Social Behavior Crime & Policing Act 2014	02.11.15	30.11.15	05.11.15	
1516-337	I	Refer back to requester not SDDC	List of empty properties in Milton Keynes	02.11.15	30.11.15	05.11.15	
1516-338	I	Customer Services	List of new liabilities for business rates	02.11.15	30.11.15	09.11.15	
1516-339	C	Legal & Democratic Services	Societies that are licensed to promote lotteries	04.11.15	02.12.15	20.11.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-340	I	Legal & Democratic Services	Pet shops licensed to sell puppies	06.11.15	04.12.15	20.11.15	
1516-341	C	Customer Services	Business Rates	06.11.15	04.12.15	12.11.15	
1516-342	N	Environmental Services	Putting down of dogs	06.11.15	04.12.15	10.11.15	
1516-343	I	Derbyshire County Council	Child Sexual Protection	09.11.15	07.12.15	09.11.15	
1516-344	M	Derbyshire County Council	Spend on Children's Services in last 3 years	09.11.15	07.12.15	09.11.15	
1516-345	I	Customer Services	Business Rates	11.11.15	09.12.15	18.11.15	
1516-346	O	Derbyshire County Council	Special Educational Needs Caseworkers	11.11.15	09.12.15	12.11.15	
1516-347	C	Customer Services	Business Rates	13.11.15	11.12.15	16.11.15	
1516-348	C	Derbyshire County Council	All roadworks/maintenance/emergency repairs	13.11.15	11.12.15	13.11.15	
1516-349	I	Derbyshire County Council	Penalty Charge Notices	13.11.15	11.12.15	9.12.15	
1516-350	I	Corporate Services	Liability Orders obtained for non-payment of Council Tax	13.11.15	11.12.15	26.11.15	
1516-351	C	Licensing Services	Puppy Farming	13.11.15	11.12.15	20.11.15	
1516-352	N	Housing Services	Complaints to Tenancy Relations Officer	16.11.15	14.12.15	18.11.15	
1516-353	I	Corporate Services	Time spent handling FOI requests	16.11.15	14.12.15	25.11.15	
1516-354	C	Environmental Services	Public Health Funerals	16.11.15	14.12.15	09.12.15	Part Exempt – Q.2 under Sect. 31(1)(a)

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-355	I	Environmental Services	Public or Welfare Funerals	16.11.15	14.12.15	19.11.15	Exempt under Section 31(1)(a)
1516-356	C	Licensing Services	Pet Shops selling puppies	16.11.15	14.12.15	20.11.15	
1516-357	C	Housing Services & Property Services	Empty public buildings & opening them to homeless this winter	17.11.15	15.12.15	09.12.15	
1516-358	I	Housing Services & Property Services	Empty public buildings & opening them to homeless this winter	17.11.15	15.12.15	09.12.15	
1516-359	O	Derbyshire County Council	Melbourne Neighbourhood Planning Team query on parking wardens in Melbourne over past 12 months and how many parking tickets.	13.11.15	11.12.15	09.12.15	
1516-360	I	Housing Services	How many buildings are currently unoccupied, which could accommodate homeless people	19.11.15	17.12.15	19.11.15	
1516-361	C	Customer Services	Business Rates	19.11.15	17.12.15	07.12.15	
1516-362	O	IT Services	Electronic Systems for passwords	19.11.15	17.12.15	24.11.15	
1516-363	C	Corporate Services	Crematoria under control of the Council	20.11.15	18.12.15	20.11.15	
1516-364	O	Organisational Development	Unison pay spine	20.11.15	18.12.15	10.12.15	
1516-365	I	Customer Services	Council Tax	23.11.15	21.12.15	10.12.15	
1516-366	I	Customer Services	NNDR	23.11.15	21.12.15	24.11.15	
1516-367	I	Customer Services	Unclaimed Business Rates	23.11.15	21.12.15	07.12.15	
1516-368	I	Environmental Services	Intestate Estates passed/or being passed to Treasury Solicitor's Dept	23.11.15	21.12.15	24.11.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-369	C	Housing Services	Affordable Housing	23.11.15	21.12.15	25.11.15	
1516-370	I	Housing Services	Housing Revenue Account	23.11.15	21.12.15	18.12.15	
1516-371	I	Derbyshire County Council	Street lights	25.11.15	23.12.15	26.11.15	
1516-372	C	I.T, Communications, Community; Housing & Corporate Services	DMS else Intranet Lists Ref 2015.11.26 DMEI	27.11.15	24.12.15	08.12.15 Add info 23.12.15	
1516-373	C	Housing Services	Housing Data	30.11.15	04.01.16	03.12.15	
1516-374	I	Customer Services	Business Rates	01.12.15	05.01.16	07.12.15	
1516-375	C	Customer Services	List of ratepayers benefiting from any type of relief	02.12.15	06.01.16	07.12.15	
1516-376	I	Environmental Services	Public Health Funerals	02.12.15	07.01.16	03.12.15	
1516-377	C	Customer Services	Business Rates	02.12.15	07.01.16	07.12.15	
1516-378	C	Environmental Services	List of Thermal Oxidisers	02.12.15	07.01.16	06.01.16	
1516-379	I	Housing Services	Right to Buy	03.12.15	07.01.16	16.12.15	
1516-380	O	Finance Services	Statement of Accounts	03.12.15	07.01.16	08.12.15	
1516-381	I	Procurement & Environmental Services	Procurement Questions & Public Health Funerals	03.12.15	07.01.16	04.12.15	
1516-382	C	Communications	Digital Governance	07.12.15	12.01.16	24.12.15	
1516-383	O	Environmental Services	Pest Control Services	07.12.15	12.01.16	08.12.15	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-384	O	Derbyshire County Council	Social Care Assessments	08.12.15	13.01.16	08.12.15	
1516-385	I	Derbyshire County Council	Social Care of Children	09.12.15	14.01.16	09.12.15	
1516-386	I	Organisational Development	ICT Apprenticeships	09.12.15	14.01.16	10.12.15	
1516-387	I	Housing Services	Social Housing	10.12.15	15.01.16 Extended to 12.02.16	04.02.16	
1516-388	I	Environmental, Housing & Property Services	Squatting	11.12.15	16.01.16	15.12.15	
1516-389	M	Derbyshire County Council	Meat identification Test	14.12.15	20.01.16	15.12.15	
1516-390	C	Derbyshire County Council	Fostering Services	14.12.15	20.01.16	14.12.15	
1516-391	I	Customer Services	Businesses liable for business rates	15.12.15	21.01.16	08.01.16	
1516-392	C	I.T Services	LAN Maintenance & Services	15.12.15	21.01.16	25.01.16	
1516-393	I	Planning Services	TPO 386	15.12.15	21.01.16	22.01.16	
1516-394	I	Property Services	Right to Buy	16.12.15	22.01.16	17.12.15	
1516-395	I	Housing Services	Bathroom Adaptations	22.12.15	27.01.16	20.01.16	
1516-396	C	Planning Services	Hartshorne Conservation Area Review	22.12.15	27.01.16	N/A	Withdrawn by requester
1516-397	C	Organisational Development	Compromise Agreements	24.12.15	29.01.16	28.01.16	

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1516-398	C	Customer Services	Enforcement Agencies for C/Tax & NNDR	04.01.16	01.02.16	14.01.16	
1516-399	C	Housing Services	Fuel Poverty	04.01.16	01.02.16	18.01.16	
1516-400	I	Finance Services	Financial Management/ERP Systems	04.01.16	01.02.16	08.01.16	
1516-401	N	Environmental Services	Incidents of fly tipping	04.01.16	01.02.16	26.01.16	
1516-402	I	Finance Services	ICT related expenditure & professional services new department or systems/infrastructure & upgrades	04.01.16	01.02.16	27.01.16	
1516-403	I	Community Services	Public Space Protection Orders & homeless people's tents, makeshift accommodation - confiscated or cleared by the Council during 2015	04.01.16	01.02.16	06.01.16	
1516-404	C	Client Services	Income Management System	04.01.16	01.02.16	10.02.16	
1516-405	C	Customer Services	Business Rates	04.01.16	01.02.16	08.01.16	
1516-406	I	Derbyshire County Council	Info on works/reports re road surface/pot holes in Willington, specifically around Etwall Rd junction with Findern Lane	04.01.16	01.02.16	04.01.16	
1516-407	C	Customer Services	Business Rates	04.01.16	01.02.16	08.01.16	
1516-408	M	Housing Services	Social Housing	05.01.16	02.02.15	25.01.16	
1516-409	I	Organisational Development	Council Employees	05.01.16	02.02.16	29.01.16	
1516-410	I	Environmental Services	Over past 5 years charges for rubbish uplift and Christmas tree removal.	05.01.16	02.02.16	26.01.16	
1516-411	I	Housing Services	Temporary Accommodation/Emergency Accommodation supplier network	05.01.16	02.02.16	21.01.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-412	I	Customer Services	Business Rates	05.01.16	02.02.16	12.01.16	
1516-413	C	Customer Services	Business Rates	05.01.16	02.02.16	12.01.16	
1516-414	O	Legal & Democratic Services	Zoo Licensing Act 1981	06.01.16	03.02.16	12.01.16	
1516-415	N	Planning Services	Major and ordinary development applications	06.01.16	03.02.16	07.04.16	
1516-416	I	Derbyshire County Council	Asylum seeker children	06.01.16	03.02.16	07.01.16	
1516-417	O	Client Services	Council Tax Support Scheme	06.01.16	03.02.16	15.01.16	
1516-418	O	Housing Services	RTB Process	07.01.16	04.02.16	27.01.16	
1516-419	I	Derbyshire County Council	Children Missing from Care	07.01.16	04.02.16	07.01.16	
1516-420	I	Derbyshire County Council	Parents assessed by psychologists	08.01.16	05.02.16	08.01.16	
1516-421	O	Planning Services	Planning refusals	08.01.16	05.02.16	02.02.16	
1516-422	I	Communications	Advertising and marketing	08.01.16	05.02.16	18.01.16	
1516-423	I	Organisational Development/Finance Services	Temporary staff costs	08.01.16	05.02.16	27.01.16	
1516-424	I	Environmental Services	Public or Welfare Funerals	11.01.16	08.02.16	13.01.16	
1516-425	TV	Housing Services	Housing complaints	11.01.16	08.02.16	01.02.16	
1516-426	I	Derbyshire County Council	Human trafficking	11.01.16	08.02.16	11.01.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-427	O	Environmental Services	Food establishments	11.01.16	08.02.16	13.01.16	
1516-428	I	Community & Housing Services	External lighting design	11.01.16	08.02.16	14.01.16	
1516-429	I	Derbyshire County Council	Special Needs (SEN)	12.01.16	09.02.16	12.01.16	
1516-430	O	Customer Services	Business Rates Liability	12.01.16	09.02.16	19.01.16	
1516-431	I	Customer Services	Business Rates	13.01.16	10.02.16	19.01.16	
1516-432	MP	Derbyshire County Council	Work of the Director of Public Health	14.01.16	11.02.16	14.01.16	
1516-433	I	Community Services	Public Space Protection Orders	15.01.16	12.02.16	19.01.16	
1516-434	O	Organisational Development	HR & Payroll Solution/Services	15.01.16	12.02.16	20.01.16	
1516-435	O	Customer Services	Business Rates	15.01.16	12.02.16	20.01.16	
1516-436	I	Customer Services	Business Rates	15.01.16	12.02.16	29.01.16	Duplicate – also see 442
1516-437	I	Customer Services	Business Rates	15.01.16	12.02.16	20.01.16	
1516-438	O	Customer Services	Housing Benefit Refusals	18.01.16	15.02.16	12.02.16	
1516-439	I	Housing Services	Homeless people who have committed suicide or died	18.01.16	15.02.16	01.02.16	
1516-440	I	Client Services & Finance Services	Council Tax Rates and CTS	18.01.16	16.02.16	20.01.16	
1516-441	C	Planning Services	Report re 2 Blithe Close, Hilton	18.01.16	16.02.16	05.02.16	
1516-442	I	Customer Services	Business Rates	18.01.16	16.02.16	29.01.16	Duplicate – also see 436

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-443	C	Derbyshire County Council	Charging orders placed on residents properties relating to care home charges	18.01.16	16.02.16	18.01.16	
1516-444	C	Customer Services	NNDR accounts in credit	18.01.16	16.02.16	20.01.16	
1516-445	MP	Derbyshire County Council	Libraries	19.01.16	17.02.16	18.01.16	
1516-446	C	Organisational Development	How many staff at SDDC	19.01.16	17.02.16	20.01.16	
1516-447	I	Environmental Services	Public Space Protection Orders	19.01.16	17.02.16	20.01.16	
1516-448	I	Derbyshire County Council	Social Care	22.01.16	22.02.16	22.01.16	
1516-449	I	Corporate Services	Funding to organisations	25.01.16	23.02.16	26.01.16	
1516-450	I	Corporate Services	Does Council own any limited companies	25.01.16	23.02.16	27.01.16	
1516-451	I	Housing Services	Ex-serviceman	25.01.16	23.02.16	29.01.16	
1516-452	O	Customer Services	Business Rates	26.01.16	24.02.16	01.02.16	
1516-453	I	Derbyshire County Council	Supported Living	27.01.16	25.02.16	28.01.16	
1516-454	I	Environmental Services	Welfare Funerals	27.01.16	25.02.16	01.02.16	
1516-455	I	Housing Services	Kitchen amenities	28.01.16	26.02.16	16.02.16	
1516-456	N	Environmental Services	Welfare Funerals	28.01.16	26.02.16	05.02.16	
1516-457	I	IT Services	W-fi Provider Contracts	28.01.16	26.02.16	29.01.16	
1516-458	N	Customer Services	Bedroom Tax	28.01.16	26.02.16	10.02.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-459	I	Derbyshire County Council	Service Managers (street lighting, highways, school transport, etc)	29.01.16	26.02.16	29.01.16	
1516-460	I	Client Services	Revenues & Benefits supplier	29.01.16	26.02.16	29.01.16	
1516-461	O	Legal & Democratic Services	People eligible to Vote	29.01.16	26.02.16	25.02.16	
1516-462	O	Environmental Services	Refuse Vehicles	29.01.16	26.02.16	01.02.16	
1516-463	N	Planning Services	Planning Permissions	01.02.16	29.02.16	02.02.16	
1516-464	I	Environmental Services	Littering fines	02.02.16	01.03.16	05.02.16	
1516-465	I	Legal & Democratic Services	Compulsory Purchase Orders	03.02.16	02.03.16	03.02.16	
1516-466	O	Environmental Services	Licensed Campsites	03.02.16	02.03.16	12.02.16	
1516-467	I	Customer Services	Discretionary Housing Payment data	03.02.16	02.03.16		
1516-468	I	Housing Services	Housing Allocations List	03.02.16	02.03.16	18.02.16	
1516-469	I	Housing Services	Social Housing Properties	04.02.16	03.03.16	18.02.16	
1516-470	I	Customer Services	Business Rates	04.02.16	03.03.16	12.02.16	
1516-471	I	Planning Services	Planning Applications - Hilton	05.02.16	04.03.16	09.02.16	
1516-472	O	Customer Services	Business Rates Accounts in Credit	05.02.16	04.03.16	12.02.16	
1516-473	M	HR, IT & Finance Services	Employees dismissed/website access	05.02.16	04.03.16	29.02.16	
1516-474	O	Comms & Finance Services	Newspaper, Copyright & Media Licenses	05.02.16	04.03.16	29.02.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-475	O	Client Services	Surveillance & Private Investigators	08.02.16	07.03.16	01.03.16	
1516-476	O	Derbyshire County Council	Traffic Light Systems	08.02.16	07.03.16	08.02.16	
1516-477	I	Housing Services	Right to Buy Social Mobility Fund	08.02.16	07.03.16	26.02.16	
1516-478	TV	Community Services	Council owned CCTV & ANPR cameras, name of streets, time cameras are active, annual day/hours of activity	08.02.16	07.03.16	08.02.16	
1516-479	C	Derbyshire County Council	School places	10.02.16	09.03.16	11.02.16	
1516-480	C	Housing Services	Structure of Housing Management, Needs, Supported Housing & Maintenance	10.02.16	09.03.16	12.02.16	
1516-481	I	Environmental & Planning Services	Records relating to Willington Road, Etwall	11.02.16	10.03.16	24.02.16	
1516-482	I	Planning Services	Planning applications determined after 26 weeks from October 2013	11.02.16	10.03.16	07.03.16	
1516-483	O	Community Services	Number of Domestic Homicide Reviews since January 2010	11.02.16	10.03.16	11.02.16	
1516-484	I	Customer Services	Business Rates	11.02.16	10.03.16	12.02.16 Clarification required 22.03.16	
1516-485	I	Customer Services	Business Rates - schools	11.02.16	10.03.16	12.02.16	
1516-486	I	Derbyshire County Council	Roadworks/road maintenance projects	11.02.16	10.03.16	11.02.16	
1516-487	O	Housing Services	Cleaning Services	12.02.16	11.03.16	01.03.16	

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Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-488	I	Communications	Film Related Revenue	12.02.16	11.03.16	15.02.16	
1516-489	O	Legal & Democratic Services	Pet Shop Licensing	12.02.16	11.03.16	17.02.16	
1516-490	O	Customer Services	Business Rates	15.02.16	14.03.16	19.02.16	
1516-491	I	Customer Services	Business Rates	15.02.16	14.03.16	22.02.16	
1516-492	MP	Property Services, Economic Development, Financial Services	Spending and amount borrowed for purchases of land/property and regeneration/building development	15.02.16	14.03.16	01.03.16	
1516-493	I	Housing Services	Burton YMCA Campaign	16.02.16	15.03.16	16.02.16	
1516-494	I	Planning Services	Section 106 affordable housing	16.02.16	15.03.16		
1516-495	N	Corporate Services/ Communications	FOI responses	17.02.16	16.03.16	N/A	Withdrawn by requester
1516-496	O	Legal & Democratic Services	License fees for Taxi and Driver Licenses	17.02.16	16.03.16	18.02.16 Clarification required 11.03.16	
1516-497	O	Environmental Services	Information re Grounds Maintenance, Arboriculture & Street Cleansing	17.02.16	16.03.16	03.03.16	
1516-498	I	Customer Services	Business Rates	17.02.16	16.03.16	22.02.16	
1516-499	O	Customer Services	Business Rates	22.02.16	21.03.16	09.03.16	
1516-500	O	Housing Services	Housing Related Support Services	22.02.16	21.03.16	01.03.16	

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-501	MP	Derbyshire County Council	Roads maintained by the Council	22.02.16	21.03.16	22.02.16	
1516-502	MP	Derbyshire County Council	Traffic Lights and Road Signage	22.02.16	21.03.16	22.02.16	
1516-503	MP	Derbyshire County Council	Speed Cameras	22.02.16	21.03.16	22.02.16	
1516-504	O	Customer Services	Business Rates	22.02.16	21.03.16	23.02.16	
1516-505	O	Planning Services	CIL-based Funding for Education	24.02.16	23.03.16	24.03.16	
1516-506	N	Derbyshire County Council	Schools and Catchment Areas	24.02.16	23.03.16	24.02.16	
1516-507	M	Organisational Development	Disparity in gender pay & bonuses	25.02.16	24.03.16	18.03.16	
1516-508	I	Customer Services	Business Rates	25.02.16	24.03.16	09.03.16	
1516-509	I	Housing Services/ Client Services	Various questions on Social Sector Housing/Benefit cuts	25.02.16	24.03.16	18.03.16	
1516-510	O	Customer Services	Council Tax Registration & tenure data	25.02.16	24.03.16	26.02.16	
1516-511	O	Procurement	Social Value	25.02.16	24.03.16	17.03.16	
1516-512	O	Corporate Services	Admin function at SDDC	25.02.16	24.03.16	26.02.16	
1516-513	C	Customer Services	Business Rates	26.02.16	29.03.16	09.03.16	
1516-514	O	Planning, Env Services, Licensing, Housing, Property, Procurement	Specification of Competent Persons to Undertake Electrical Work	29.02.16	30.03.16	23.03.16	
1516-515	I	Customer Services	Business Rates	01.03.16	31.03.16	11.03.16	

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-516	N	Derbyshire County Council	Extremism Referrals/under 18's	02.03.16	01.04.16	02.03.16	
1516-517	I	Environmental Services	Public/Welfare Funerals	02.03.16	01.04.16	03.03.16	Exempt 31(1)(a)
1516-518	M	Housing Services	Social Housing & Translators	04.03.16	05.04.16	11.03.16	
1516-519	C	Customer Services	Business Rates/Council Tax	04.03.16	05.04.16	11.03.16	
1516-520	I	Organisational Development	Charges on tips for Hospitality	07.03.16	06.04.16	08.03.16	
1516-521	C	Customer Services	Business Rates for Bretby Crematorium	07.03.16	06.04.16	11.03.16	
1516-522	I	Customer Services	NNDR for Businesses and Charities	04.03.16	05.04.16	11.03.16	
1516-523	C	Environmental Services	Food Safety Inspection Reports	04.03.16	05.04.16	11.03.16	
1516-524	O	Housing Services	Internal Procedures Relating to Electrical Work	07.03.16	06.04.16	24.03.16	
1516-525	I	Housing Services	Housing Refusals	07.03.16	06.04.16	10.03.16	
1516-526	I	Planning Services	Planning Applications, Church Gresley	07.03.16	06.04.16	24.03.16	
1516-527	O	Client Services	Council Tax Support Scheme	07.03.16	06.04.16	10.03.16	
1516-528	I	Client Services	Document Management	08.03.16	07.04.16	24.03.16	
1516-529	M	Procurement	Contracts with SME's	08.03.16	07.04.16	18.03.16	
1516-530	MP	Environmental Services	Waste Collection	08.03.16	07.04.16	09.03.16	
1516-531	I	Housing Services	Local Welfare Assistance/Provision Schemes	09.03.16	08.04.16	11.03.16	

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-532	I	Legal & Democratic Services	List of licensees of Unicorn Inn, Newton Solney	10.03.16	11.04.16	10.03.16	
1516-533	M	Environmental & Property Services	Public toilet closures	10.03.16	11.04.15	18.03.16	
1516-534	W	Finance Services	Financial & Workforce Efficiencies	11.03.16	12.04.16	16.03.16	
1516-535	I	Organisational Development	Council's Role in Securing Apprenticeships	14.03.16	13.04.16	06.04.16	
1516-536	C	Community Services/Economic Opportunities/Housing Services	Regarding those responsible for Swimming pools, leisure centres, childrens play, water slides; buying construction materials and Council's Marketing	14.03.16	13.04.16	15.03.16	
1516-537	I	Customer Services	Rate relief on independent schools	14.03.16	13.04.16	13.05.16	
1516-538	C	Housing Services	Homelessness Strategy	15.03.16	14.04.16	31.03.16	
1516-539	I	IT Services	Digital Strategy, Cloud & Office 365	15.03.16	14.04.16	30.03.16	
1516-540	I	Licensing Services	Licence applications	16.03.16	15.04.16	29.03.16	
1516-541	N	Environmental Services	Public health funerals	16.03.16	15.04.16	23.03.16	
1516-542	I	Housing Services	Social Housing	16.03.16	15.04.16	18.03.16	
1516-543	C	Licensing Services	Primate Licensing	16.03.16	15.04.16	29.03.16	
1516-544	O	Environmental Services	Public Spaces Protection Orders re dogs	17.03.16	18.04.16	18.03.16	
1516-545	I	Environmental Services	Persons dying with no known next of kin/ welfare funerals	18.03.16	19.04.16	21.03.16	Exempt 31(1)(a)

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

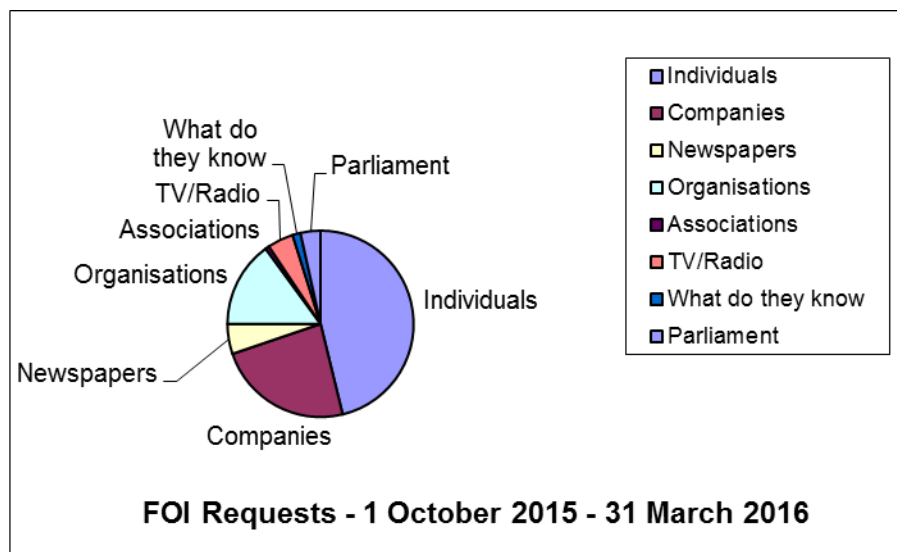
Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-546	M	Housing Services	Disabled Facilities Grants	18.03.16	19.04.16	27.04.16	
1516-547	I	Legal & Democratic Services	Taxi Licensing	18.03.16	19.04.16	24.03.16	
1516-548	I	Community Services	Children's Play Areas	18.03.16	19.04.16	11.04.16	
1516-549	I	Environmental Services	Street Cleaning	18.03.16	19.04.16	11.04.16	
1516-550	I	Derbyshire County Council	Parking Charges and parking fines	21.03.16	20.04.16	23.03.16	
1516-551	C	Derbyshire County Council	Parking Permits	21.03.16	20.04.16	21.03.16	
1516-552	I	Housing Services	Social Housing	21.03.16	20.04.16	23.03.16	
1516-553	C	Environmental Services	Part 2a & Hazardous Substance Consent	21.03.16	20.04.16	14.04.16	
1516-554	O	Planning Services	Proposed developments of pub buildings	22.03.16	21.04.16		
1516-555	I	Customer Services	Business Rates	22.03.16	21.04.16	07.04.16	
1516-556	I	Housing Services	Change of tenancy due to violence	22.03.16	21.04.16	30.03.16	
1516-557	C	Procurement /Organisational Development	Procurement procedures, processes/ staff in procurement roles since launch of National Procurement Strategy for Local Government in July 2014	22.03.16	21.04.16	24.03.16	
1516-558	C	Planning Services	Breaches and enforcement action taken due to non-compliance with Approved Document J and G of Building Regulations	23.03.16	22.04.16	01.04.16	
1516-559	C	Environmental Services	Searches for next of kin/welfare funerals	23.03.16	22.04.16	12.04.16	

South Derbyshire District Council
Freedom of Information Requests
1 October 2015 – 31 March 2016

Ref:		Department	Details	Received	Reply Due	Reply Sent	Exempt
1516-560	N	Derbyshire County Council	Speed cameras	24.03.16	25.04.16	24.03.16	
1516-561	M	Derbyshire County Council	Children taken into care	24.03.16	25.04.16	24.03.16	
1516-562	I	Environmental Services	Pest Control Service	24.03.16	25.04.16	29.03.16	
1516-563	I	Derbyshire County Council	Health & Social Care/Adult Services & Children's Services	24.03.16	25.04.16	24.03.16	
1516-564	I	Environmental Services	Public Toilets	24.03.16	25.04.16	29.03.16	
1516-565	N	Derbyshire County Council	Care Home Chores	29.03.16	26.04.16	29.03.16	
1516-566	I	Community Services/Derbyshire County Council	Share Space Roads/Space Public Realm	29.03.16	26.04.16	04.04.16	
1516-567	I	Customer Services	Enforcement (Bailiff) Services	29.03.16	26.04.16	14.04.16	
1516-568	I	Housing Services	Temporary Accommodation	30.03.16	27.04.16	19.04.16	
1516-569	C	Financial Services	Payment Services Framework Agreement	30.03.16	27.04.16	19.04.16	
1516-570	M	Environmental Services	Waste Collection Complaints	31.03.16	28.04.16	22.04.16	
1516-571	I	Housing Services	Syrian Vulnerable Person Resettlement	31.03.16	28.04.16	01.04.16	

Breakdown of Freedom of Information requests for second 6 months of 2015/16

Individuals	133	287	46%
Companies	68	287	24%
Newspapers	15	287	5%
Organisations	43	287	15%
Associations	2	287	1%
TV/Radio	13	287	5%
What do they know	4	287	1%
Parliament	10	287	3%
	287	287	100%



Individuals = Those sent to individual e-mail address, although probably sent on behalf of a company
Big Brother Watch, Tax Payers Alliance, Unison, Naturewatch, Guide Dogs for the Blind, etc

Organisations = etc

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

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 15
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/corporate and service plans/service plan 2016 17/outline report
SUBJECT:	CORPORATE SERVICES DIRECTORATE: SERVICE PLAN 2016/17	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 13

1.0 Recommendations

- 1.1 That the Service Plan for the Corporate Services Directorate be approved as the basis for service delivery for 2016/17.

2.0 Purpose of Report

- 2.1 To consider the Service Plan for the Corporate Service Directorate as part of the Corporate Planning framework.

3.0 Detail

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

Form and Content

- 3.2 Each Service Plan contains information about:

- The Directorate
- Its workforce and budget
- Service performance, including key measures and projects
- Partnerships
- Transformation programmes
- Managing risks

- 3.3 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2016-21 and Sustainable Community Strategy 2009-29.
- 3.4 The Service Plans cover a one-year period and will be reviewed in March 2017 to link in with the Corporate Plan and Sustainable Community Strategy.
- 3.5 Progress reports on Service Plans will be made to Elected Members as part of the Performance Management Framework monitoring process.

4.0 Financial implications

- 4.1 All implications are detailed in the Service Plan.

5.0 Corporate implications

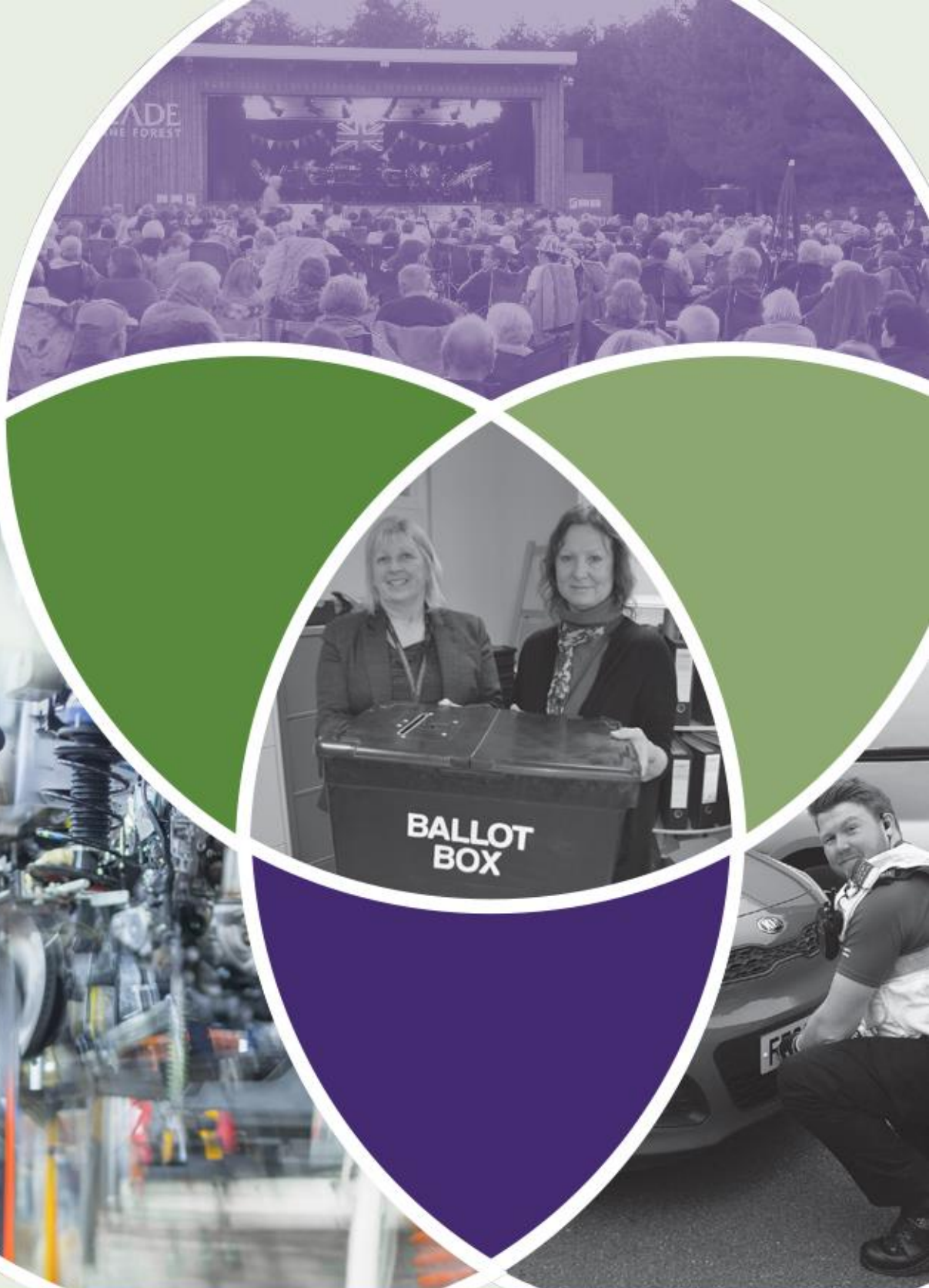
- 5.1 As above

6.0 Community implications

- 6.1 As above

7.0 Background papers

- 7.1 None



Service Plan 2016/2017

Corporate Services

Contents

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Service transformation	
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All information presented in this Service Plan was correct at the time of publication.

Introduction

The Corporate Plan 2016-2021 forms an important part of planning for the future and leads our performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.

As part of this, Service Plans are created for our four directorates - Housing and Environmental Services, Community and Planning, Finance and Corporate Services and the Chief Executive's department.

Covering the 2016-2017 financial year, the Service Plans (which are updated annually) align current delivery arrangements with changing patterns of demand, making the most effective use of available and future resources.

Key aims

All priorities and activities undertaken by Corporate Services complement our collective vision of making 'South Derbyshire a better place to live, work and visit'.

We will:

- positively contribute towards Council policies and procedures
- deliver continuous improvements in performance
- ensure compliance with relevant legislation
- maintain a strong customer focus
- ensure a widespread understanding of core values, key aims and performance measures and encourage participation in their development
- ensure that data quality principles are applied
- Encourage a positive health and safety culture

All of these contribute to the main themes running through the Corporate Plan of People, Place, Progress and Outcomes.

The importance of service planning

Delivery of public services occurs in an increasingly dynamic environment, with high community expectations, government priorities and technological advances.

While the budgetary setting is constrained, there are ever increasing pressures and demands to do more with less.

In this context, it is essential that services are well planned, with the capability to evolve in order to meet community needs.

This allows us to identify requirements and associated enabling services such as technology, workforce, funding, capital infrastructure, together with information management.

Scene setting

Overview of the directorate

The Corporate Services Directorate plays a key role in meeting our strategic objectives for supporting People, Place and Progress. The main focus of the Directorate is to help the Council secure successful outcomes and manage the core principles which underpin all service delivery. In particular the aims of the Directorate are to ensure:

- Financial Health
- Good Governance
- Customer Focus
- Equality and Diversity
- A Skilled Workforce

Much of the work undertaken by the Directorate has a statutory base. The non-statutory services also have a fundamental role in ensuring that the Council operates within statutory powers and regulations. Here is a breakdown of statutory and non-statutory duties undertaken.

Statutory Services

- Financial Services
- Administration of Housing Benefits
- Revenues Collection
- Internal Audit

Non-Statutory Services

- Client Services
- Prevention and Detection of Fraud
- Property Management
- HR
- Policy and Communications
- ICT
- Customer Services
- Secretarial Support
- Procurement

Service Operations

The Directorate is now relatively mature following a Council restructure in May 2013, which established the current functions of the Directorate.

The Directorate is responsible for:

- Financial Services - accounting, budgets and medium term financial planning
- Internal Audit
- Asset and Estate Management
- Contract Management for out-sourced Corporate Services
- The Strategic Corporate Services Partnership
- Detecting and Investigating Fraud
- Data Protection and Freedom of Information
- Co-ordinating the resolution of Complaints against the Council
- Secretarial Support

The Directorate has overall responsibility for monitoring service performance within the Corporate Services Strategic Partnership. The main aims of the Partnership are job growth through a Regional Business Centre, together with investment in services, capacity and resilience.

As part of the arrangement, the Council transferred a range of back office support services to the private sector partner in August 2010.

Under the responsibility of the Director of Finance and in accordance with statutory requirements, the Department is also responsible for Internal Audit. Since January 2012, this has been delivered through the Central Midlands Audit Partnership, of which the Council was a founding Member and remains a constituent partner.

Corporate Services Strategic Partnership

The Council signed a contract with Northgate Public Services (NPS) on 1st August 2010 to deliver a range of back office, support and professional services. This includes

- Organisational Development, including HR, Policy and Communications
- ICT
- Procurement
- Revenues and Benefits
- Customer Services

Direct service provision is the responsibility of NPS and performance is monitored through a series of Key Performance Indicators. The services provided feed into the overall outcomes for Corporate Services.

Overall strategy and policy in these areas, such as workforce development, ICT, procurement and corporate planning remains the responsibility of the Council; these are co-ordinated within the Department and NPS' role is to support this.

This contract is due to expire in July 2017 when the services will transfer back to the Council. The transition is due to commence during 2016.

The Main Functions of the Directorate

Through the Director of Finance, the Council is responsible for setting and monitoring budgets, reviewing and advising on the Council's medium term spending plans and its financial strategy

The Directorate has a key role in securing the Council's outcomes that underpin the Corporate Plan.

This is not just about finance but encompasses other resources such as staff and property, together with ensuring that the Council undertakes its activities and responsibilities in a proper manner through good corporate governance and to equality standards.

Although many of the services provide professional support and advice across all Council functions, many others deal direct with the local community and residents contacting the Council, for example in Revenues and Benefits.

Operational requirements are largely undertaken in accordance with statute - financial management and internal audit for example, are carried out within specific points of law, together with standards contained in Codes of Practice.

The Directorate consists of a number of small, discrete service areas, although joint working and synergy exists between the individual areas. Specific units are as follows:

Client Services

The Unit is responsible for monitoring the service delivery of NPS. In addition, it undertakes the statutory quality assurance checks and the exercise of discretionary functions on behalf of the Council in respect of benefits processing, together with Council Tax and debt collection.

The Unit represents the Council where enforcement action is required in matters of Council Tax and debt recovery. The Council's fraud team is also part of the Unit.

Secretarial Support and Corporate Administration

The Director of Finance and Corporate Services is the Council's Data Protection (DP) and Freedom of Information (FOI) Officer. In accordance with this responsibility, this unit co-ordinates day to day activity associated with requests for information under DP and FOI regulations and monitors the corporate framework to ensure all services comply correctly and handle data properly.

The Unit also provide a range of administrative functions including secretarial support and co-ordinating complaints made against the Council.

Internal Audit

Through the Central Midlands Audit Partnership (CMAP) internal audit is the primary assurance that the Council maintains a sound system of internal control and this feeds into the priority outcome of strong corporate governance. Working under the terms of reference of the Council's Audit Sub Committee, CMAP undertake audits on the main systems and processes that underpin service delivery.

Land Charges

This unit deals with all enquiries and requests for property and land searches, both commercial and residential. The unit provides both a statutory function and direct service within a commercial market.

The financial aim of the service is to “break even” including the cost of overheads. The income generated by the service is currently around £125,000 per year and is an important income stream for the Council’s Medium-Term Financial Plan to cover the costs of providing the service.

The Unit reports to the Corporate Asset Manager and is part of the Property Services function.

Property Services

This Unit is responsible for the overall strategic management of the Council’s operational land and property holdings under the Asset Management Plan. This includes identifying and making recommendations regarding assets deemed “surplus to requirements.”

The Unit has a key role in major development/regeneration projects, in particular where the Council has a property/land interest in the project. This is to ensure that the Council maximises the use of its assets to enable service provision and through disposal, to generate capital receipts or to improve local community facilities, i.e. “sweating assets.”

The Unit is also responsible for managing the Council’s investment (property) portfolio and for land conveyancing. This includes shops, industrial units and a factory, all of which generate income of approximately £400,000 per year.

Financial Services

This Unit is responsible for maintaining the accounts of the Council and assisting the Director on strategic financial issues. The operational aspects of the Unit are:

- **Management Accounting** - provides day to day support to Council services on managing budgets and maintaining accounts; this involves monthly reporting of financial performance.
- **Financial Accounting** - ensuring the Council complies with accounting standards and statutory financial reporting requirements. It also includes Treasury Management, Insurance, Taxation and Banking, together with the payment of invoices and the raising of sundry debtors.
- **Payroll** - payments to elected members and the workforce and accounting for the associated transactions.

Workforce

As of March 31, 2016, 22 employees are directly employed by the Council and work in Corporate Services. A breakdown is shown in the following table.

Director of Finance and Corporate Services	1
Financial Services (including Payroll)	9
Client Services, Fraud and Compliance	4
Property Services	4
Secretarial Support	4
Total	22

In addition, approximately 55 employees are employed by Northgate Public Services.

The Council's Internal Auditors are employed by Derby City Council as the Accountable Body for the Audit Partnership. The Partnership employs approximately 15 staff. These provide audit, compliance and investigatory services to 6 authorities in the Partnership.

Organisation charts, showing the structure of each service area, can be found on the Intranet.

In terms of workforce development, an annual training and development plan is produced after Performance Development Reviews are held.

Many staff are professionally qualified in accountancy, revenues and property management. This requires those staff to demonstrate to their professional institute a continuing programme of professional development (CPD). Regular attendance at external training courses takes place throughout the year to maintain standards and to keep pace with changing requirements.

Some homeworking opportunities are provided and flexible working is considered crucial to motivate and engage high performing staff.

Budgets

The Directorate's Budget for 2016/17 is outlined in the following table. The amounts represent the **net revenue cost** to the Council of delivering these services, including staffing, supplies and services, etc.

Service Area	2015/16 £	2016/17 £
Financial Services	290,880	304,924
Internal Audit	103,115	103,115
ICT	651,783	656,868
HR	271,134	250,394
Policy and Communications	239,103	233,928
Customer Services	535,600	592,635
Procurement	103,437	104,126
Revenues and Benefits	358,203	400,384
Total	2,553,255	2,646,374

***Note:** The large increase in Revenues and Benefits from 2015/16 to 2016/17 is due to a reduction in a specific Government Grant which is a contribution towards the Council's costs in this area.*

Capital Expenditure

The Directorate is not directly responsible for any capital projects apart from that associated with the purchase and sale of land and buildings. In addition, the Directorate is responsible for the deployment of the ICT capital reserve.

Performance

The Performance Board details our key projects for the year. These are broken into quarters to help us monitor and manage our performance effectively.

All actions are essential if the Council is going to achieve its ambitions and aspirations. These are complemented by a set of performance measures which will help us to gauge whether we are meeting outcomes and providing excellent services.

In some instances, proxy measures will be used. These are outside of the Council's control but provide an indication of the overall health of the District.

All projects and measures for Corporate Services are listed below under the themes of People, Place, Progress and Outcomes:

People measures

Aim	Measure	Annual target
Protect and help support the most vulnerable including those affected by financial challenges	Average time for processing new Benefit Claims	Less than 18 Days
As above	Average time for processing notifications of changes in circumstances for Benefits	Less than 8 Days

People projects

Aim	Project	Outcomes
<i>Not applicable</i>		

Place measures

Aim	Measure	Annual target
<i>Not applicable</i>		

Place projects

Aim	Project	Outcomes
<i>Not applicable</i>		

Progress measures

Aim	Measure	Annual target
<i>Not applicable</i>		

Progress projects

Aim	Project	Outcomes
<i>Not applicable</i>		

Outcomes measures

Aim	Measure	Annual target 2016/17
Maintain financial health	5-year General Fund Reserve balance is a minimum of £1m by 2021	General Fund reserve Balance at £6.2m as at March 2017 in accordance with the MTFP
Maintain financial health	A balanced General Fund budget by 2018/19	A strategy and budget savings plan agreed by the Council in accordance with the MTFP
Maintain financial health	Income generated from new Homes Bonus and Business Rates	Income of £6m as at March 2017 in accordance with the MTFP
Maintain financial health	Key priority areas into which available funds may be invested in communities evaluated and agreed by the Council	Exercise to be undertaken as part of 2017/18 budget-round

Outcomes projects

Aim	Project 2016/17	Outcomes
Maintain financial health	Exercise to be undertaken as part of 2017/18 budget-round	Key priority areas into which available funds may be invested in communities evaluated and agreed by the Council
Be aware of and plan for financial, legal and environmental risks	Update risk registers in accordance with new Corporate and Service Plans	Strategic and service risk registers reviewed, updated and reported to Policy Committees on a quarterly basis
Maintain a skilled workforce	Job competencies to be reviewed following a review of current training and development programme	Investors in People Standard for staff development maintained
Channel Shift	Design and deliver a new web site that meets the needs of service users	New web site implemented

Partnerships

Our significant constituted partnerships are outlined below:

Partnership	Main purpose
Central Midlands Audit Partnership	To deliver the Council's Internal Audit and to share best practice with other partners to strengthen the internal control environment
Corporate Services Strategic Partnership	To deliver a range of services to the Council and to develop a Regional Business Centre (the Partnership is due to expire in July 2017)

Key considerations

Service transformation

In order for Corporate Services to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help to deliver the outcomes communities need and want at a cost the Council can afford.

This is reflected in current partnership working (as detailed in the table above) together with joint working with other authorities, for example in the prevention and detection of fraud.

It also includes working with developers and other stakeholders in order to “sweat the assets” of the Council.

Environmental impact

By implementing the requirements of ISO 14001 across all significant environmental aspects associated with Corporate Services this Service Plan seeks to ensure continual improvement of our environmental performance.

For example, the Directorate takes the lead on the Council’s “Paperlite” strategy which is reducing the amount of printed material and paper used in service delivery.

Further information can be found at: <http://sddcintranet/index.php/essentials/83-ems>

Managing risks

The process set out in our Risk Management Strategy has been adhered to. The risk registers are reported back to committee on a quarterly basis.

Monitoring and review

This Service Plan will be monitored on a quarterly basis as part of our Performance Management Framework and will be used throughout the year to manage service delivery.

Corporate Services Risk Register

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Protect and support the most vulnerable including those affected by financial challenges	On-going welfare reform and the impact of Universal Credit. Potential impact on the Directorate's resources.	High	Medium	Treat the risk	This risk is currently evident. However, Central Government funding is being used to improve systems and processes. Staff being trained and kept informed. Work commenced to help claimant's access benefits, including the provision of community points.	Client Services Manager
Maintain financial health	A small discrete unit has responsibility for leading on this theme. The Unit is sensitive to a temporary change in resources.	Low	Medium	Treat the risk	Training and sharing knowledge across the Unit is essential to mitigate the risk and this is currently in place. The current structure of Financial Services was implemented in September 2015. All posts now occupied by suitably experienced and qualified people. Three trainee posts in place with post holders undergoing formal training programmes, both academically and practically. Training and development programme in place for all staff.	Director of Finance and Corporate Services

Growth and Regeneration	Potential impact on the Directorate's resources	High	Medium	Treat the risk	In particular, this risk is currently evident in the Land Charges Unit with a steady increase in requests for personal searches and additional information required for conveyances. This is increasing turnaround times. In 2015, the Council approved additional resources and support is provided from within the Property Services Unit and the Corporate Administration team. A further review of the situation is currently being undertaken.	Corporate Asset Manager
Fraudulent activity and compliance	With the transfer of the Council's fraud team to the DWP, there is a potential that fraud could go undetected and compliance is not consistently applied across all services	Low	Medium	Treat the risk	The Directorate is currently well placed in mitigating this risk. Resources have been maintained to deal with corporate fraud and compliance. Although an appointment into a vacant post is still ongoing, the Council is working in partnership with other Derbyshire authorities following the award of grant funding to detect and prevent fraud across the area. In addition, discussions are taking place to incorporate this service into the Audit Partnership with a pilot being proposed. Any firm proposals will be reported to the Committee for consideration in due course.	Director of Finance and Corporate Services
Change in service delivery	The ending of the partnership with NPS will see the transfer of services back to the Council on 1 st August 2017. There is a potential for some temporary disruption and shortfall in	Medium	Medium	Treat the risk	A plan for the future delivery of ICT was approved by the Committee in April. A service transition plan for all services is being drawn up. This will be monitored by the Operation and Strategic Partnership Boards. NPS will appoint a transition manager to support the Council. The key issues have been identified but will not be progressed until later in 2016 and early	Director of Finance and Corporate Services

	resources. ICT is considered a particular risk area. In addition, the transfer may also cause uncertainty amongst affected staff				2017. In the meantime, the risk will be kept under review.	
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REPORT TO:	FINANCE AND MANAGEMENT SERVICES COMMITTEE	AGENDA ITEM: 16
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	CHIEF EXECUTIVE	OPEN
MEMBERS' CONTACT POINT:	FRANK MCARDLE (EXT. 5700)	DOC:
SUBJECT:	CHIEF EXECUTIVE'S DIRECTORATE - SERVICE PLAN 2016-17	REF: N/A
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 That the Service Plan for the Chief Executive's Directorate be approved as basis for service delivery over the period 1 April 2016 to 31 March 2017.

2.0 Purpose of Report

- 2.1 To consider the Service Plans for the Chief Executive's Directorate.

3.0 Detail

Introduction

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

Form and Content

- 3.2 Each Service Plan contains information about:

- The Directorate
- Its workforce and budget
- Service performance, including key measures and projects
- Partnerships
- Transformation programmes
- Managing risks

- 3.3 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2016-21 and Sustainable Community Strategy 2009-29.
- 3.4 Progress reports on Service Plans will be made to Elected Members as part of the Performance Management Framework monitoring process.
- 3.5 The Service Plans will be reviewed and updated in March 2017 to link in with the Corporate Plan and Sustainable Community Strategy.

4.0 Financial implications

- 4.1 All implications are detailed in the Service Plan.

5.0 Corporate implications

- 5.1 All implications are detailed in the Service Plan.

6.0 Community implications

- 6.1 All implications are detailed in the Service Plan.

7.0 Background papers

- 7.1 Electronic copies of the Chief Executive's Directorate Service Plan are available on request.



DRAFT Service Plan 2016/2017

Chief Executive's Department

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All information presented in this Service Plan was correct at the time of publication.

Introduction

The Corporate Plan 2016-2021 forms an important part of planning for the future and leads our performance management. As well as enabling effective monitoring, it links strategic priorities and objectives directly to the activities of service areas.

As part of this, Service Plans are created for our four directorates - Housing and Environmental Services, Community and Planning, Finance and Corporate Services and the Chief Executive's department.

Covering the 2016-2017 financial year, the Service Plans (which are updated annually) align current delivery arrangements with changing patterns of demand, making the most effective use of available and future resources.

Key aims

All priorities and activities undertaken by the Chief Executive's Department complement our collective vision of making 'South Derbyshire a better place to live, work and visit'.

We will:

- positively contribute towards Council policies and procedures
- deliver continuous improvements in performance
- ensure compliance with relevant legislation
- maintain a strong customer focus
- ensure a widespread understanding of core values, key aims and performance measures and encourage participation in their development
- ensure that data quality principles are applied
- Encourage a positive health and safety culture

All of these contribute to the main themes running through the Corporate Plan of People, Place, Progress and Outcomes.

The importance of service planning

Delivery of public services occurs in an increasingly dynamic environment, with high community expectations, government priorities and technological advances.

While the budgetary setting is constrained, there are ever increasing pressures and demands to do more with less.

In this context, it is essential that services are well planned, with the capability to evolve in order to meet community needs.

This allows us to identify requirements and associated enabling services such as technology, workforce, funding, capital infrastructure and information management.

Scene setting

Overview of the Directorate

The Chief Executive's Department plays a key role in meeting our strategic objectives for supporting People, Place, Progress and successful outcomes.

The department is made up of 5 service areas:

- Legal Services
- Democratic Services
- Elections
- Licensing Services
- Economic Development

The department provides a wide range of services to internal and external customers, including Members, officers, the electorate, businesses, partner organisations, central government, all levels of local government and the general public.

Below is a breakdown of statutory and non-statutory duties undertaken by each service area.

Functions of the Monitoring Officer

The Legal and Democratic Services Manager is also appointed to carry out the statutory role of Monitoring Officer in accordance with the Local Government and Housing Act 1989 and Local Government Act 2000.

The Monitoring Officer's responsibilities include:

- Maintaining the Constitution
- Ensuring lawfulness and fair decision making and specifically the Council, its Officers and Members maintain the highest standards of conduct at all times
- Maintaining the Registers of Disclosable Pecuniary Interests for Members
- Receiving/determining Member Code of Conduct complaints
- Proper Officer for access to information
- Providing advice and assistance on matters such as illegality, maladministration, Members conduct, Registers of Interest, declarations of interest at meetings, Council's Constitution
- Corporate Governance

Legal Services

Work is undertaken in relation to a broad range of Council functions. The demands placed upon the section require officers to demonstrate a broad base of legal knowledge and a considerable degree of flexibility in their work.

Contentious Work

- Civil Litigation
- Criminal Litigation
- Enforcement
- Tribunals and Inquiries

Non-contentious Work

- Conveyancing
- Contracts
- Miscellaneous Agreements

Legal Advice

- Probity
- Compliance
- Powers and duties
- Statutory powers
- Procedure and decisions
- Civil and Criminal Litigation

Democratic Services

This area is responsible for the management and administration of the Council's modernised committee process, delivering an effective and impartial decision-making mechanism for the Council, its Members, officers and the public. The structure consists of:

- Three policy committees (Finance and Management, Housing and Community Services Committee, Environmental and Development Services Committee)
- Two regulatory committees (Planning Committee and Licensing and Appeals Committee)
- An Overview and Scrutiny Committee
- A Standards Committee
- Audit Sub-Committee

There is also responsibility for the following:

- Preparation and despatch of reports, agendas and minutes for Council and its various committees, sub-committees, working panels, and other ad hoc meetings
- Arrangement of all Council and Committee meetings, including the preparation of the annual cycle of meetings
- The provision of advice to ensure compliance with the Council's Constitution and the law and procedure of meetings
- Administering the Members Allowances Scheme

- Ensuring access to information of agendas and minutes on Council's website

Elections

Areas of responsibility include the following:

- Maintain and update the Register of Electors on a rolling basis
- Administer Parish, District, County, Parliamentary, European elections and Referenda
- Carrying out a canvass of the District and compiling, publishing and maintaining a Register of Electors on 1st December each year
- Enabling the Register to be updated on a continual basis
- Promoting Individual Electoral Registration (IER) in order to maximise registration
- Registering special category electors
- Processing and determining applications for absent voters

Licensing Services

The Licensing Section is responsible for the administration, compliance and enforcement of the following areas of legislation:

- Licensing Act 2003
- Gambling Act 2005
- Private Hire Licensing
- Pet Shops
- Animal Boarding Establishments
- Dog Breeding
- Zoos
- Dangerous Wild Animals
- Riding Establishments
- Street Trading
- Sex Establishments
- Tattooists, Electrolysis, Acupuncture, Semi-permanent Skin Colouring, Piercing
- Scrap Metals Dealers
- House to House Collections
- Street Collections

Economic Development

(All non-statutory duties)

The Economic Development service is responsible for:

- Developing the Economic Development Strategy for South Derbyshire for the period 2016-2021, including analysis of the local economy and consultation with businesses and partner organisations on needs and opportunities.
- Working in partnership with local, sub-regional and regional agencies and partnerships to develop the local economy and the workforce.
- Promoting inward investment - attracting business and employment to the District through the marketing of the area and available sites and premises, together with the provision of assistance to potential UK and overseas investors.
- Supporting business development - providing advice and support to new and existing businesses directly and through the development of structures and support networks. This includes delivery of the South Derbyshire Business Advice Service.
- Ensuring that the skills of the area's workforce meet the needs of local businesses.
- Developing and securing funding for projects, which contribute to the economic development of the area.
- Promoting and developing tourism - attracting visitors from the UK and overseas to South Derbyshire and The National Forest through marketing and promotion and the development of the tourism 'product' (attractions, accommodation, activities etc).
- Providing information to visitors and local residents about events, attractions and accommodation through the operation of the Swadlincote Tourist Information Centre (TIC).
- Supporting the continued revival of the town centres through marketing, development, events and festivals. This includes contributing to the Swadlincote Town Centre Vision & Strategy.
- Monitoring trends in the local economy and undertaking research to support the development of projects and proposals.
- The service also supports the South Derbyshire Partnership, in particular the Board and Sustainable Development theme group.

Workforce

As of 31 March, 2016, 14 employees work in the Chief Executive's Department. Of these, 11 are based in Legal and Democratic Services and 3 in Economic Development.

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

Budgets

Details of the Chief Executive's Department's budgets for 2016/17 are outlined below:

Revenue budget 2016/17

<u>Service area</u>	<u>£</u>
Legal and Democratic Services	664,267
Economic Development	240,852
Total	

Performance

The Performance Board details our key projects for the year. These are broken into quarters to help us monitor and manage our performance effectively.

All actions are essential if the Council is going to achieve its ambitions and aspirations. These are complemented by a set of performance measures which will help us to gauge whether we are meeting outcomes and providing excellent services.

In some instances, proxy measures will be used. These are outside of the Council's control but provide an indication of the overall health of the District.

All projects and measures for Chief Executive's Department are listed below under the themes of People, Place, Progress and Outcomes:

People projects

Aim	Project	Outcomes
Using existing tools and powers to take appropriate enforcement action	Improve standard of vehicles within South Derbyshire through initiatives	Quarter 1 Multi-agency Airport Private Hire Initiative Quarter 2 Multi-agency Prom Initiative Multi-agency Airport Private Hire Initiative Quarter 3 Christmas Private Hire Initiative Quarter 4 Multi-agency Private Hire Initiative
Using existing tools and powers to take appropriate enforcement action	Identify unlicensed premises/operators within the District	Quarter 1 Identify any unlicensed premises/operators through various channels and take steps to ensure that licensed Quarter 2 as above Quarter 3 as above Quarter 4 as above
Using existing tools and powers to take appropriate enforcement action	Ensure compliance with licences	Quarter 1 Private hire operators' inspections Quarter 2 Scrap metal inspections Quarter 3 Animal licences inspections Quarter 4 Private hire operators' inspections

Using existing tools and powers to take appropriate enforcement action	Quarterly report on enforcement activity to Overview and Scrutiny Committee	Quarter 1 Provide enforcement activity information for production of report Quarter 2 as above Quarter 3 as above Quarter 4 as above
Developing the workforce of South Derbyshire to support growth in relation to aspirations, employability, skills and travel to work	Stage a careers fair for young people and jobseekers	Quarter 1 Stage Jobs & Skills Fair 2016; Minimum of 50 exhibitors to attend; Minimum of 100 attendees Quarter 2 Review 2016 Quarter 3 Planning for 2017 Quarter 4 Preparations for 2017

Progress projects

Aim	Project	Outcomes
Organise and deliver Police & Crime Commissioner Election	Ensuring the election is conducted in accordance with the law and directions from the Lead Authority	Electors are satisfied with voting arrangements, communication has been apparent through social media
Organise and deliver EU Referendum	Ensuring the election is conducted in accordance with the law, together with directions from the Lead Authority and direction from the Electoral Commission	Electors are satisfied with voting arrangements, communication has been apparent through social media
Organise a canvass to produce a revised Register of Electors in December	Processing the canvass registration forms to produce the revised register	Electors are registered in accordance with their franchise and the new register is published by the deadline
Work to attract further inward investment	Update South Derbyshire's Economic Development Strategy	Quarter 1 Strategy Preparation Quarter 2 Strategy Adoption Quarter 3 Strategy Launch Quarter 4 Strategy Implementation
Work to attract further inward investment	Promote the area's vacant sites and premises to potential investors	Quarter 1 Produce Property Bulletin Quarter 2 Produce Investment Gazette Quarter 3

		Produce Property Bulletin Quarter 4 Produce Investment Gazette
Unlock development potential and ensure the continuing growth of vibrant town centres	Organise and/or support town centre events to attract visitors	Quarter 1 Wedding Fair Farmers' Market Festival of Transport Mercia Market Quarter 2 Scarecrow Hunt Farmers' Market Quarter 3 Food & Drink Festival Xmas Market Farmers' Market Quarter 4 Farmers' Market
Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend by tourists	Support the development of the tourism sector	Quarter 1 TIC enquiries handled Quarter 2 TIC enquiries handled What's On published Quarter 3 TIC enquiries handled What's On published Quarter 4 TIC enquiries handled What's On published
Provide business support and promote innovation and access to finance, including in rural areas	Organise and enable business support events	Quarter 1 Business advice sessions delivered Quarter 2 Business advice sessions delivered Quarter 3 Business event staged Business advice sessions delivered Quarter 4 Business event staged Business advice session delivered

Outcomes measures

Aim	Measure	Annual target
Measures are in place following the elections to gather information about the overall delivery of the election	Success depends on complaints following the election	To promote voter awareness
To encourage people to register to vote	% increase on last year's electorate figure on publication of the revised register	To increase the overall figure of people registering - by voter awareness

Outcomes projects

Aim	Project	Outcomes
Promote and enable active democracy	Encourage more educational visits to the Civic Offices	To increase awareness of educational visits/work experience placements to the Civic Offices
Promote and enable active democracy	Offer to undertake more visits to educational establishments as part of Local Democracy Week	To increase the number of Officer visits out to educational establishments
To focus on the encouragement of people registering to vote. Promoting voter awareness		To increase the number of those on the register of electors

Partnerships

Our significant partnerships are outlined below:

Partnership	Main purpose
Derbyshire Constabulary	Joint working for promotion of licensing objectives
Derbyshire Trading Standards	Joint working for promotion of licensing objectives
Derbyshire Licensing Group	Support, advice and guidance and sharing of best practice
South Derbyshire Partnership	Partnership of public, private and voluntary/community sector organisations with theme groups focusing on health & wellbeing, safer communities and sustainable development.
National Forest & Beyond Partnership	Forest-wide partnership aiming to develop the destination and increase visitor spend in the area.
Derbyshire Economic Partnership	County-wide partnership to promote economic development.
D2N2 Local Enterprise Partnership	Derby, Derbyshire, Nottingham and Nottinghamshire partnership to promote economic development.
Sharpe's Pottery Heritage & Arts Trust Limited	Partnership to deliver the Tourist Information Centre and related activities.

Key considerations

Service transformation

In order for the Chief Executive's Department to positively meet the challenges facing the Council, it will create and develop innovative solutions which will help to deliver the outcomes communities need and want at a cost the Council can afford.

Environmental impact

By implementing the requirements of ISO 14001 across all significant environmental aspects associated with the Chief Executive's Department, this Service Plan seeks to ensure continual improvement of our environmental performance.

Further information can be found at: <http://sddcintranet/index.php/essentials/83-ems>

Managing risks

The process set out in our Risk Management Strategy has been adhered to. The risk registers are reported back to committee on a quarterly basis.

Monitoring and review

This Service Plan will be monitored on a quarterly basis as part of our Performance Management Framework and will be used throughout the year to manage service delivery.

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 17
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED/
REPORT FROM:	DIRECTOR OF COMMUNITY AND PLANNING	OPEN:
MEMBERS' CONTACT POINT:	DIRECTOR OF COMMUNITY AND SERVICES	DOC:
	STUART BATCHELOR (EXT. 5820)	
SUBJECT:	STAFFING AMENDMENTS – COMMUNITY AND PLANNING DIRECTORATE	REF: SB
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 To approve the following staffing amendments:

Appoint a Rosliston Forestry Centre Project Officer on a two year contract in partnership with the Forestry Commission.

Appoint a Business Improvement Assistant on an 18 month contract.

Appoint a Cultural Services Modern Apprentice on a 2 year contract.

Increase the contract of a Service Assistant role by one day per week for 18 months.

Appoint a replacement Planning Services Modern Apprentice on a 2 year contract, a 12 month extension to previously approved.

2.0 Purpose of Report

2.1 To gain members' approval for the appointment of temporary staff to support the option appraisal and business planning for the future of Rosliston Forestry Centre and the delivery of a Business Improvement Project.

3.0 Detail

Rosliston Forestry Centre Management Contract

3.1 The current management contract with Aurora Country Developments Ltd finishes in 2018 and the Forestry Commission and District Council have started the

process of reviewing the future of the Centre including the options appraisal for what services the Centre will deliver in the future and how they will be managed.

- 3.2 The Forestry Centre Executive considers that the work required to successfully complete this process requires the added capacity through the appointment of a project officer on a short term contract basis. The Project Officer would be responsible for the review of the Centre's service provision, complete the options appraisal and lead on the procurement process for the new management arrangements. The options appraisal and recommendations will be brought to the Housing and Community Services Committee for its consideration.
- 3.3 The aim of this process will be to secure the long term future of the Centre by giving an option to the partners that will reduce the current operating cost and make the Centre financially sustainable whilst retaining its function as a visitor attraction and community facility.
- 3.4 The Forestry Commission propose to joint fund the appointment of the Officer with a contribution of £30,000. The Officer will be based within the Cultural Services team, managed by the Cultural Services Manager and reporting progress to the Rosliston Forestry Centre Executive.
- 3.5 To provide the Council funding for the Officer it is proposed to utilise the savings from the vacant Facility Development Officer post for the next 2 years.
- 3.6 The remaining savings from that post will be used to appoint a Modern Apprentice for a two year period which will provide administrative and operational support to the Cultural Services unit which is heavily committed to delivering public events, new facility developments and on going facility and contract management.

Business Improvement Project

- 3.7 This project is designed to review the entire operation of the Community and Planning Directorate in order to achieve the following objectives:
 - Increase capacity to cope with increasing demands from district growth
 - Identify financial savings to contribute to protecting service delivery
 - Provide professional development opportunities for staff to develop experience and skills
 - Improve existing service delivery and customer satisfaction experience
- 3.8 The project will last two years and follow a programme which will be developed but prioritise the following:
 - Building Control Options

- Street Naming and Numbering
- Section 106 Agreement monitoring and management
- Cultural Service functions
- Development Management
- Community Development Services

3.9 The Project will be led by the Performance and Administration Manager with a number of Unit/Service Managers providing support at regular intervals over the two year period. Extra capacity will be provided by the appointment of a Business Improvement Assistant on an 18 month contract and the extension of one day a week onto the contact of an existing Service Assistant for a period of 18 months. This proposal will be funded through the use of salary savings from the vacant Building Control Surveyor post. This post is currently being covered by the existing Building Surveyor team.

3.10 The current Planning Services Modern Apprentice after 12 months in the role has successfully gained a University place and will leave in August. The post has proven to be successful and a replacement is required, therefore funding for an additional 12 months is required.

4.0 Financial Implications

4.1 The cost of the proposed staffing additions (Salary plus on costs) is as follows:

Rosliston FC Project Officer (2 years)	£50,630
Cultural Services Modern Apprentice (18 months)	£32,095
Business Improvement Assistant (18 months)	£42,852
Service Assistant (2 years) (0.2 fte)	£6,687
Planning Services Modern Apprentice (6 months extra)	<u>£16,448</u>
	£155,176

4.2 This cost will be funded by the following salary savings and contributions:

Facility Development Officer (0.4 fte) (2 years)	£29,784
Building Control Surveyor (2 years)	£96,198
(Including Essential Car User Allowance)	
Forestry Commission contribution	<u>£30,000</u>
	£155,982

5.0 Corporate Implications

5.1 The proposed staffing changes will enable the Directorate to provide improved and more efficient services whether this be financial savings, through the management contract for Rosliston Forestry Centre or an enhanced Building Control service through a partnering arrangement.

6.0 Community Implications

- 6.1 Improved and efficient processes will help protect future service provision across Cultural Services and Planning in particular.

7.0 Conclusions

- 7.1 The proposal for taking forward the Rosliston Forestry Centre management options and the Business Improvement review of the Directorate can be achieved by taking advantage of the current vacancies. The conclusion of both projects will help protect services in the longer term.

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 18
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT 5811)	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Finance and Management Committee – 16th June 2016
Work Programme 2016 onwards

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 3 Committees		
Chestnut Avenue Community Facility	18 th February 2016	Malcolm Roseburgh Cultural Services Manager (01283 595744)
Corporate Services Performance Monitoring 2015/16: Quarter 3 to December 2015	18 th February 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Treasury Management Strategy and Prudential Indicators 2016/17	18 th February 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Final Budget Proposals 2016/17 and Financial Plan to 2021	18 th February 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Plan 2016-2021	17 th March 2016	Keith Bull Head of Communications (01283 228705)
Budget and Financial Monitoring 2015/16	17 th March 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

Debt Management and Credit Control Policy	28 th April 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Plan Performance Management Framework	28 th April 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Open Space, Sport and Community Facility Strategy	28 th April 2016	Stuart Batchelor Director of Community and Planning Services (01283 595820)
Corporate Services Performance Monitoring Quarter 4 and Final Ou-turn 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Consultation Annual report 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Communications Annual Report 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Data Quality Strategy Annual Report 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Equalities and Safeguarding Annual Report 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

Health and Safety Annual Report 2015/16	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Compliments, Complaints and Freedom of Information Requests October 2015 to March 2016	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Services Directorate: Service Plan 2016/17	16 th June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Treasury Management Out-turn Report 2015/16	21 st June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Budget Out-turn Report 2015/16	21 st June 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Plan: Performance Monitoring 2016/17 Quarter 1	1 st September 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Budget and Financial Monitoring 2016/17	1 st September 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Accounts and Financial Statements 2015/16	22 nd September 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

Final Budget Out-turn 2015/16	22 nd September 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Updated Medium Term Financial Position	13 th October 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
A Review of the Local Council Tax Support Scheme	13 th October 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Plan: Performance Monitoring 2016/17 Quarter 2	1 st December 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Budget and Financial Monitoring 2016/17	1 st December 2016	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Compliments, Complaints and Freedom of Information Requests April to September 2016	12 th January 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Service Base Budgets 2017/18	12 th January 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Budget 2017 (Incorporating Consolidated Base Budgets 2017/18 and the MTFP to 2022)	12 th January 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)

Corporate Plan: Performance Monitoring 2016/17 Quarter 3	16 th February 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Treasury Management Strategy and Prudential Indicators 2017/18	16 th February 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Final Budget Proposals 2017/18 and Financial Plan to 2022	16 th February 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Corporate Plan: Review of Work Plan 2017/18	16 th March 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)
Budget and Financial Monitoring 2016/17	16 th March 2017	Kevin Stackhouse Director of Finance and Corporate Services (01283 595811)