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Date: 11 June 2014

Dear Councillor,

**Finance and Management Committee**

A Meeting of the **Finance and Management Committee** will be held in the **Council Chamber**, on **Thursday, 19 June 2014 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To:- **Conservative Group**

Councillor Watson (Chairman), Councillor Jones (Vice-Chairman) and Councillors Hewlett, Murray, Smith, Watson and Wheeler.

**Labour Group**

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



## AGENDA

### Open to Public and Press

- 1 Apologies
- 2 Presentation from the Council Bailiffs
- 3 To note any declarations of interest arising from any items on the Agenda
- 4 To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5 To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6 Reports of Overview and Scrutiny Committee
- 7 CORPORATE PLAN - PERFORMANCE MANAGEMENT 2013-14 **5 - 15**
- 8 CONSULTATION ANNUAL REPORT 2013/14 & ACTION PLAN 2014/15 **16 - 25**
- 9 COMMUNICATIONS ANNUAL REPORT 2013/14 & ACTION PLAN 2014/15 **26 - 43**
- 10 DATA QUALITY ANNUAL REPORT 2013/14 & ACTION PLAN 2014/15 **44 - 49**
- 11 CORPORATE EQUALITIES ANNUAL REPORT 2013/ 14 and ACTION PLAN 2014/ 15 **50 - 79**
- 12 ANNUAL TRAINING REPORT 2013-14 AND PRIORITIES FOR 2014-15 **80 - 86**
- 13 ANNUAL HEALTH AND SAFETY REPORT 2013-14 AND ACTION PLAN 2014-15 **87 - 96**
- 14 COMPLAINTS, COMPLIMENTS & FREEDOM OF INFORMATION REQUESTS **97 - 141**

15	FINANCE & CORPORATE SERVICES - SERVICE PLAN 2014-15	142 - 179
16	WORK PROGRAMME	180 - 182

**Exclusion of the Public and Press:**

- 17 The Chairman may therefore move:-  
That in accordance with Section 100 (A) of the Local Government Act 1972 the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 18 To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 19 HOUSING & ENVIRONMENTAL SERVICES - PROPOSED CHANGES TO STAFFING STRUCTURE(PARA 1,2,4)





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<b>REPORT TO:</b>	<b>Finance &amp; Management Committee</b>	<b>AGENDA ITEM:7</b>
<b>DATE OF MEETING:</b>	<b>19<sup>th</sup> June 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Finance &amp; Corporate Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Kevin Stackhouse (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Corporate Plan 2009 to 2014: Performance Management Report – January to March 2014 and Final Overall Performance 2013/14</b>	
<b>WARD (S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: FM 08</b>

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## **1.0 Recommendations**

- 1.1 That progress against targets and projects for the period 1<sup>st</sup> January to 31<sup>st</sup> March 2014 is approved.
- 1.2 That performance for the year 2013/14 is approved.

## **2.0 Purpose of Report**

- 2.1 To report progress during the final quarter of 2013/14 and to confirm the overall performance against the Committees targets and projects for 2013/14.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to the report.
  - Progress against Corporate Plan 'Key Projects' as attached at Appendix A; and,
  - Progress against Corporate Plan 'Performance Measures' as attached at Appendix B.
- 2.3 Details are also provided of the level of absence across the Council due to sickness and ill health.

## **3.0 Detail**

### **Corporate Plan 2009/14**

- 3.1 To provide context the Council's Corporate Plan 2009-14 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*)
- 3.2 In March 2013, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on 'how our actions' will make a difference to our residents and stakeholders. In order to focus our actions, performance is measured against a reduced number of actions or 'key projects' and performance measures

- 3.3 Each 'theme' contains a number of 'Outcomes' that help explain what the 'theme' is about. In order that the Council and its stakeholders are able to tell whether the 'outcomes' are being delivered, a number of 'Key Projects' (with a series of 'tasks/ milestones') and performance measures have been allocated to each 'Outcome' that are monitored either on a quarterly or annual basis.
- 3.4 This Committee is responsible for the delivery of four 'outcomes' [*Financial resilience- a sustainable financial base maintained; Cutting costs not services; Strong leadership and robust governance; and An improved customer experience*] within the 'Value for Money' theme.

### Progress to 31st March 2014

#### Key Projects

- 3.5 Table 1 below summarises the progress made against 'key projects.' It shows that 6 (100%) tasks for the quarter have been completed.

**Table 1: Progress against Corporate Plan Projects (as at 31st March 2014)**

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Value For Money	6 (100.0%)	-	-	6 (100.0%)

#### Performance Measures

- 3.6 Table 2 below, provides a summary of performance against targets for both the current quarter and actual out turn for the year. It shows that 5 (100%) quarterly targets have been achieved. It is also forecast that all 6 (100%) of the targets will be met by the year end.

**Table 2: Performance Measures – performance against targets (as at 31st March 2014)**

Theme	Quarter Target 'Achieved'	Quarter Target 'Failed'	Quarter Target 'N/a'	Total	Annual Target 'On Track'	Annual Target 'At Risk'
Value For Money	5 (100%)	-	1	6 (100.0%)	6 (100.0%)	0

#### Managing Risks

- 3.7 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 3 below outlines the main risks across the Value for Money theme of the Corporate Plan.

**Table 3: Managing Risks**

Risk Reference	Risk Description	Risk Action	Risk Rating Likelihood/Impact	Mitigating Action
FCS 1	The Department consists of small, discrete and specialist teams where detailed knowledge and experience rests with individuals. Consequently, resilience is a risk.	Treat the Risk	Continues Low	Transfer and disseminate information across Services. Cover between units established.  Accountancy staff undertaking professional training.  Keep under review arrangements through the Corporate and Audit Partnerships who may be able to provide cover and provide temporary resources where necessary.
FCS 2	Reliance on Partnerships to deliver services. Includes partners ceasing to exist or going out of business.	Treat the Risk	Continues Low	Continue to monitor closely the performance frameworks which include early warning signs of deteriorating service delivery.  Support Northgate and the Central Midlands Audit Partnership to increase number of clients and protect their service base.

### Corporate Risks

3.8 In addition to risks that may impact upon the individual Themes and Priorities in the Corporate Plan, the Council maintains a Corporate Risk Register. This analyses the strategic issues and external factors that potentially impact across all council services. The associated risks are identified as part of the corporate planning process. An update is provided in **Appendix C**.

### Absence Management

3.9 The Council measures the rate of absence through sickness and ill health as the average days lost per employee.

3.10 During 2013/14, the Council's absent rate was 12.3 days lost per employee. This was an increase from 10.2 in 2012/13. These rates, together with rates showing the trend in previous years, are shown in the following table.

Year	Average Days Lost
------	-------------------

	<b>per Employee</b>
2013/14	12.3
2012/13	10.2
2011/12	9.9
2010/11	9.2
2009/10	8.8

- 3.11 The total amount of days lost in 2013/14 due to absences was 3,075. The average number of people absent per month over the year was 33.
- 3.12 This includes an average of 5 cases of long term absence during the year, which accounts for nearly 60% of the overall total of days lost.

### **Comparative Figures**

- 3.13 The latest official figures published for the Public Sector, show an average rate of 8.7 days lost for 2012/13. This had reduced from 9.3 in 2011/12. Some provisional figures for 2013/14 indicate that the rate may have increased in the Public Sector generally from 8.7 in 2012/13, to over 9 days in 2013/14.
- 3.14 The absence rate for staff employed by Northgate was 4.4 days lost in 2013/14 (3.4 in 2012/13).

### **Absent Types**

- 3.15 45% of absences were related to stress/anxiety/depression, with 30% due to muscular/skeletal/accident related injuries. These were not all work related.

### **Action Taken During the Year**

- 3.16 Due to the increase in the absent rate, a review of the absence procedure was undertaken in the year in consultation with the Trade Unions. Consequently, trigger points were changed in order to formally (or procedurally) deal with absences earlier.
- 3.17 In addition, further training was undertaken for managers including the use of referrals to the Council's Occupational Health Provider. A new procedure for dealing with long term absences was also introduced.
- 3.18 The outcome of these changes continues to be monitored and a review will be undertaken following the publication of the absent rate figure for the first quarter of 2014/15.
- 3.19 In addition, the Council ran a stress awareness week in early 2014 for employees, with a range of support and advice provided by the Health and Leisure teams. This included raising awareness of symptoms and to highlight potential ways to deal with stress.

## **4.0 Financial Implications**



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

## **5.0 Corporate Implications**

5.1 No other specific legal, HR or other resource implications are contained in this report.

## **6.0 Community Implications**

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

VALUE FOR MONEY PROJECTS 2013/14

VP 01 - Implementation of Local Council Tax Reduction Scheme			
Quarter	Task	Progress	Status
1	VP 01.1 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms	Report to Finance and Management Committee on 27th June 2013 which set out early indications of costs and collection rates	Achieved
2	VP 01.2 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	Report to Finance and Management Committee on 25th September 2013 which set out updated costs and collection rates. Report on 17th October setting out scheme options for 2014/15 based on progress in 2013/14.	Achieved
3	VP 01.3 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	Report to Finance and Management Committee on 5th December 2013 which sets out updated costs and collection rates, together with an update on implications of wider Welfare Reform. Full Council approved scheme for 2014/15 on 23rd January.	Achieved
4	VP 01.4 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Implement any changes to the Scheme prior to April 2014	No further action required - scheme approved as above. Report on the potential implications of the Single Fraud Service considered by the Committee in March 2014.	Achieved

VP 02 - Continue the programme of procurement and service transformation reviews			
Quarter	Task	Progress	Status
1	VP 02.1 - Update report to Business Improvement Board	Board considered progress on 19th June 2013. New external mail system being implemented and next stages of Paperlite project considered	Achieved
2	VP 02.2 - Update report to Business Improvement Board	Detailed proposals for developing Paperlite and Customer Access finalised	Achieved
3	VP 02.3 - Update report to Business Improvement Board regarding next 3-year plan 2013-16 agreed and baseline levels set	Final proposals due to be considered by the Board on 26th February	Achieved
4	VP 02.4 - Update report to Business Improvement Board	Financial Improvement Plan for 2014/15 approved by the Board on 21st May 2014	Achieved

**VALUE FOR MONEY PROJECTS 2013/14**

<b>VP 03 - Implement next stages of the Paper Lite Strategy</b>			
Quarter	Task	Progress	Status
1	VP 03 .1 - Proposals submitted by Service Provider	This was previously completed in 2012/13. Service provider now assessing detailed savings for Senior Management Team.	Achieved
2	VP 03 .2 - Procurement arrangements and financial implications considered	Report to Committee on 5th December outlining proposals and to consider future delivery.	Achieved
3	VP 03 .3 - Proposals signed off by the Client	Following meeting on 5th December, service provider now providing a phased implementation plan	Achieved
4	VP 03 .4 - Implementation of the electronic mailroom	Electronic mailing system now being implemented across the Council	Achieved

<b>VP 04 - Move towards an e-Committee solution</b>			
Quarter	Task	Progress	Status
1	VP 04.1 - Ongoing trials and proposals formulated. Procurement arrangements and financial implications considered.	Implementation approved by Finance and Management Committee on 20th June 2013. Hardware now being procured and training plan established.	Achieved
2	VP 04 .2 - Proposals signed off by the Council	As above. Training undertaken and first Committee live on 3rd October.	Achieved
3	VP 04 .3 - Preferred solution implemented	Now fully implemented, but still being lightly monitored	Achieved
4	VP 04 .4 - Post project review undertaken	Completed	Achieved

<b>VP 05 - Continue to communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them</b>			
Quarter	Task	Progress	Status
1	VP 05.1 - Annual Report and Work Plan considered by Committee	Approved by Finance and Management Committee on 20th June 2013	Achieved
2	VP 05.2 - Produce monthly media reports	Completed	Achieved
3	VP 05.3 - Produce monthly media reports	Completed	Achieved
4	VP 05.4 - Produce monthly media reports	Completed	Achieved

<b>VP 06- Implement the next stages of the Customer Access Strategy</b>			
Quarter	Task	Progress	Status
1	VP 06.1 - Finalise proposals for consultation	This was previously completed in 2012/13. Following the recent Management Restructure, service provider now assessing detail for Senior Management Team.	Achieved
2	VP 06 .2 - Consider structural and financial implications. Implementation Plan made.	Report to Committee on 5th December outlining proposals and to consider future delivery.	Achieved
3	VP 06 .3 - Proposals signed off by the Council	Following meeting on 5th December, service provider now providing a phased implementation plan	Achieved
4	VP 06 .4 - Implementation and transition commences	Planning Services identified as potential area to transition which will be progressed and monitored during 2014/15	Achieved

## VALUE FOR MONEY PERFORMANCE MEASURES 2013/14

Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 4 2013/14	Quarter Status	Annual Target 2013/14	Out turn 2013/14	Status	Comments/ Remedial Action
VM 01- Publish a 'fit for purpose' Medium Term Financial Plan	Feb-13	Balanced Budget 2014/15	Feb-14	Green	Feb-14	Feb-14	Green	Reports to Committee on 16 January and 20 February detailing spending plans, together with savings needed in the Base Budget from 2015/16 to achieve sustainable position
VM 02 - Disposal of assets deemed 'surplus to requirements' to generate income. (£)	£0	£0	£0	Green	£50,000	£70,000	Green	£70k was generated in Quarter 1, above the annual target. In addition, a further sale of £50,000 is currently being progressed (as approved) and the receipt will be received in 2014/15.
VM 03- Maximising central funding for the Council (As notified by the HM Treasury) (£)	£377,000	£353,000	£433,000	Green	£353,000	£433,000	Green	This represents the increase in New Homes Bonus due to fewer empty properties - £80k above that estimated in the MTFP.
VM 04 - On-going efficiency savings. (£)	£412,154	£300,000	£430,000	Green	£300,000	£430,000	Green	As reported to the Committee in January. Includes £110k savings reinvested in kerbside recycling
VM 05 - Achieve an external 'fit for purpose' Code of Corporate Governance assessment. (As assessed by External Audit)	Sep-12			Green	Sep-13	Sep-13	Green	No issues highlighted in the Annual Audit Letter as reported to Full Council on 7 November 2013.
VM 06 - Percentage of satisfied customers contacting or dealing with the Council.	94.00%	90.00%	94.00%	Green	90.00%	95.00%	Green	

APPENDIX C: Corporate Risk Register 2013/14 - Updated as at June 2014

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p><b>Further reductions in Government Grant</b></p> <ul style="list-style-type: none"> <li>The Council is aware of possible reductions beyond 2015/16 to 2018/19, following the Financial Settlement 2013 and based on OBR analysis.</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</i></p>	Treat the Risk	Remains High	<ul style="list-style-type: none"> <li>Updated Medium-term Financial Plan in place covering 5-years. This allows for a reduction in overall resources.</li> <li>Budgets considered prudent with provisions for inflation and growth.</li> <li>Current reserves are healthy and will help to sustain further reductions in the short-term allowing time for more sustainable action.</li> <li>On-going programme in place to generate efficiencies and budget savings. £430k achieved in 2013/14.</li> <li>As a growth area, overall reduction in core funding could be mitigated through the New Homes Bonus and Retained Business Rates.</li> <li><b>However, the risk remains high until the approved budget savings of £175k identified ahead of 2015/16 have been made.</b></li> </ul>
<p><b>Economic Situation</b></p> <ul style="list-style-type: none"> <li>Although nationally there are indications that the economic situation is starting to improve, many analysts are still unsure how sustainable and consistent this is. As a Growth area, the economic cycle has a relatively greater impact on the Council.</li> <li>This could limit the Council's income.</li> <li>Locally, the amount of people claiming benefit has levelled off but is not reducing. Council Tax and Housing Rent arrears have increased.</li> <li>New development and regeneration locally has continued although it is slower and less frequent compared to pre 2010 as businesses take a cautionary approach.</li> </ul> <p><i>(Main Chief Officers Responsible – Director of Finance and Corporate Services and Director of Community and Planning Services)</i></p>	Tolerate the Risk	Remains Medium	<ul style="list-style-type: none"> <li>Budgets for income streams and specific grant allocations are assumed at current minimum levels; service provision is based on this.</li> <li>Supporting voluntary and community groups to help people in need, including through the Derbyshire Financial Inclusion Partnership.</li> <li>Measures in place to maximise benefit subsidy and fraud is proactively being pursued with successful prosecutions.</li> <li>The Asset Management Plan has focused on ensuring the Council's assets are being positioned to react to an economic upturn.</li> <li>On-going dialogue with developers and housing providers to look at alternative options for regeneration.</li> <li><b>The risk remains Medium, but it is considered that the Council is undertaking as much action as reasonably possible to mitigate influencing factors.</b></li> </ul>

APPENDIX C: Corporate Risk Register 2013/14 - Updated as at June 2014

	Risk Action	Risk Rating Likelihood/ Impact	Mitigating Action
<p><b>Keeping pace with Technology</b></p> <ul style="list-style-type: none"> <li>The Council's IT infrastructure needs to keep pace with existing and emerging technologies.</li> <li>Stricter regulations for managing and exchanging information in electronic form through the Public Services Network</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</i></p>	Treat the Risk	Remains Medium	<ul style="list-style-type: none"> <li>The IT strategy has identified some key projects that are currently being actioned, with the server infrastructure upgraded during 2013.</li> <li>E-mail archiving/storage system, desktop virtualisation and Microsoft upgrade now nearing finalisation.</li> <li>Connectivity improvements in the current infrastructure next to be actioned – network and wireless points to be upgraded.</li> <li>Disaster Recovery solution being strengthened at an independent location and business continuity for IT to be reviewed as a consequence.</li> <li>The Council undertakes an annual independent health check to ensure that the Council is compliant with the Government's Security Standard (Public Services Network – PSN). The Council achieved compliance with new regulations in April 2014.</li> <li>Annual internal audit review tests robustness of systems and infrastructure – recommendation for improvement are monitored by the Audit Sub-Committee.</li> <li><b>Although the risk remains Medium, current investment and positive actions over the coming year should lower this risk in the longer-term term.</b></li> </ul>
<p><b>Business Continuity and in particular the loss of the main Civic Offices.</b></p> <ul style="list-style-type: none"> <li>Council services are predominantly managed from one Administrative Building. There is no alternative building to accommodate an IT facility which is crucial to enable many services to operate.</li> </ul> <p><i>(Main Chief Officer Responsible – Director of Finance and Corporate Services)</i></p>	Treat the Risk	Remains High	<ul style="list-style-type: none"> <li>Disaster Recovery solution now being implemented off-site (as above).</li> <li>Maintain relationships with other agencies and partners to secure alternative accommodation on a reciprocal basis if required.</li> <li>Could take advantage of spare capacity in private sector market although this would depend on timing.</li> <li><b>Although the likelihood of occurrence is low, the potential impact of this risk is high. However, current investment into the off- site facility to provide a disaster recovery solution should lower this risk in the longer-term.</b></li> </ul>

APPENDIX C: Corporate Risk Register 2013/14 - Updated as at June 2014

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

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<b>REPORT TO:</b>	<b>FINANCE and MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>19th JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE and CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>CONSULTATION ANNUAL REPORT 2013/14 and ACTION PLAN 2014/15</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 07</b>

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## **1.0 Recommendations**

- 1.1 To note the key consultation achievements for the year ending 31 March 2014 as detailed in **Appendix 1**.
- 1.2 To agree the refreshed Consultation Action Plan 2014/15, as detailed in **Appendix 2**.
- 1.3 To note the planned consultation activity to be undertaken by the Council in 2014/15, as detailed in **Appendix 3**.

## **2.0 Purpose of Report**

- 2.1 To present the annual consultation report for 2013/14 that details how consultation activities supported the delivery of the key priorities set out in the Corporate Plan 2009/14
- 2.2 To detail the achievements made during 2013/14 and their contribution to Council priorities for the year

## **3.0 Executive Summary**

- 3.1 The importance of effective consultation with service users, community groups and residents remains a high priority both locally and nationally. This is reflected in our Corporate Plan where robust systems and processes to consult assess and use feedback will ensure that resources are directed to the priorities of our local communities.
- 3.2 The Government's agenda continues to assert rights for citizens 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.



3.3 This report includes an updated action plan for 2014/15, which has taken into account the approach for moving from 'consultation' to 'engagement'.

#### 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 is an integral part of our approach to improve the quality and effectiveness of the services we provide.

#### **Key achievements 2013/14**

4.2 The key outcomes achieved during 2013/14 are outlined below:

#### **Delivering the Consultation Action Plan 2013/14 (See Appendix 2)**

**Allocations / Tenancy Policy** – consultation on revised policies and procedures was undertaken.

**Citizen Panel survey** - This Derbyshire County Council survey took place in February 2014, covering community safety issues. The survey was sent to 1,000 panelists. The response rate was 58.4%, which is comparable to last year.

**Safer Neighbourhood meetings / Community Safety road shows** – Meetings have taken place on a regular basis across the district, offering residents the opportunity to share issues, provide feedback on suggested solutions and help set priorities for their local areas. Road shows have been held to promote various schemes and initiatives, such as the fitting of number plate security screws and property marking.

**Local Plan** – the process of formulating a Local Plan for South Derbyshire has floated in and out of the public eye since 2008. Since consultation started on the Local Plan (Part 1), it has been vital to spread the right messages far and wide.

The usual channels – press releases, road shows 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.

**Council Budget / Corporate Plan**- consultation events were held with residents, businesses and the voluntary sector to explain the impact of the Government's spending reductions on South Derbyshire and how this would impact on the Council's budget. A focus on changes to the Welfare System and the new system for distributing business rates was also provided.

Other consultations that took place during year include:

- Dog Control Orders
- Environmental education events
- Business events
- Area Forums

- Health and wellbeing events, such as Healthier South Derbyshire Day, school holiday activities and the Festival of Leisure
- Supported housing improvement services to elderly and vulnerable people
- Tenancy services
- A Twitter Parliament, set up with the Pingle School to debate the minimum voting age as part of Local Democracy Week

### **Looking ahead to 2014/15**

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

- Focus on embedding a culture of engagement across all our functions
- Promote how people can 'have their say', which is just as important as communicating the results of the consultation.

4.4 A number of consultation activities are planned for 2014/15 and these are detailed in **Appendix 3**.

### **5.0 Financial Implications**

5.1 Any associated consultation costs during 2014/15 will be contained within existing budgets and resources.

### **6.0 Corporate Implications**

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

### **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 The Council's consultation and engagement programme continues to involve its citizens and stakeholders in the decision making process. This ensures that their views are taken into account in improving our services and inform the development of our policies.

### **9.0 Background Papers**

9.1 None

## Appendix 1 – Consultation Action Plan 2013/14

Aim	Action	Outcomes	Lead Officer	Delivered
Embed the new approach to consultation and engagement	Roll out the new approach through training and communication following approval of the Strategy to staff and Members	Support provided to Service areas, to enable the consultation programme to be delivered more effectively.  Social media training provided to Officers and Members	Head of Communications (NPS)	Dec 2013
Undertake effective employee engagement	Undertake an employee engagement survey and report findings	Findings presented to the Council's Management Team to consider  Action Plan developed to address identified issues – progress monitored on a monthly basis by the Communications Team	Head of Communications (NPS)	Feb 2014
Support service areas in engaging with service users and the wider community	Support service areas to develop appropriate forms of consultation and engagement arrangements with the wider community.	Support has been provided to Service areas to undertake planned consultations as per the agreed schedule	Head of Communications (NPS)	Mar 2014
	Provide support and advice to service areas in analysing data from consultation exercise			
Effectively coordinate and disseminate results of consultation activity	From Service Plans 2013/14 coordinate a consultation timetable	Google calendar updated on the Council's website with key consultation events as appropriate	Head of Communications (NPS)	Aug 2013

Aim	Action	Outcomes	Lead Officer	Delivered
	Continue to work with service areas in developing the consultation page on the Council website, by publishing consultation findings and outcomes	Consultation web pages on the Council's website have been updated on a regular basis	Head of Communications (NPS)	Mar 2014

## Appendix 2 – Consultation Action Plan 2014/15

Aim	Action	Lead Officer	Scheduled completion
Seek views of Council Services on functions provided by Northgate Public Services	Undertake an internal customer satisfaction survey. Report findings to Corporate Management Team	Head of Communications (NPS)	Feb 2015
Support Service areas in engaging with service users and the wider community	Support service areas to develop appropriate forms of consultation and engagement arrangements with the wider community. Continue to explore relevant usage of social media.	Director of Finance and Corporate Services  Head of Communications (NPS)	Mar 2015
	Provide support and advice to service areas in analysing data from consultation exercises.	Head of Communications (NPS)	Mar 2015
Effectively coordinate and disseminate results of consultation activity	From Service Plans 2014/15 coordinate a consultation timetable.	Director of Finance and Corporate Services	Aug 2014
	Continue to work with service areas in developing 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 2014/14 (as outlined in appendix 3)	Proposed actions outlined below	Directors	Various dates

### Appendix 3 – Proposed consultation 2014/15

Lead Service area	Detail	Purpose	When
<b>Director of Community &amp; Planning Services</b>			
Communities	International Women's Day event	To promote local services aimed specifically at women	Feb 2015
Communities	Awareness raising sessions in schools	Visit schools to promote various campaigns including National Internet Safety Day, Personal Safety Day and Relationships Week.	Throughout year
Communities	Safer Neighbourhood Meetings	Regular consultation take place quarterly at each of the six wards across the district, offering residents the opportunity to share their crime and disorder issues, help set priorities in their areas and give feedback on possible solutions suggested.	Quarterly
Communities	Neighbourhood Development Plans	To develop a Neighbourhood Plan for individual parishes that will form part of the Local Plan.	As required
Communities	Community Partnership Scheme	Consultation and evaluation of the service provided by the Community Partnership scheme. This will help to identify areas of the district not adequately covered by the service and recognise communities that need additional capacity with support/development.	As required
Communities	Compact	Survey will be sent out to ascertain levels of familiarity with Compact, an agreement between the Council and the voluntary/community sector	Online
Planning Policy	Local Plan Part 1	Further consultation may be required on Part 1, though it is entirely dependent on our examination, which is expected to take place in September	Quarter 3
Planning Policy	Initial Consultation Local Plan Part 2	Consultation on Local Plan part 2 'Site and Settlement Boundaries'	Quarter 2/3
Planning Policy	Local List	Consultation on what should be included with South Derbyshire's Local List	Quarter 3

Lead Service area	Detail	Purpose	When
Cultural Services	Leisure Facilities	Consultation and evaluation will take place at all facilities to help benchmark their services against others on a local and national level.	Annually
Cultural Services	Football Pitches	Questionnaire given out annually to check on satisfaction with pitches and booking service etc.	May/June
Cultural Services	Open Spaces	Project specific consultation and community engagement using various media forms to reach a wide audience.	Throughout year
Cultural Services	Cemeteries	Questionnaires regarding service satisfaction are handed out as part of the burial pack for service users.	Throughout year
Cultural Services	Cultural Events	Consultation will take place on selected cultural events to find out how attendees have heard about it, where they have travelled from, what they think about it and what improvements could be made in the future.	Throughout year
Cultural Services	Environmental Forum	Forum members training needs to be identified through an email and consultation event. Future activities will be set up based on results.	Quarterly
Cultural Services	Free Tree Scheme	To gather information on people's experience of the scheme and how they heard about it, where the trees will be planted, etc.	Oct/Nov
Cultural Services	School visits	To gain feedback on school visits, ideas for future activities and measure impact.	Throughout year
Cultural Services	Environmental Education events	To gain feedback on success of events and suggestions to follow up.	Throughout year
Cultural Services	The National Forest Walking Festival	Walkers and walk leaders will be consulted to find out whether this project has worked in terms of attracting people to try walking/joining walking groups/ increase their weekly exercise, whether they are a visitor, if/how long they stayed in the area in regards to secondary spend and to discover whether there are further links to	May

Lead Service area	Detail	Purpose	When
Sport & Health	Active People Survey	be made with other groups and/or local authorities. Questions relating to physical activity are asked on an annual basis and help provide statistics for monitoring national indicators and local performance indicators, which will then suggest further work areas to develop.	Annually
Sport & Health	School Holiday Activities	All young people who attend any of the provision provided by the Sport and Health Team will be consulted to find out whether they enjoyed the activity, where they heard about it, whether they are happy with the provision offered and what improvements can be made in future. This information will help evaluate the existing provision and the results from the Youth and Junior Needs surveys.	July / August
Sport & Health	Healthier South Derbyshire Events	Attendees will be asked what activities they currently attend and want to see available, whether they reach the 3 x 30 minutes of exercise per week, etc. This information will help to signpost people to more or new activities and look at the provision of existing activities against what people would like to see available. Schedule of events for 2014/15 still tbc.	3 times p.a
Sport & Health	Junior and Youth Needs Survey	To ascertain updated version of junior and youth needs survey which was last conducted in 2008/9. To inform activity provision, etc.	Summer 2014
<b>Director of Housing &amp; Environmental Services</b>			
Performance and Policy	Quarterly performance and policy areas	To provide the Tenant led Performance and Scrutiny Panel with in depth information to allow them to scrutinise our services to ensure our services are high quality and of benefit to tenants	Quarterly
Tenant Participation	Publications Panel	To review editions of the Housing News and Annual Report	Quarterly
Tenant	Supported Housing Working Group	To consult on improvements to services to elderly and	Quarterly



Lead Service area	Detail	Purpose	When
Participation		vulnerable people in South Derbyshire	
Strategic Housing	Park Homes fee charging policy	To agree upon the charges which are due to be implemented for Park Homes (permanent mobile homes) from 1st April 2015	Quarter 2 2014/15
Director	HRA Business Plan	To involve residents in the production of a new HRA Business Plan.	Quarter 4 2014/15
Tenant Participation	Home Standard Panel	To consult on ongoing delivery of the repairs service, contracts and improvement initiatives	Quarterly
Environmental Health	Better regulation survey	To determine how the work of the Environmental Health service is valued by businesses within the context of maintaining a vibrant local business community.	Throughout year
Performance and Policy	Leaseholder Management Survey	To consult with leaseholders and other key stakeholders about the adoption of a Leaseholder Management Policy.	Quarter 1
<b>Director of Corporate &amp; Finance Services</b>			
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's priorities and financial plans through the Area Forums.	Jan – Feb 2015
F& M Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seek views of the Business and Voluntary Sector on the Council's budget proposals for 2014/15.  <i>The forum for undertaking this is subject to review to improve engagement</i>	Jan – Feb 2015
Corporate Partnership	NPS Satisfaction Survey	To seek views of council services on functions provided by Northgate Public Services.	Jan 2015

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REPORT TO:	FINANCE and MANAGEMENT COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	19th JUNE 2014	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE and CORPORATE SERVICES	OPEN
MEMBERS CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	DOC
SUBJECT:	COMMUNICATIONS ANNUAL REPORT 2013/14 and ACTION PLAN 2014/15	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 07

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## 1.0 Recommendations

- 1.1 That the Committee considers the Corporate Communications Annual Report and key achievements for 2013/14, which can be viewed in **Appendix 1**.
- 1.2 That performance against the Communications Action Plan for 2013/14, detailed in **Appendix 2**, is noted.
- 1.3 That the Council's revised Communications Action Plan for 2014/15, as outlined in **Appendix 3**, is agreed.
- 1.4 That the updated Corporate Communications Campaigns for 2014/15 listed in **Appendix 3** are approved.

## 2.0 Purpose of Report

- 2.1 To note the Corporate Communications Report 2013/14.
- 2.2 To review progress on the Communications Action Plan 2013/14 and approve the refreshed Communications Action Plan for 2014/15, together with the Corporate Communications campaigns for 2014/15.

## 3.0 Executive Summary

- 3.1 The Annual Communications Report looks at internal and external communication outcomes achieved during 2013/14. It provides details on trends and statistical evidence to support our work in communicating with customers. A revised action plan for 2014/15 outlines how communication activities will be delivered and the way they support the key priorities set down in the Corporate Plan

## **4.0 Detail**

4.1 This annual communications report details the achievements of the approach to external and internal communications, along with an evaluation of the effectiveness of the 2013/14 corporate campaigns.

4.2 Summary of progress during 2013/14:

- Successfully delivered the Corporate Communications campaigns
- Continued to develop internal communication channels using newsletters, emails, team briefings etc
- Protected and developed the Council's reputation with the local, regional and national media
- Delivered social media training for Elected Members and officers
- Developed social media and online tools to improve communication channels and hold two way conversations with residents
- Undertaken a review of the Council's intranet
- Successfully delivered a print, web editing and design service

4.3 A summary of the activities planned for 2014/15:

- Deliver the Communications Action Plan 2014/15 set out in **Appendix 2**
- Deliver the corporate communications campaigns set out in **Appendix 3**

## **5.0 Financial Implications**

5.1 All communication activities during 2013/14 have been funded from existing resources. It is our intention to continue developing old and new channels within current budgets.

## **6.0 Corporate Implications**

6.1 The Communications Team will continue to deliver projects set out in the Corporate Communications Strategy, supporting the Council's Corporate Plan. All communication campaigns will continue to be directed towards improving reputation and satisfaction with services delivered.

## **7.0 Community Implications**

7.1 All activities will complement the Council's vision of making 'South Derbyshire a better place to live, work and visit'.

7.2 This will be achieved by improving accessibility of information and promoting the work of the Council. Partners and communities will be better informed of the challenges and opportunities we face. Appropriate communication channels will be made available so views can be considered.

## **8.0 Conclusion**

8.1 Through its Action Plan for 2014/15, the Council will be able to further develop its reputation locally, regionally and nationally. The Council will be able to keep residents, staff, partners, businesses and visitors better

informed and provide a mechanism so they can better influence the quality and delivery of its services.

## 9.0 **Background Papers**

9.1 None



## Corporate Communications Annual Report 2013 / 2014

### 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, developing, coordinating and promoting targeted and measurable communication campaigns
  - Improving 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 both our 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 evaluated campaigns based on our Corporate Plan. This provides linked activities to promote a shared goal of further enhancing the public's perception of the Council over the short and long term.
- 1.4 It should be noted our Communications Strategy links closely with our [Consultation & Engagement Strategy](#) to provide an all encompassing approach to engagement and communication with residents and communities.
- 1.5 During the year, our internal and external campaigns have been highlighted using marketing, graphics, branding, press management and online tools. This informs residents, businesses, tourists, partners, employees, members and stakeholders about the services we deliver, including levels of performance.
- 1.6 We have seen a rapid rise in the use of social media. This trend is expected to continue and increase in the future. As a result, a Social Media Strategy will be developed during 2014/15.
- 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 2013/14 campaigns.

## **2. External communications**

- 2.1 The Council's reputation has been promoted using targeted campaigns linked to Corporate Plan priorities.

### **Media Coverage**

- 2.2 Positive media coverage continues to rise. Our proactive nature, and willingness to go the extra mile to build relationships with reporters, enables us to showcase the achievements of Members, officers and the organisation.
- 2.3 Regular articles and features have appeared in local magazines and newspapers, such as the Swadlincote Times, Melbourne Village Voice and Derby Telegraph. We have written a 600 word piece in the Burton Mail every Saturday for the last four years, outlining up and coming events in South Derbyshire. If this was a paid for advert, it would cost the Council just under £20,000 per annum.

This has been supported by a more dedicated service to community newsletters, with a concerted drive to meet deadlines and supply relevant material. Officers and Members have also promoted Council and community events on radio stations like BBC Radio Derby and Touch FM. Particularly impressive was the extensive TV coverage given to the rise of Swadlincote on the BBC's Inside Out programme.

- 2.4 During 2013/14, on average, 18 press releases were issued each month. This has resulted in even higher levels of positive media coverage. Of the 4,000 plus news stories published about the Council, 60.6% were positive (compared to 59.5% in 2012/13, while negative stories remained at 0.4%.

As a result of the constraints currently placed on journalists, we try and put as much information at their fingertips as possible. For example, if a new What's On guide is published, we distribute to all media outlets. The amount of data being circulated through our various social media channels is also helping to paint a bigger picture of the work we do.

Our reputation with regional publications also continues to go from strength to strength, as exemplified by the three page feature on how South Derbyshire is open for business in the popular Derbyshire Life magazine. Our national profile also continues to increase, as exemplified by the in depth profile of Swadlincote Market by the Market Trader magazine.

### **Web**

- 2.7 Online access channels are increasingly being used by residents to access our information. Table 2 reveals that during 2013/14, there was an average of 29,437 visits per month to our website, an increase of 7.5% on the previous year. However, the proportion of unique visitors (visits by different users) has remained similar to before. On average, there've been 90,082 page views a month - 10.6% higher than last year. The proportion of page views remains consistent.

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

	Monthly Average - Nr. visits to Council Website	Proportion of visits which are unique	Monthly average – Nr. Page views	Proportion of page views which are unique
2013/14	29, 437	69.6%	90,082	76.2%
2012/13	26, 608	69.2%	83,817	78.2%

2.8 Table 3 below reveals that during 2013/14, 35.4% of the visits to the Council’s website were made via mobile platforms (such as phones or tablet devices) rather than the more traditional method of access by a desktop PC.

2.9 The most viewed sections of the Council’s website during 2013/14 are outlined in Table 3.

**Table 3 – Popular Sections of the Council Website 2013/14**

Popular Sites	Nr. Page Views (PVs) 2013/14	% change of PVs compared to 12/13	Rationale	Link to PR activity
Community & Living	42,965	1.3%	Community events / grants	Heavy promotion of events through social media
Council & Democracy	142,405	12.4%	Council Tax, Benefits / Press releases	Reflect economic situation and press coverage
Environment & Licensing	114,286	24.6%	Waste and recycling Licensing information	Linked to the roll out of the new recycling service
Housing	52,693	-15.6%	Tenancies, tenant participation etc	
Leisure, culture & tourism	243,567	92.9%	Walking Festivals, play schemes etc	Wide ranging marketing material to publicise events
Planning & Development Control	172,548	18.3%	Planning policy	Reflects consultation exercises on Local Plan

- 2.10 Table 3 reveals that during the year, there has been a general increase in the number of page views across all sections of the Council's website compared to 2012/13, with the exception of Housing. Leisure, Culture and Tourism pages have seen a 92.9% increase in page views compared to the previous year.
- 2.11 There are several factors which may have contributed to this. Everything we do, whether it is publicity, social media or marketing material, links back to the website. It is also indicative of the changing pattern in people's behaviour and the insatiable appetite for instant, accessible information.
- 2.12 The proportion of 'contact us' pages viewed on our website increased 28.9% over the year. This coincides with the increase in call volumes experienced by our customer contact centre as a result of changes to the welfare benefits system.

### **Social media**

- 2.13 Such is the level of engagement that we are experiencing on these channels that they are becoming a mini form of customer service. Rising expectations to access the council, make comments and receive answers at the touch of a button has resulted in innovative ways of presenting information and engaging with the public. As a result we've continued to develop the following channels:
- 2.14 **Twitter** – With more than 4,000 followers, we are easily the most popular local authority in the county. Quantity is being matched by quality output, with two, three and four way conversations now commonplace. New followers continue to engage with us on a variety of hot topics – such as expressing their views on community safety matters to supporting events such as school holiday activities.
- 2.15 In a significant development, all of the posts uploaded to the Council's various Facebook accounts now appear on Twitter. This adds depth and detail, allowing us to present information in different ways. It enables us to stay one step ahead of the game, and we have used this successfully on several occasions, most notably to offer updates on the work being done on Swadlincote's emerging new golf course.
- 2.16 The development of hashtags to link and track conversations, such as, #FF and #EastMidlandsHour, has resulted in our messages reaching wider audiences. The use of analytical tool Hootsuite has enabled us to scheduling messages more often, which means that our presence can be maintained 24/7 as appropriate. Adding followers linked to specific initiatives such as the Farmers' Market has also helped develop engagement and reach new and wider audiences.
- 2.17 One of the reasons we have accrued a large following is that we never rest on our laurels. After the success of the Local Plan social media campaign last year, we continued to innovate and educate. An example of this is the 'Twitter Parliament' held in partnership with Pingle School to mark Local Democracy Week. This encouraged students to debate whether the voting age should be lowered.

Table 4 shows that during 2013/14 there was on average 191 tweets per month (536% higher than last year).



**Table 4 – Average number of tweets, re-tweets, mentions, conversations and followers (2013/14) compared to the previous year (12/13)**

	<b>Monthly Average - Nr. Tweets</b>	<b>Monthly Average - Nr. Re-tweets</b>	<b>Monthly average – Nr. SDDC mentions</b>	<b>Monthly average – Nr. Conversations</b>	<b>Monthly average – Nr. Followers</b>
2013/14	191	127	100	37	3,437
2012/13	30	12	N/a	N/a	N/a

2.18 **Facebook** - The Communications Team has worked with service delivery areas to develop their presence on Facebook. There are now pages for The National Forest Walking Festival, Housing Services, the Safer South Derbyshire Partnership, Environmental Health’s Commercial Team and South Derbyshire Sport. Each is developing its own follower base, but all follow each other to ensure messages are communicated as far and wide as possible. For instance, by sharing updates on school holiday activities before the event and throughout the week, the number of people who ‘liked’ our page went up from a few hundred to over a thousand.

2.19 There were two reasons why this happened. First the information was useful - people wanted to know as soon as possible when an event was being held and if there was an activity for their child locally. Secondly, these people were already on Facebook catching up with friends and family checking out the school holiday activities. They did not have to pick up the phone to the Council’s contact centre, or listen to the radio to find out what they wanted to know.

**Social Media Training**

2.21 To embrace democracy in the digital age, and to maximise opportunities that come our way, we have tried to engage Members and officers wherever possible. Strong turnouts were witnessed at two rounds of social media training, designed to offer an introduction to the different channels available and the Council’s approach. What was clear was a desire to ensure the momentum continues. More advanced training will be made available in the future.

**Print & Design services**

2.21 We use strong corporate branding on all of our major publications. The photos used within the 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. We also produced ‘South Derbyshire: Discovering our District’, a 28 page look at the work of the Council and the various treasures that the area has to offer.

**Corporate campaigns 2013/14**

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

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

2.26 Promoting the opportunities provided for tourism, economic development and job creation across the district. The main focus areas include:

- Enhancing South Derbyshire's growing reputation as a vibrant tourist destination in the heart of The National Forest
- Promoting the work to help make the district 'a better place to live, work and visit.' Developments like the up and coming golf course in Swadlincote have received wide ranging media coverage
- Raising the profile of the South Derbyshire Business Advice Service and highlighting the achievements and contributions of smaller companies

### ***Improved Value for Money***

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

- Showcasing our award winning activities, such as Swadlincote scooping the best small outdoor market award from The National Association of British Market Authorities
- Producing an Annual Report outlining how we spend our share of the Council Tax and celebrating some of our key achievements
- Recognising ways we are doing more with less during this period of economic austerity, such as obtaining grants and delivering services innovatively. We have also highlighted the praise this has gained in external audit reports

### ***Improved Recycling***

2.28 Educating residents about the changes to our recycling collection service. This included articulating the vision for the service by managing short-term messages whilst focusing on the longer-term goal. Activities included:

- Providing extensive support to document the roll out of the new service. This included publicising the scheme, overseeing brand design and compiling leaflets that were delivered to every household
- Honing effective mechanisms to alert residents about the impact inclement weather has on the waste and recycling collection service. We use Twitter and our website to offer real time information
- Working in partnership with Derbyshire County Council to promote the ease of recycling and the importance of diverting waste from landfill

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

2.29 Supporting sporting, leisure and cultural activities following the Olympic Games. Key achievements include:

- Continuing to provide a weekly leisure article for the Burton Mail to highlight up and coming events
- Providing a sustained output of information to inspire and motivate residents to get fit, healthy and active following the Olympics

- Highlighting how we are keeping the Olympic legacy alive by obtaining external funding for projects such as restoration works at Eureka Park and enhancing leisure facilities in Melbourne

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

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

- Showcasing key events, such as Liberation Day and community road shows, while providing information about the services and products available to communities and individuals to help protect against crime
- The Communications team provided assistance to the Safer South Derbyshire Partnership in setting up its Facebook page
- Illustrating how individuals are being made accountable for their anti social behavioural actions and the role members of public can play in bringing perpetrators to justice

### ***Democracy in the 'Digital Age'***

2.31 The aim of this new campaign was to explore all communication methods to ensure residents are fully involved in the democratic process. For example:

- Offering real time updates at key events such as the Festival of Leisure and the Christmas Lights Switch On to promote activities and encourage invaluable feedback
- Putting together a social media campaign to support Local Democracy Week. As well as the Twitter Parliament mentioned in this report, leading Members and Officers wrote blogs to urge involvement in the democratic process
- Improving our transparency and accountability by placing more information datasets online
- Enhancing the aesthetics and presentation of popular content through graphics and pictures designed to gain people's attention
- Improving the 'search' functions of our website, including tagging and cross referencing material, to enable users to follow certain key phrases or words in order to facilitate better access for those interested in specific subjects

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

2.32 Pride in the past and excitement for the future are the prevailing feelings as South Derbyshire hits the big 40.

Since being formed in April 1974, the area has gone from strength to strength and is now officially one of the fastest growing in the country.

As a result, this campaign aims to:

- Celebrate the evolution of the Council
- Recognise how far the district has come over the past 40 years
- Look ahead to a bright future

With the anniversary falling in April 2014, much of the work during the year has been preparatory. We have been exploring how best to mark the occasion with the Magic Attic Archives in Swadlincote.

Working with the Burton Mail, we produced a four page 'Mail Remembers' feature to mark how the district has moved from pits and pots to parks and woods over the past four decades.

A special commemorative edition of Better, the internal magazine, was produced to pay tribute to the role staff have played.

On top of this, displays will be set up at annual events such as the Festival of Leisure, in Church Gresley, while Members and officers hope to bring the past to life with pupils during Local Democracy Week.

### **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 reason for this is that staff are the most valuable asset of our organisation. The internal communication channels currently used include:

- Intranet
- Better, the internal magazine
- The Hub, the internal magazine for Northgate staff
- Blogs
- Noticeboards
- Email bulletins
- Team/unit meetings
- Planning for the Future
- Staff briefings – as and when required on key issues
- Inductions for new starters
- One off events – lunch with the Chief Executive

The latest Internal Communications Survey was conducted in late 2013, with the answers collated in the early part of 2014. 103 staff members took the time to answer questions about how useful the key channels are and what can be done to further enhance internal communications.

A total of 75 per cent feel extremely or very well informed about activities, with Better and team briefings viewed as the best way to receive updates. On the back of this, an internal communications action plan has been compiled. More information is provided on this in Appendix 2.

### **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 2014/15 is attached at Appendix 2.

## Appendix 2 - Communications Action Plan 2013/14

Action	KPI	Progress
<b>Strategy / Media Management</b>		
To successfully deliver the Corporate Communications campaigns.	Campaigns delivered and outcomes achieved.	All campaigns delivered on target and outcomes achieved.
Continue to develop the relationship with the media and ensure an approved response is given to all media enquires within 2 working days.	90% within 2 working days.	Target continues to be met. Most queries are dealt with on the same day.
Achievement of actions within the Council's Communications Action Plan, to achieve 90% completion.	90% completion.	Achieved.
<b>Internal communications</b>		
Develop the internal communications channels (newsletters, blogs, briefings etc) following the internal communications survey.	As outlined.	Action plan for 2014/15 developed. Progress reported to the Corporate Management Team.
Produce internal newsletter (Better). Needs to be approved and circulated to the Council and the Corporate Services Partnership.	Monthly circulation of 'Better'.	Achieved.
<b>Website and social media</b>		
Delivery of social media training for Officers / Elected Members.	As outlined.	Training held for both Members and officers over the year.
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	Content published within 3 days (90%)	99%
Develop the use of social media and online tools, to improve communication channels	Increase the number of effective channels available	All Facebook posts now appear on Twitter. A new Facebook page has

Action	KPI	Progress
	to convey messages to enhance the reputation of the Council.	also been set up for the Safer South Derbyshire Partnership. Initiatives have been run to coincide with events such a Local Democracy Week.
Undertake a review of the Council website / intranet sites.	Report produced with recommendations over future options.	Review of the Council's website / intranet has been rescheduled for 2014/15.
<b>Print &amp; Design Services</b>		
Carry out graphic design work as agreed with the Council	Work to support key corporate projects.	All jobs completed.
Carry out print work for the Council.	90% of all print jobs completed as per timescales agreed with user.	100% of all print jobs achieved during the year.

### Appendix 3 - Communications Action Plan 2014/15

Actions Required	KPI	Target Date
<b>Media Management</b>		
To successfully deliver the Corporate Communications campaigns.	Campaign delivered and outcomes achieved	31 Mar 2015
To continue to develop the relationship with the media and ensure an approved response is given to all media enquires within 2 working days.	90% within 2 working days	Monthly
Delivery of advanced social media training	Session held	31 Mar 2015
<b>Internal communications</b>		
Internal newsletters (Better) produced, approved and circulated to the Client and Partnership.	Monthly circulation for Better	Monthly
Development of internal communication channels (as outlined in internal communications action plan)	<p><b>April 2014</b> – Blogs to be re-established</p> <p><b>May 2014</b> – Northgate page to be included in Better</p> <p><b>June 2014</b> – As part of brand modernisation, colour coded emails begin</p> <p><b>July to October 2014</b> – New Facebook Page goes live to residents</p>	As outlined

Actions Required	KPI	Target Date
	<p><b>September 2014</b> – New intranet to go live</p> <p><b>November 2014</b> – Noticeboards to be reduced, refreshed and reorganised</p> <p><b>2015</b> – Phase II of the Intranet to be considered</p>	
<b>Website and social media</b>		
Maintaining accurate information on the Council's website with new content edited and published within agreed timescales.	90% content published within 3 days.	31 Mar 2015
Consolidate and develop the use of social media and online tools to support and increase the effectiveness of corporate campaigns.	Success evaluated against appropriate targets for social media for each campaign.	31 Mar 2015
Undertake a review of the Council intranet/internet	Intranet to be replaced. Report produced with recommendations over future options of website.	31 Mar 2015
<b>Print &amp; Design Services</b>		
Carry out graphic design work as agreed with the Council.	Work to support key corporate projects	31 Mar 2015
Carry out print work for the Council	90% of all print jobs completed as per	Quarterly



Actions Required	KPI	Target Date
	timescales agreed with user.	

## Appendix 4 – Proposed publicity / communication campaigns 2014/15

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

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

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<b>REPORT TO:</b>	<b>FINANCE and MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>19th JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE and CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>DATA QUALITY ANNUAL REPORT 2013/14 and ACTION PLAN 2014/15</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 14</b>

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## **1.0 Recommendations**

- 1.1 That the Committee note the progress made against the Data Quality Strategy Action Plan 2013/14 attached at **Appendix 1**.
- 1.2 That Members approve the Action Plan 2014/15 attached at **Appendix 2**.

## **2.0 Purpose of Report**

- 2.1 To note progress made against the Data Quality Strategy Action Plan 2013/14.
- 2.2 To provide feedback from the annual data quality and performance management audit conducted by the Central Midlands Audit Partnership (CMAP) in February 2013.
- 2.3 To set out planned actions on data quality in 2013/14.

## **3.0 Detail**

### Background

- 3.1 In June 2012, this Committee adopted a revised Data Quality Strategy 2012/15 and agreed an annual Action Plan.
- 3.2 An audit of the Council's data quality and performance management arrangements was undertaken in February 2013 by Central Midlands Audit Partnership (CMAP) in order to follow up on the KPI self assessment process previously conducted in 2011/12 and as part of the Council's annual Audit Plan.

### Progress made during 2013/14

- 3.3 Progress against data quality action plan is shown in detail in Appendix 1. Outlined overleaf are some of the key outcomes achieved in data quality during 2013/14.

- 3.4 In April 2013, a data quality audit follow-up exercise was undertaken by Northgate's Policy & Communications Team on any new or existing KPIs that were considered to present a medium risk of miscalculation or error.
- 3.5 Although the level of risk cannot be eliminated altogether, the level of risk for the miscalculation of error is now deemed to be 'low'.
- 3.6 Progress against identified priority actions were reported as part of the previous Annual Corporate Governance assessment.
- 3.7 Following, the Government's introduction of the Public Service Network (PSN) Code of Compliance last year, 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 GCSX e-mail accounts
  - 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 the backing up of the Council's key systems are undertaken on a daily basis, with the data files being stored off-site.
- 3.8 In April 2014, the Council received confirmation that the PSN Code of Compliance has been met. One of the outcomes of the compliance process is confirmation from a recognised independent third party that the Council's ICT infrastructure, security measures and policies are fit for purpose.
- 3.9 Data quality continues to be embedded into the organisation as part of the Council's Corporate Risk Register; along with job descriptions and person specifications being reviewed for those Officers who have responsibility for managing and reporting data. Furthermore, data quality is an element within the Council's Leadership and Development Programme.

#### Data Quality Self Assessment Audit

- 3.10 In May 2013, CMAP carried out a follow up audit exercise on the KPI self-assessment process previously conducted in 2012/13 and any new or existing KPIs which were considered to be of a medium risk or higher.
- 3.11 The Government requires Council's to have effective arrangements in place for the monitoring and review of data quality. This audit helps provide assurance to the Council that the system is operating effectively and also provides an acceptable level of control in order to satisfy the requirements of the Audit Sub-Committee and CMAP.
- 3.12 The audit report focussed on the weaknesses in the Council's systems of control and made recommended control improvements, as CMAP considered appropriate.
- 3.13 The audit report contained one recommendation: one being considered a low risk and the other, a moderate risk. However, it should be noted that there are no adverse implications for the organisation's Annual Governance Statement arising from this work.

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

3.15 Following the audit, steps were taken to address the issues raised in the audit process in relation to *LM 08– Reduction in energy consumption from the Council's own operational centres*, where the calculation of this KPI had been inaccurately reported during Quarters 1 to 3 in 2013/14. A recalculation of this indicator has been reported to the Housing and Community Committee on 13 June 2014 as part of the year end performance report.

### **Action Plan 2014/15**

3.16 Detailed actions on data quality for 2014/15 are shown in Appendix 2. Some of the key actions included are outlined below.

- Undertake a data quality self–assessment follow up exercise on any new or existing KPIs that are considered to be of medium risk or higher.
- CMAP to carry out an audit on those KPIs that are considered to be of medium risk or higher.

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

### **4.0 Financial Implications**

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

### **5.0 Corporate Implications**

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

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

### **6.0 Community Implications**

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

### **7.0 Background Papers**

7.1 CMAP, '*South Derbyshire DC – Data Quality & Performance Management Report*,' (January 2014)

**Appendix 1 - Progress Report on Action Plan 2013/14**

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2014)	Complete
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Director of Finance & Corporate Services	April 2013	Any issues raised are now incorporated into the Audit annual review programme	Complete
2	Ensure that suitable controls and measurements are in place for KPIs identified by the Council.	Strengthened data quality arrangements.	Director of Leisure & Community Services / Head of Communications (Northgate Public Services)	June 2013	Revised controls and procedures have been put in place for <i>SM 08 - Number of acquisitive crime incidents per 1000 population</i>  Robbery figures have now been included in the calculation. Revised performance figures for Quarters 1, 2 and 3 have subsequently been reported to the Housing & Community Services Committee In the Corporate Plan 2012/13 end of year monitoring report.	Complete
3	Ensure that the data collected has supporting Methodology Statements or processes in place.	Data quality embedded into all performance reporting.	Director of Finance & Corporate Services / Directors / Head of Communications (Northgate Public Services)	July 2013	Guidance issued to Directors as part of the Service Planning exercise  Checks undertaken as part of the Service Planning exercise	Complete
4	Undertake self assessment exercise on any new or existing KPIs presenting a medium risk of miscalculation of error.	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	March 2014	Revised controls and procedures to be put in place for <i>LM 08 – Reduction in energy consumption from the Council's own operational centres.</i>  Revised performance figures for Quarters 1, 2 and 3 have subsequently been reported to the Housing & Community Services Committee In the Corporate Plan 2013/14 end of year monitoring report	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2014)	Complete
5	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Director of Finance & Corporate Services	March 2014	Data Quality is embedded in Corporate Risk Register	Complete
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)	March 2014	Any issues raised are now incorporated into the Audit annual review programme	Complete



## Appendix 2 - Action Plan 2014/15

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Director of Finance & Corporate Services	April 2014
2	Ensure that suitable controls and measurements are in place for KPIs identified by the Council.	Strengthened data quality arrangements.	Director of Housing & Environmental Services / Head of Communications (Northgate Public Services))	June 2014
3	Ensure that the data collected has supporting Methodology Statements or processes in place.	Data quality embedded into all performance reporting.	Director of Finance & Corporate Services / Directors Head of Communications (Northgate Public Services)	June 2014
4	Undertake self assessment exercise on any new or existing KPIs presenting a medium risk of miscalculation of error.	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	September 2014
5	CMAP to carry out audit on those KPIs that are self assessed to be of a medium risk or higher	Strengthened data quality arrangements.	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	December 2014
6	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Director of Finance & Corporate Services	March 2015
7	To monitor the delivery of the Action Plan.	Improved accountability for data quality.	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	March 2015

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<b>REPORT TO:</b>	<b>FINANCE and MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM 11</b>
<b>DATE OF MEETING:</b>	<b>19th JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE and CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b>	<b>DOC</b>
<b>SUBJECT:</b>	<b>CORPORATE EQUALITIES ANNUAL REPORT 2013/14 and ACTION PLAN 2014/15</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 17</b>

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## **1.0 Recommendations**

- 1.1 That the Committee approve for publication, the Corporate Equalities Annual Report for 2013/14 as detailed in **Appendix 1**.
- 1.2 That the Committee note progress made against the 2013/14 Corporate Equalities & Safeguarding Action Plan attached at **Appendix 2**
- 1.3 That the Committee approve the Corporate Equalities & Safeguarding Action Plan for 2014/15, attached at **Appendix 3**.

## **2.0 Purpose of Report**

- 2.1 The Equality Act 2010 (the Act) requires the Council, to publish annually a report to demonstrate that it has considered the aims of the Equality Duty.
- 2.2 To seek approval for the Corporate Equalities Annual Report 2013/14, and publish on the Council's website.
- 2.3 To note progress made in 2013/14 for delivering the actions contained in the Equalities & Safeguarding Action Plan.
- 2.4 To approve the Corporate Equalities & Safeguarding Action Plan for 2014/15.

## **3.0 Detail**

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

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

3.2 The Duty covers the following ‘protected’ groups:

- Age
- Disability
- Race
- Gender
- Pregnancy and maternity
- Religion or belief (and non-belief)
- Sexual orientation
- Gender re-assignment
- Marriage and civil partnership (with regard to eliminating discrimination)

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

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

3.5 The publication of the Corporate Equalities Report demonstrates the impact of the Council’s employment functions on its employees and how service users are affected by its policies and practices.

3.6 A number of case studies which have been used in the Corporate Equalities Report to demonstrate compliance’ and these are summarized below:

#### Objectives

- (a) Providing services that reflect the communities of South Derbyshire and are accessible to users –
  - *“Help with money and welfare reform”* such as free money advice sessions
- (b) Work with Partners to help younger people to access employment opportunities in South Derbyshire –
  - *“Helping young people into the ‘world of work”* such as holding Youth Training Fairs, Job Clubs and work experience placements.
- (c) Enhance opportunities for vulnerable people to access suitable housing to live independently at home for longer –
  - ‘Oakland Village’ – award winning purpose built accommodation to enable older people to live independent lives.

### Meeting the aims of the 'Duty'

- (a) Eliminating discrimination, victimisation and harassment.
  - 'Safer Communities' such as Liberation Day, Interfaith Week, promotion of reporting hate crimes and holding events such as 'Prison me, no way'
- (b) Advancing equality of opportunity
  - 'Affordable homes, homelessness support and housing advice' such as the appointment of a Homeless Case Worker
  - 'Community Partnership Scheme'
  - 'Leisure and recreational activities' such as summer holiday activities, and the Village Games Project
- (c) Fostering good relationships
  - 'Social cohesion' such as, taking steps to get Elected Members and Officers involved in staging events and activities that they can participate in; promoting and supporting both national and local community events
  - 'Dreamscheme'
- (d) *General*
  - *"Understanding our diverse communities"*.
  - *"Assessing the impact of our services, policies and activities on our diverse communities"*
  - *"Communicating and engaging with our communities to ensure that we deliver services appropriate to them"*

### Progress made during 2013/14

- 3.7 A number of key actions have also been delivered in the Equalities and Safeguarding Action Plan, and these are shown in **Appendix 2**. Outlined below are some of the key outcomes achieved during the period:
- Equalities Profile of the District updated using data from the 2011 Census data
  - Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options
  - Embedding a Google translation app in the Council's website.
  - Working in partnership with the South Derbyshire Council for Voluntary Service to make a difference to our communities in South Derbyshire by working with groups such as Shout Out and the Older Peoples Forum
  - Continuing to work with the community focused Communities & Equalities Group.
  - Strengthening and developing the Council's internal Equalities & Safeguarding Group. For instance, developing a series of theme based meetings
  - Delivering safeguarding awareness training sessions to both Officers and Elected Members.
  - Publication of the annual Workforce Profile and Equalities Report.

### Activities planned for 2014/15

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

- Through the Corporate Equalities and Safeguarding Group we will aim to drive improvement, and focus on those issues that matter locally across the district.
- To publish the Housing Tenancy Agreement and other related housing policies in an easy read format, following consultation
- We will promote this work by publishing progress on these activities through the Annual Report.
- Continue to work in partnership with the South Derbyshire Council for Voluntary Service and provide support to a range of community events.
- Deliver the Council's Equalities and Safeguarding Action Plan for 2014/15.

#### **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, that help us to make a difference for both our employees and our communities within South Derbyshire.

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

#### **7.0 Background Papers**

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



## Corporate Equalities Annual Report 2013 / 2014

### 1. Background

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

#### Equality Duty

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

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

#### What has changed by the Equality Act 2010?

The Equality Duty replaces the three previous separate public sector duties for race, gender and disability. The Equality Duty covers the following ‘*protected characteristics*’:

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

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

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

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

## The Specific Equality Duties

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

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

### How this report is organised.

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

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

## 2. Equality Objectives

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

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

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

Area covered	Supporting information
Implementation of the Local Council Tax Reduction Scheme (LCTRS)	<p>Following approval of our LCTRS in January 2013, the final scheme was implemented with effect from 1 April 2013.</p> <p>Although the LCTRS is based to some extent on the provisions set out by the Government, we designed the scheme as far as possible to have the least negative impact on present/future claimants.</p> <p>A <a href="#">report on take up costs and collection rates of LCTRS</a> and the implications of wider DWP reforms, including changes to the scheme for 2014/15, were approved by the Finance &amp; Management Committee on 23 January 2014.</p>

## Case Study – Help with money and welfare reform

We publicised free advice sessions set up by South Derbyshire Citizen's Advice Bureau and funded by the South Derbyshire Partnership

'**Money Matters**', held in relaxed settings at community venues in Swadlincote, Newhall and Castle Gresley, helped residents to overcome common fears and offer clear, simple guidance and support on a variety of subjects.

Handy hints and tips were provided to attendees on how to manage their money, such as, setting a household budget, the pros and cons of different kinds of credit, ways of dealing with debts and opening and using a bank account, keeping track of finances and planning ahead for the future.

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

Area covered	Supporting information
Assisting unemployed groups into opportunities for training, employment and entrepreneurship	<p>The South Derbyshire Partnership drew up an action plan to help young people into the world of work.</p> <p>Rates of 16-18 year olds in the district who are not in employment, education or training are well below the national average.</p> <p>We joined forces with the National Apprenticeship Service to encourage further opportunities amongst businesses. This included:</p> <ul style="list-style-type: none"><li>▪ A Youth Training Fair</li><li>▪ The 'Personal Wellbeing' Project</li><li>▪ Job Clubs</li><li>▪ Work experience placements</li></ul>

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

In June 2013, a **Youth Training Fair** was held at Swadlincote Town Hall, which attracted over 100 young people aged between 16 and 24. The aim of this free event was to point attendees to a brighter future.

Employers provided talks and information about opportunities available. Training and careers advice was provided by Burton and South Derbyshire College and Training providers, while attendees could turn their hand to learning new trades, such as forensic science and floristry.



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

Elsewhere, we worked with **DART Training** (specialists in the provision of government funded courses in the land based sectors) to enable young people to work outdoors and improve their job prospects through its Foundation Learning Level 1 course in gardening.

The courses help to improve the career prospects of young people who have left school and are struggling to decide what to do next, or those who have been disengaged with traditional class room learning environment and are looking to gain a vocational qualification.

In addition to the practical elements, the courses helped students to improve their ‘employability’ with personal development sessions. As well as ‘hands on’ training and a qualification, learners also received a bursary of £30 per week.

Commenting on the success of the Foundation Learning course, Amy Harris, business development at DART Training, said: *“We are delighted with the success of our gardening course, which is designed to help young people who are interested in gardening and working outdoors, but have never been given the opportunity to follow this career path . . . it also helps students develop other skills which will help them find employment in the industry.”*

The ‘**Personal Wellbeing Project**’, led by South Derbyshire CVS, targeted non-traditional learners with a view to increasing confidence levels and exploring a move to volunteering and ultimately work.

Meanwhile, the **Job Club** at the Old Post Centre in Newhall is now delivering employability assistance to local residents, which includes CV preparation and IT skills. Due to the success of this initiative, there is a waiting list of people seeking assistance. Participants have described the service as a ‘lifeline’.

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

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

Area covered	Supporting information
Adapting homes	We offer a range of locally determined ‘discretionary’ grants or provide assistance through loans and equity release products or a combination of both. Details on providing housing assistance are contained in our <a href="#">Private Sector Housing Policy</a> document.

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

Area covered	Supporting information
	<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 <a href="#">minor adaptations</a> can be requested directly. Home owners or tenants who rent from private landlord need to contact the local Social Services office.</p> <p>For major adaptations, our residents can apply for a <a href="#">Disabled Facilities Grant</a> to help pay for the works, such as installing a stair lift and widening doorways. However, if a home cannot be reasonably adapted, there is an option to consider moving to a more suitable property, where a <a href="#">Disabled Relocation Grant</a> may be available to help with costs involved</p>
Supported housing schemes	<p>Supported housing schemes consist of flats, bed sits and bungalows, which have:</p> <ul style="list-style-type: none"> <li>▪ Access to the services of a off-site <a href="#">Careline</a> Support Coordinator</li> <li>▪ Their own private facilities</li> </ul> <p>Supported housing is designed for people who are:</p> <ul style="list-style-type: none"> <li>▪ Of pensionable age</li> <li>▪ Nearing pensionable age and whose circumstances would benefit from the services offered within sheltered housing</li> <li>▪ Able to live independently but would benefit from the services provided by the <a href="#">Scheme</a></li> </ul> <p>In April 2014, <a href="#">Careline</a> was successfully relocated to Oakland Village.</p>

**Case Study: Oakland Village**

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

## Case Study: Oakland Village

At its official opening on 6 March 2013, a key note speech given by the Chief Executive of the National Housing Federation, David Orr, stated that:

*“The idea is to cater for all levels of support needs in a welcoming community setting. Support is always available to enable residents to live independently but with the peace of mind that there is always someone there if they need them.”*

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

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

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

Also included are a host of communal facilities such as an IT suite, health treatment and clinic rooms, café/bistro, gym, shop, and a hairdressing salon for use by both residents and the public. Community rooms can be hired.

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

*“This village has been the answer to all our prayers. Since moving there she has re-gained her independence and interest in life.”*

In July 2013, Oakland Village was named the best social housing project at the Local Authority Building Control’s East Midlands Building Excellence Awards.

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

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

#### Meeting the aims of the Equality Duty

Area covered	Supporting information
Corporate policies, vision and values	<a href="#">Corporate Plan 2009/14</a> sets out plans and priorities for delivering local services. It describes how we will work with partners to achieve our vision of making ‘ <i>South Derbyshire a better place to live, work and visit</i> ’. The Plan is the result of extensive consultation. <a href="#">Page 59 of 182</a>

## Meeting the aims of the Equality Duty

Area covered	Supporting information
	<p>We also have a set of values which provide a framework for the way we want to work as a Council in helping us deliver our vision. We will:</p> <ul style="list-style-type: none"> <li>▪ Put customers first</li> <li>▪ Set clear targets</li> <li>▪ Act decisively</li> <li>▪ Lead for success</li> <li>▪ Actively listen and resolve problems</li> <li>▪ Develop our people</li> <li>▪ Maintain value for money through continuous improvement</li> <li>▪ Treat people fairly</li> </ul> <p>The <a href="#">Sustainable Community Strategy 2009 - 2029</a> sets out how the <a href="#">Safer South Derbyshire Partnership</a> (made up of the Council and other public, private, voluntary and community organisations) is committed to planning the kind of future our communities want. The Partnership's vision is to have <i>'a dynamic South Derbyshire, able to seize opportunities to develop successful communities whilst respecting and enhancing the varied character and environment of our fast growing district.'</i></p>
Other policies, plans and strategies	<p>The <a href="#">Equalities Policy Statement</a> sets out our commitment to advancing equalities and fairness while celebrating the diversity within South Derbyshire. Other Policies, plans and strategies include:</p> <ul style="list-style-type: none"> <li>▪ The <a href="#">Housing Strategy 2009-14</a> aims <i>'to ensure that existing and future housing stock offers affordable homes in safe, healthy and sustainable locations.'</i></li> <li>▪ The <a href="#">HECA Strategy</a> sets out practicable, cost effective energy conservation measures that are likely to result in significant improvement of energy efficiency of the residential accommodation.</li> <li>▪ <a href="#">Directorate Service Plans</a> bring together our priorities in relation to our Corporate Plan and the Sustainable Community Strategy</li> <li>▪ <a href="#">Other policies, plans and strategies</a></li> </ul>
Governance arrangements and local 'champions'	<p>In order to take forward issues within the Council and the local community we have appointed Elected Member champions for equalities and diversity and safeguarding.</p>

## Meeting the aims of the Equality Duty

Area covered	Supporting information
	<p><b>Corporate Equalities &amp; Safeguarding Group</b> – Chaired by the Director of Finance and Corporate Services, the group includes the ‘elected member’ champions as well as service level and trade union representatives.</p> <p>Its aim is to:</p> <ul style="list-style-type: none"> <li>▪ share best practice</li> <li>▪ consider implications of new legislation and procedures</li> <li>▪ develop and agree equality initiatives and procedures</li> <li>▪ scrutinise corporate and service level performance</li> <li>▪ monitor and review our action plan</li> </ul>
Communities Forum	<p>Together with South Derbyshire CVS, we established a forum to address equality/diversity issues. Membership includes voluntary sector organisations and interest groups who represent individuals who are discriminated against because of their gender, sexual orientation, ethnicity, age physical and mental disability.</p> <p>Its aim is to:</p> <ul style="list-style-type: none"> <li>▪ Provide advice consultation, and suggestions on the development of our plans, strategies and services</li> <li>▪ Provide an opportunity for key voluntary sector groups to scrutinise, improve and influence equalities and diversity initiatives affecting our communities</li> <li>▪ Highlight and discuss new legislation and national issues with regards to equalities and diversity</li> <li>▪ Improve community cohesion</li> </ul>
Comments, complaints and compliments	<p>We receive a wide variety of comments, complaints and compliments each year in relation to our services. We regularly monitor these to help improve our services and put right any mistakes we have made.</p> <p>During the year 2013/14, there were 2 (0) comments, 33 (52) complaints and 25 (28) compliments (previous years figures shown in brackets).</p> <p>Analysis of the complaints show that none allege unfair treatment or discrimination. All are in relation to the services provided.</p>

## Case Study: Understanding our diverse communities

We access Census and other socio-economic demographic data to inform our work. For instance the [Derbyshire Observatory](#) is a website managed by Derbyshire County Council. The website contains a wealth of information on social, health, economic, crime and environmental issues.

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

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

We work with partners and conduct surveys to improve our understanding of the needs and views of people, in particular 'protected groups'. For instance: [The 'Accommodation needs assessment for gypsies and travellers' \(2008\)](#). This assessment was undertaken by working with Derbyshire County Council and their partners. A range of issues linked to housing need and requirements in relation to health and education services were examined.

Another example, a study by Derbyshire Rural Community Council from 2008 entitled '[Rural Derbyshire: Story of Place](#)', provides a useful insight into life in our rural areas.

This study highlighted the continued difficulties faced in relation to affordable housing, the decline of rurally based shops and services. It also identified the difficulties faced by local parish councils, groups and organisations in trying to support a vibrant rural life, participation in arts and culture, an ageing population and often a low waged economy.

We promote the use of Equality Assessments to improve understanding of diverse communities.

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

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

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

Currently, we support 2,250 residents with this service. For instance, we provide a tailored service to a blind resident in Church Gresley. Each type of bin is left in a defined space near her home so that the resident knows which to use for waste and recyclables.

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

We also look at how other local authorities are managing aspects of equalities. An outcome of this is used to identify best practice.

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

Our [Annual Communications Report 2013/14](#) highlights our key achievements during the year and contains a work-plan for 2014/15.

[Website Site Help & Accessibility](#) - We also try to ensure that our website can be accessed by everyone. The standard we aim for is AA Standard set by the Web Accessibility Initiative. This makes sure that people using 'assistive technology' (such as screen readers) can read our site. It also means that the site is more user friendly to everyone. Regular independent testing is undertaken to ensure that as many of our pages meet the standard as possible. This is particular useful for people with dyslexia, but certain pages such as our interactive mapping currently do not meet this standard.

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

We have embraced **social media** to enable people to engage with us. We have more than 2,500 people following us on Twitter. Following [@sddc](#) is an easy way to share opinions on different issues and raise customer service queries. Our Twitter channel provides access to important announcements and updates on events, services and initiatives. We are also working hard to make sure that social media is used in a way to assist our residents. For instance, we held a series of mini Tweetathons to help raise awareness of our draft Preferred Growth Strategy, which considers how many new houses are needed until 2028, while in depth coverage of events such as the Swadlincote Christmas Lights switch on has been particularly popular.



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

The Safer South Derbyshire Partnership has developed a Facebook page with access to Twitter. This has enabled the Partnership to provide and receive instant accessible information at people's fingertips 24 hours a day, seven days a week. Partnership Manager Chris Smith said: *"Social media offers such a varied platform to work from and our Facebook page is set to be a fantastic source of information for residents and partners. We also hope this will help us to engage more with local young people and we will be using it to promote any relevant activities run across the district."*

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

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

We undertake an annual programme of scrutiny work, which is determined by asking our residents to come forward with suggestions of issues of local merit that would benefit from detailed analysis. Each topic included in the work programme is subject of a review by a dedicated cross party of Councillors, who gather evidence, analyse issues and make recommendations to Full Council for changes and improvements. Past achievements include the successful lobbying of faster broadband speeds in the district and reviews of leisure services. A recent review of community partnerships also identified £100,000 of additional funding for the voluntary sector in the District.

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

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

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



## Eliminating discrimination, victimisation and harassment

Area covered	Supporting information
<p>Safer South Derbyshire Partnership</p>	<p>The <a href="#">Safer South Derbyshire Partnership</a> is a statutory partnership formed as part of the Crime &amp; Disorder Act 1998. It is supported by the <a href="#">Safer Derbyshire Partnership</a>, based at County Hall, Matlock.</p> <p>Although, South Derbyshire has low levels of crime compared to the rest of the county and country, surveys have shown community safety to be a top priority. Therefore, the Partnership's aim is to reduce crime, disorder and the fear of crime in South Derbyshire by providing support, advice and leadership to its partners and communities.</p> <p>The main areas of focus at a local level are contained within its three-year <a href="#">Safer South Derbyshire Plan</a>, which is reviewed annually to show progress and updated with new priorities and actions. Initiatives include:</p> <ul style="list-style-type: none"> <li>▪ educating young people on the consequences of committing crime and antisocial behaviour</li> <li>▪ working with partners to deliver diversionary activities in hotspot locations</li> <li>▪ making public our commitment to eliminate discrimination, victimisation and harassment</li> </ul>
<p>Promoting &amp; maintaining high standards of conduct by Elected Members &amp; employees</p>	<p>We require all:</p> <ul style="list-style-type: none"> <li>▪ Election candidates to sign a compact which includes a commitment to reject all forms of discriminatory violence, harassment and unlawful discrimination.</li> <li>▪ Employees to treat others with respect and not discriminate unlawfully against any person.</li> </ul> <p>We have developed policies and procedures to tackle discrimination, victimisation and harassment. For instance:</p> <ul style="list-style-type: none"> <li>▪ Updating our Bullying &amp; Harassment Policy supported by staff training</li> <li>▪ Putting in place links from this policy into our Disciplinary Procedure</li> <li>▪ Recording and monitoring all reports of harassment, undertaking staff awareness surveys, offering training about harassment issues and raising awareness of supporting procedures</li> <li>▪ Making clear to both our staff and Members the standards of behaviour we expect</li> </ul> <p style="text-align: center;"><a href="#">Page 65 of 182</a></p>

## Case Study: Safer Communities

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

'**Prison Me, No Way**' took place at Granville, John Port, William Allitt and Pingle Schools during the year. The events were well received by both the schools and young people. Some comments received include:

*"I thought the day was valuable . . ."* Jalman

*". . . You got more in depth detail about anti-social behaviour."* Luke

*"An excellent workshop! Pupils are taught this subject matter, but having CEOP in reinforced the topic and made the pupils understand."* Miss Warren.

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

Following consultation with local user groups we identified the preferred design for a £50k refurbishment and extension to **Swadlincote Skate Park**.

**Duke of Edinburgh Award Scheme** –20 young people between the ages of 14 and 16 years are currently working on an airplane restoration project. This project gained significant interest from the media and the Duke himself (because it was his plane!)

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

For instance:

- We promote the reporting of hate crime incidents using a third party reporting system operated by [Stop Hate UK](#). The reporting of incidents also takes place directly to the Police and other agencies involved in the Safer Derbyshire Partnership.
- Supporting [Safer Internet Day 2014](#). This event is organised by the UK Safer Internet Centre in February each year to promote the safe and responsible use of online technology and mobile phones for children and young people. Education packs were made available to all secondary and primary schools. A pack for sharing with parents was also made available.
- Supporting the **Face up to Facebook** campaign which was held in November to raise awareness with young people and their parents on how they can use social networking sites safely and how to report any concerns via [CLICK CEOP](#). Secondary schools in the area planned special events around this topic, with a drama was written by students at William Allitt.
- Holding [Liberation Day](#) for South Derbyshire residents aged 65 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.

## Case Study: Safer Communities

- During **Relationship Week**, we took an active role in supporting and promoting an exhibition put on by HOPE, a national charity raising awareness amongst young people of domestic violence. Other support agencies, including Derbyshire Friend, Next Step against Domestic Violence and Victim Support, were also on hand to provide information.
- **International Women’s Day** was celebrated for the first time in South Derbyshire to promote local services for women. Over 16 organisations offered advice and inspiration for local women, including adult education, police, domestic violence, stop smoking advice, free body MOT’s and beauty therapy. Cllr Bob Wheeler, Chairman of the Safer South Derbyshire Partnership, said: *“We are encouraging women of all ages to succeed in the present and the future.”*
- We work closely with the South Derbyshire CVS in making contact with hard to reach communities across the District. In November, we supported **Inter Faith Week**, which is designed to increase understanding between faiths. Cllr Bob Wheeler, as Leader of the Council, said: *“South Derbyshire District Council is committed to treating people fairly in everything we do as a service provider, employer and leader of the community.”*

## Advancing equality of opportunity

Area covered	Supporting information
Better ways to make payments	Customers who come into the Council Offices to make a payment are provided with information on alternative methods of payment. This includes making payments by direct debit, debit/credit card, telephone, online or making a payment at other outlets in the district, such as the Post Office or a Pay Point location.
Affordable housing, homelessness and advice	<p>We provide affordable homes to those most in need, mainly in the form of social rented accommodation with some shared ownership. It is targeted at people who cannot afford accommodation on the open housing market.</p> <p>We allocate all of our properties through a new government scheme called ‘<a href="#">choice based lettings</a>’. This allows people to apply for a home of their choice rather than having to wait for an offer of a property we think is suitable. Everyone applying for our waiting list is placed into a priority band depending on their need. If potential tenants see a property they are interested in, they can ‘bid’ for it. The ‘bidder’ with the highest housing need will be allocated the property.</p>

## Advancing equality of opportunity

Area covered	Supporting information
	<p>There are a number of agencies within the district that offer help, <a href="#">advice and assistance</a> for a number of issues including housing related problems</p> <p>Our <a href="#">Homelessness Prevention Strategy</a> sets out how we are working with our partners to reduce and prevent homelessness. One of the priority areas for action was to reduce homelessness for young people aged between 16 and 35.</p> <p>The number of people on the housing register at 31 March 2014 was 1,951 (2,015 in the previous year)</p> <p>During the year, 2013/14 there were 44 affordable homes delivered compared to 88 in the previous year</p>
<p>Reducing the number of vulnerable households experiencing fuel poverty</p>	<p>We have published details:</p> <ul style="list-style-type: none"> <li>▪ of our <a href="#">Home Energy Conservation Act (HECA) Plan</a> which sets out we will work with our partners to tackle fuel poverty and promote energy efficiency.</li> <li>▪ about grants and discount schemes that could help residents pay for energy efficiency measures and renewable technology, such as <a href="#">Energy efficiency grants</a> and <a href="#">Green Deal</a> financing.</li> </ul> <p>We continue to progress a programme of works to replace inefficient heating systems and upgrade insulation measures to our properties. During the year, 50 new boilers and four new heating systems were installed, with 100 loft and cavity wall insulations completed. As well as helping our residents on low incomes to stay warm and well, these measures also help them save money on bills.</p>
<p>Sports, leisure and recreational activities</p>	<p>We engage with community groups to ensure our sports and leisure provision reflects the needs of 'protected' groups. Our <a href="#">Sport &amp; Health Strategy</a> aims to support the delivery of national and local objectives, including:</p> <ul style="list-style-type: none"> <li>▪ Young people participation and volunteering</li> <li>▪ Adult participation and volunteering</li> <li>▪ Facilities</li> <li>▪ Reaching communities – addressing local needs</li> </ul>

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

As part of a wider £5 million project, planning permission for two quality **affordable housing** schemes was granted in December 2013. The cost of the project comes from existing resources, borrowing and money generated through 'Right to Buy' sales, under which tenants can purchase council houses. The aim of the project is to help reduce the waiting list for housing, which currently stands at its highest ever level with more than 2,000 separate applications. To start the ball rolling, four sites were given the go ahead in Newhall. Priority was also given by the Council to those areas that have the highest demand and the greatest need. Over the next two years, 45 homes will be built to bolster the authority's housing stock which currently stands at 3,038.

A Council spokesman stated that: *"Good quality, well insulated and ventilated affordable housing plays a significant part in ensuring people's health and well being. This is an investment in our residents and their future."*

Our Homeless Case Worker came into post in February 2014, and has been working with younger adult clients aged between 18 and 35 in providing them with **homelessness support and housing advice**. This support also includes housing options advice across all tenures, and where appropriate signposting to external agencies for further assistance.

We work with each client and their support workers (if in place) to provide the most appropriate level of support to help them access and sustain a tenancy. This may include providing them with financial planning, meal planning, food budgeting or other life skills.

We also provide support to each client to assist them in accessing training and employment options. This includes helping them to improve their wellbeing with diaries of positive activities.

As a result, the case worker is now dealing with 24 new active cases since the beginning of February 2014. We have also successfully housed five people who we have worked with.

## Case Study: – Community Partnership Scheme

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

To get the process off the ground, we invite parties to apply for assistance to support their operations. A total of £42,300 was shared between eight capital projects which were approved by an independent judging panel.

## Case Study: – Community Partnership Scheme

These include:

- South Derbyshire Forum (£4,000) to set up a meals project supporting older people leaving hospital
- South Derbyshire Mental Health Association (£5,313) for new premises
- South Derbyshire Citizens Advice Bureau (£2,330) to develop extra office space to further enhance its services
- Etwall Scouts (£11,000) to fully refit its building to bring it up to modern standards and to ensure it can be used by other groups
- Melbourne Community Centre (£1,278) towards installing acoustic panels in the main hall to improve sound quality
- Recreation in Aston (£10,000) to improve play and recreation facilities
- Swadlincote Boxing Academy (£4,000) to support its move to new premises
- Sharpe's Pottery Museum, in Swadlincote (£4,250) to install an electric kiln

A total of £100,000 set aside for revenue funding was divided between a further eight voluntary groups as follows:

- Next Step against Domestic Abuse (£20,000) with assist with core costs
- Shout (£10,000) to support activities for families with disabled children
- Shout Out (£10,000) towards its self help group for young adults with learning /physical disabilities
- South Derbyshire Mental Health Association (£20,000) to provide a variety of physical activities
- South Derbyshire CVS (£18,347) to develop an accreditation centre
- Melbourne Arts (£5,053) to set up a package of events to be delivered at alternative venues across the district
- Old Post Centre, in Newhall (£8,300) to cover core costs
- South Derbyshire Citizens Advice Bureau (£8,300) on setting up a Gateway Assessment Centre and training volunteers.

## Case Study: Leisure and recreational activities

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

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

Activities in the villages were free, as parish councils had paid for the schemes so that young people have something to enjoy during the summer holidays.

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



## Case Study: Leisure and recreational activities

### Positive Activities for Young People

Working in partnership with Derby County Football Club, we promoted the [Derbyshire Inclusive Football League](#). This provided inclusive opportunities for people (under 12 years to 16+) with disabilities and other additional needs to take part in football activities and competitive games. Opportunities are also available for deaf people (aged 12 to 18 years) to play [Futsal](#)

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

### [Village Games Project](#)

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

### Improved leisure facilities

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

## Fostering good relations

Area Covered	Supporting information
Sign posting to other support groups, voluntary organisations and other Partners for help and assistance	<p>We use our website to raise awareness of <a href="#">support groups and voluntary organisations</a> that provide advice and support to different sections of the community.</p> <p>For instance:</p> <ul style="list-style-type: none"><li>▪ Disabled people</li><li>▪ Race</li><li>▪ 50+ and older people</li><li>▪ Children</li><li>▪ Gay, lesbian, bi-sexual and transgender</li><li>▪ Marriage and divorce</li></ul>

## Fostering good relations

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

## Case Study - Social Cohesion

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

During his year as Chairman of the Council, Cllr Mick Bale dedicated himself to raising funds for the British Heart Foundation and the Women's Land Army Tribute. £5,000 was raised for each of the charities. Sophie Jardine of the British Heart Foundation said: *'The money will be put to a very good use.'*

In February, the Chairman of the Council, officially opened Headway's 21 shop on The Delph in Swadlincote. The shop will enable local people to support the charity, which cares for people with brain injuries.



## Case Study - Social Cohesion

During October, we encourage young people to take a more active role in civic life by supporting **Local Democracy Week**. This raises awareness of local politics and the ever evolving decision making process.

Officers and elected members visit schools, informing pupils how they can get involved and to debate whether the voting age should be lowered from 18 to 16. Views both for and against were documented on the [@sddc](#) Twitter stream in a bid to encourage others to get involved in the discussion.

### Providing support for national events and campaigns

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

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

For instance:

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

### Working in partnership to promote community cohesion

[Get Active in the Forest](#) facilitated a day of physical activity on the 14 October 2013 to raise awareness and strengthen knowledge within mental health services of regular outdoor physical activity opportunities.

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

In South Derbyshire, the focus has been working with the local communities in Etwell, Repton, Linton, Melbourne and Gresley to provide opportunities of interest to them. In September 2013, the project received a Big Society Award from the Prime Minister for invigorating grass roots sport.

## Case Study - The Dreamscheme

The [Dreamscheme](#) is a youth project involving eight to 15 year olds who are encouraged to take part in an activity that benefits the community. The participants are rewarded for their hard work and commitment with points, which can be redeemed for group trips and activities.

### Communal Garden Tidy up

Elderly tenants living in Pear Tree Court, Etwall, requested the help of the Dream scheme to tidy up the extensive communal gardens.-As a result, 13 young people gave up a week of their summer holidays to help our Tenant Participation Officers and other community volunteers with the work.

Lauren Young, 11, from Willington was delighted with the end result. She said: *“This is the first time I have taken part in the Dreamscheme. It was hard work but so enjoyable and I really feel like I achieved something.”*

A thank you was given to Etwall Tenants’ Group for donating their £300 Housing Services annual grant towards the project, the Safer South Derbyshire Partnership for a £500 grant and Buildbase. Special thanks were also given to a Midway tenant who gave up his time to film and produce a video which will be used in schools and youth groups to recruit more youngsters in the future.

### Christmas Hamper Scheme

Working with local businesses and organizations, we were able to make up 26 hampers for tenants facing personal hardship. A 42 year old man who cares for both his 63 year old mother and his 85 year old grandmother in Linton said: *“We really appreciate getting this hamper and it is so lovely to see young people involved in giving something back to the community.”*

## 4. Doing more

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

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

Appendix 2 - Progress Report on Equalities and Safeguarding Action Plan 2013/ 14

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress	Complete
1	Update the Equalities Profile of the District	Develop our knowledge and understanding of the communities we serve.	Policy & Communications Manager(NPS)	Dec 13	Equalities Profile of the District updated using data from the 2011 Census  Details of the Census 2011 data releases made available on the Council's intranet	Complete
2	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2013/14.	Increased voluntary and community engagement in the work of the Council.	Director of Community & Planning Services / Head of Communications (NPS)	Mar 14	Presentation on Hate Crimes made at the July meeting of the Communities & Equalities Forum  Hate Crime Awareness training session delivered by the County Council's Community Safety Unit, on 26 February. Session attended by various community and voluntary groups	Complete & Ongoing
3	Strengthen policies and procedures to ensure that any third parties that exercise functions on its behalf are capable of complying with the Equality Duty. are required to comply with it , and that they can do so in practice	Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options  Undertake a programmed review of existing policies and procedures based on levels of risk  Understanding the potential effects of the Councils activities on different people, which may include treating some people more favourable than others.	Director of Finance & Corporate Services  Head of Communications (NPS)	Mar 14	Revised Equality Assessment programme formulated and delivered  Council's Housing Tenancy Agreement and other housing related policies are currently out for consultation with stakeholders. Due to the complexity of these documents and following the consultation process these documents will be made available in an easy read format.  Google language translation app embedded in the Council's website	Complete & Ongoing

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress	Complete
4	Refresh the Training Plan to ensure it provides a range of training activities that raise awareness of the Council's responsibilities for both equalities and safeguarding issues.	Equality training delivered to employees.  Safeguarding awareness training delivered through briefings and external training recorded by individuals.	Director of Finance & Corporate Services  Head of Organisational Development (NPS)	Dec 13	South Derbyshire CVS delivered Safeguarding awareness training sessions for both Officers and Elected Members in March 2013  Feedback to be considered by the CESG in May 2014	Complete & Ongoing
5	Maintain a central record for any training courses attended by Council staff.	Accurate management information is recorded on My View.  Aid in assessing whether the Council is achieving its corporate aim to promote and embed equalities and safeguarding across the organisation.	Head of Organisational Development (NPS)	Mar 14	Annual update of Myview records undertaken	Complete
6	Undertake a Workforce Profile.	Monitor and assess workforce trends  Propose actions to address under representation.  Promote a fair distribution of protected groups across the workforce.	Head of Organisational Development. (NPS)	Mar 14	Presentation on the Workforce Profile 2012/13 made to the CESG on 8 October 2013  Workforce Profile 2013/14 produced and published in accordance with statutory guidelines	Complete
7	Develop the internal Corporate Equalities and Safeguarding Group within the Council.	Structured framework for monitoring progress and ensuring the implementation of the Council's Safeguarding and Equalities Policies.  Increased equalities & safeguarding awareness within the Council	Director of Finance & Corporate Services / Head of Communications (NPS)	Mar 14	Theme based programme of meetings have been developed  Presentations made on: <ul style="list-style-type: none"> <li>▪ Hate Crimes</li> <li>▪ Workforce Profile</li> <li>▪ Safeguarding</li> <li>▪ Annual Equalities Report</li> </ul>	Complete & Ongoing

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress	Complete
		Monitoring & Review of key equalities and safeguarding actions.				
8	Produce the Annual Corporate Equalities Report.	To meet the requirements of the Public Sector Equality Duty  Monitor progress and achievements	Director of Finance & Corporate Services / Head of Communications (NPS)	June 14	Annual Report 2013/14 produced and published in accordance with statutory guidelines	Complete

## Appendix 3 - Equalities and Safeguarding Action Plan 2014/15

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 15
2	Work in partnership with the South Derbyshire Council for Voluntary Service to deliver the community work programme for 2014/15.	Increased voluntary and community engagement in the work of the Council.	Director of Planning & Community Services  Head of Communications (NPS)	Mar 15
3	Strengthen policies and procedures to ensure that any third parties that exercise functions on behalf of SDDC are capable of complying with the Equality Duty	Undertaking a proportionate and balanced approach when considering the Equality Duty in the development of policy options  Undertake a programmed review of existing policies and procedures based on levels of risk  To publish the Council's Housing Tenancy Agreement and other housing related policies (following consultation) in an easy read format	Director of Finance & Corporate Services  Head of Communications (NPS)  Director of Housing & Environmental Services	Mar 15
4	Refresh the Training Plan to ensure it provides a range of training activities that raise awareness of the Council's responsibilities for both equalities and safeguarding issues.	Equalities & Safeguarding awareness training to be delivered through briefings and external training providers	Director of Finance & Corporate Services  Head of Organisational Development (NPS)	Dec 14
5	Refresh the Council's Safeguarding Children, Young People and Vulnerable Adults Policy in accordance with the recommendations made by a Third Party peer review	Clarification of governance and reporting arrangements for safeguarding issues.  Promote revised arrangements within the Council	Director of Finance & Corporate Services  / Head of Communications (NPS)	Dec 14

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date
6	Maintain a central record for any training courses attended by Council staff.	Accurate management information to be recorded on My View.  Aid in assessing whether the Council is achieving its corporate aim to promote and embed equalities and safeguarding s across the organisation.	Head of Organisational Development (NPS)	Mar 15
7	Undertake a Workforce Profile.	Monitor and assess the trends in the workforce  Propose actions to address under representation.  Promote a fair distribution of protected groups across the workforce.	Head of Organisational Development (NPS)  Director of Finance & Corporate Services	Mar 15
8	Develop the internal Corporate Equalities and Safeguarding Group within the Council.	Structured framework for monitoring progress and ensuring the implementation of the Council's Safeguarding and Equalities Policies.  Increased awareness of equalities and safeguarding issues within the Council  Monitoring & Review of key equalities and safeguarding actions.	Director of Finance & Corporate Services  Head of Communications (NPS)	Mar 15
9	Produce the Annual Corporate Equalities Report.	To meet the requirements of the Public Sector Equality Duty.  Monitor progress and achievements	Director of Finance & Corporate Services  Head of Communications (NPS)	June 15

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<b>REPORT TO:</b>	<b>FINANCE &amp; MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 12</b>
<b>DATE OF MEETING:</b>	<b>19<sup>TH</sup> JUNE 2014</b>	<b>CATEGORY: DELEGATED OPEN</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	
<b>MEMBERS CONTACT POINT:</b>	<b>LOYD BAKER, TRAINING &amp; DEVELOPMENT SERVICE LEAD</b> <a href="mailto:Loyd.baker@northgate-is.com">Loyd.baker@northgate-is.com</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>ANNUAL TRAINING REPORT 2013/14 AND PRIORITIES FOR 2014/15</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 05</b>

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## **1.0 Recommendations**

- 1.1 To approve the priority areas for training and development during 2014/15, which are linked to the delivery of the key priorities of the Council's Corporate Plan.
- 1.2 That Members note the range of training activities and actions provided during 2013/14.

## **2.0 Purpose of Report**

- 2.1 To propose the priority actions for corporate training activities during 2014/15 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 2013/14 and the outcomes.

## **3.0 Executive Summary**

- 3.1 In line with previous years the assessment of the training priorities for the year 2013/14 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 2013/14, the focus has been on providing sufficient training for staff due to a number of restructures, resulting in a number of new managers requiring training on Council procedures, as well as Health and Safety training; and supporting a number of employees through academic study relevant to their roles that also promote succession planning. Once again there was focus on management development through two more facilitated



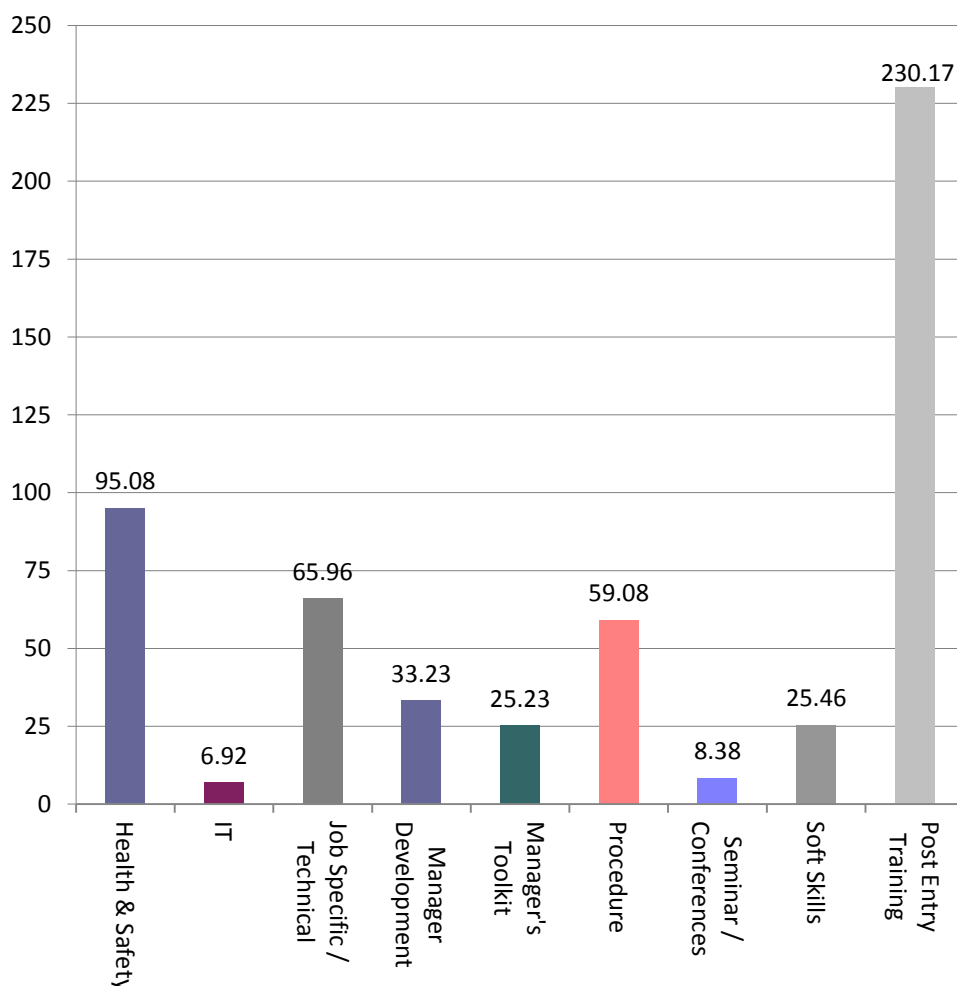
“Planning for the Future” days. The Council has continued to provide alternative forms of learning with the further development of e-learning resources.

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

3.4 In addition to this the Council had its second Health and Wellbeing Week to support the effective management of stress and stress related absence at work. This work was supported by the on-going provision of training for Managers in the Council’s Attendance Management Procedure to enable a consistent and positive approach towards the management of sickness absence.

4.0 **Detail - Review of 2013/14**

### Total Training Days



\* 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 128 different training, learning and development programmes and provided almost 320 days of training. A further 230 days of learning and development were completed by employees including study on post entry training programmes. This is an increase in post entry training on the previous year.
- 4.2 Based on current headcount of employees in the Council this equates to 2.05 training days per employee, a small increase on last year's 2.03 days.
- 4.3 "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. Historically this has led to low recording rates, for example this year a number of services did not send in a response.
- 4.4 Organisational Development (Northgate) continues to develop and deliver in house training solutions wherever possible. However it is also important to provide a range of learning opportunities to ensure a varied provision of high quality learning and development interventions and specialist expertise. External training providers are used on occasions when specialist / technical expertise is required.
- 4.5 Scheduled training courses are sometimes cancelled due to no or insufficient bookings or late withdrawals by employees. It is important to keep the number of courses cancelled to a minimum, particularly in respect of mandatory courses where only the sufficient number of courses are scheduled to meet the staff's needs. However internal course cancellations have increased from 17% in 2012/13 to 19% in 2013/14. This equates to almost one in five courses being cancelled.

#### Review of training activity 2013/14

- 4.6 Although the formal programmes are on hold whilst a new provider is sourced, leadership and management development training has continued to be a priority; "Planning for the Future" events and "Management Toolkit" sessions have been delivered throughout the year along with a continued focus on providing learning opportunities for managers and employees to manage attendance levels across the Council..
- 4.7 The continued focus on health and safety training as a priority is evident, ensuring safe operating procedures and compliance with legislation. A range of programmes have been rolled out including general Health and Safety Awareness, Manual Handling, COSHH and First Aid courses.
- 4.8 The main focus at the start of the year was to support staff with new management responsibilities by providing management toolkit sessions. However, take-up of these mandatory courses was disappointing.

#### Training for front line staff

- 4.9 Organisational Development (Northgate) continued to support and respond positively to training requests for front line employees in Waste and Cleansing, Housing Maintenance, Grounds Maintenance, and Sports Development.
- 4.10 The development of skills within our front line workers promotes continuous improvement, as well as demonstrating our commitment to the workforce and reaffirming their value to the Council.
- 4.11 Activity during 2013/2014 has included qualifications in First Aid; engagement in Health & Safety training programmes and a whole variety of tool box talks.
- 4.12 A flexible approach to training delivery is taken to ensure it is arranged to fit in with working patterns and service needs.

#### Modern Apprenticeships

- 4.13 The Council has continued to support the development and engagement of young people in local government careers. During 2013/14 the Council has continued to employ two young people into Modern Apprenticeship posts at the Housing DLO.

#### Work Experience

- 4.14 The Council continued to support local schools by providing 13 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.
- 4.15 In addition to this the Council also provided longer term placements for two long term unemployed through a partnership with the Jobcentre Plus, as part of the national "Get Britain Working" campaign.

### **Key Outcomes**

#### Leadership and Management Development

- 4.16 As the contract with the previous provider of the leadership and development programme has drawn to a close, the Council and Northgate have worked together on a tendering process to appoint a provider to work with over the next three years. It is expected that will further enhance the skills and capabilities of the managers and therefore improve the productivity of the workforce.
- 4.17 Following on from the previous formal training programmes for all managers, their skills are being utilised and developed by greater involvement in service planning and strategic planning of the Council. This has included two "Planning for the Future" sessions that have been attended by all senior and unit managers.
- 4.18 Courses on Performance and Development Reviews, Capability, Recruitment and Selection and Managing the Disciplinary Process courses were rolled out as part of the "Manager Toolkit" set of training courses.
- 4.19 Courses on project management (PRINCE2) were also provided, as well as follow-up training for depot managers on MyView.

## Health & Safety

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

## Vocation / professional training

- 4.21 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.

## **5.0 Priorities for 2014/15**

- 5.1 Council's Workforce Development Strategy aligns the development of people with the improvement of services. The Corporate Training Plan for 2014/15 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 2014/15.

## Leadership and Management Development

- 5.2 Further "Planning for the Future" sessions will be held to continue to increase closer working for managers across different levels.
- 5.3 New leadership and management development programmes will begin for managers following on from the formal appointment of a new supplier.
- 5.4 Self-facilitated sessions for managers to develop the next Corporate Plan will run throughout 2014/15.

## 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.

## Employment Policy

- 5.6 Organisational Development (Northgate) will continue to provide training for employees in employment practices used by the Council. This will include continued training for managers in attendance management, recruitment and selection, performance development reviews and disciplinary processes.
- 5.7 A new course on Investigation Skills has been designed and will be delivered to managers that will be applicable in any number of situations, from disciplinary and harassment claims to customer complaints.

## E-learning resources

- 5.8 There is a range of e-learning opportunities made available to employees, such as the Corporate e-induction, equality and fairness and Safeguarding Children and Vulnerable Adults. Due to the lack of take-up on all of these courses across the Council, additional work will be completed on the promotion of e-learning.

### IT Training

- 5.9 The rollout of further MyView modules will involve the creation of training / user guides and briefing sessions for all staff concerned.

### Soft Skills

- 5.10 Customer Care will be delivered to all Housing and Environmental Service staff, as will a new Managing Conflict to Avoid Violence and Aggression course.
- 5.11 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

- 5.12 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 their staff do not fall behind in their attendance.

## **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 will support the development of effective leadership in the Council and reflects the key theme of 'Value for money' in the Corporate Plan.
- 7.3 The Council has a re-assessment later this year to maintain Investors in People (IiP) Status which is the nationally recognised benchmark for effective management, development and deployment of the workforce. The Council has held this status since 2002 and reflects on the continued importance given to the learning and training by the Council.

## **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 2013/14 and recommends the continual prioritisation of leadership and management development training, along with mandatory training due for renewal such as health and safety and management procedures.

## 10.0 **Background Papers**

10.1 Corporate Plan

10.2 Workforce Development Strategy

<http://cmis.south-derbys.gov.uk/CmisWebPublic/Meeting.aspx?meetingID=1563>

<b>REPORT TO:</b>	<b>FINANCE &amp; MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM:13</b>
<b>DATE OF MEETING:</b>	<b>19<sup>th</sup> JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:KEVIN.STACKHOUSE@SOUTH-DERBYS.GOV.UK">KEVIN.STACKHOUSE@SOUTH-DERBYS.GOV.UK</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>ANNUAL HEALTH AND SAFETY REPORT 2013/14 AND ACTION PLAN 2014/15</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 05</b>

## **1.0 Recommendations**

- 1.1 To consider the key health and safety achievements and performance for the year ending 31<sup>st</sup> March 2013 and approve the corporate Health and Safety Action Plan that sets down the priority actions for 2014/15.

## **2.0 Purpose of the report**

- 2.1 This report provides an overview of the Council's health and safety performance for 2013/14. It reflects the Council's approach in enabling Managers and employees to understand and fulfil their health and safety responsibilities.
- 2.2 To consider the Health and Safety Action Plan for 2014/15, recommended by the Health and Safety Committee on 16<sup>th</sup> April 2014. The action plan sets down the priorities for health and safety work during 2014/15.

## **3.0 Detail**

- 3.1 In March 2014, the latest Corporate Health and Safety Action Plan was developed. This sets out a number of targets and actions for the year 2014/15, along with the timescales and responsibilities, in line with the Council's aim to continually improve health and safety performance.
- 3.2 The action plan is updated on a monthly basis and progress is fed back to the internal Health and Safety Committee that meets quarterly and to the Director of Finance and Corporate Services who is the Council's lead officer for the governance of health and safety matters. Two Elected Members (Health and Safety Champions) - Councillor P Watson and Councillor R Bell are members of the Health and Safety Committee.
- 3.3 The health and safety service is delivered in partnership with Northgate Public Services, following the transfer of the function in August 2010 who provide the day to day operational service on behalf of the Council.



#### 4.0 **Main achievements**

- 4.1 A lot of good progress was made in the last year, with 100% completion rate of the agreed actions as detailed in the Corporate Health and Safety Action Plan 2013/14 (link available at the end of this report). This was reported to the Health and Safety Committee on 16<sup>th</sup> April 2014.

#### **Accidents**

- 4.2 The consistent reduction in the number of accidents within the Council was one of our main aims for 2013/14, particularly reportable ones to the Health and Safety Executive (HSE) which is the government agency which deals with Health and Safety matters nationally. Reportable accidents are commonly referred to as RIDDOR which is an abbreviation of the Reportable Injuries, Diseases and Dangerous Occurrence Regulations. This reporting system was changed in October 2013 when the reporting period was changed from 3 to 7 calendar days, for major accidents/incidents. In real terms, the number of accidents is slightly higher than previous year but the main reason for the extra accidents relate to the Summer Playscheme, which had nearly a third more children attend the activities provided by the Council. The accidents statistics for the year are shown in Appendix A.

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

- 4.3 The Council continued to use the proven format of the Corporate Action Plan to ensure that our Health and Safety management programme is robust and proactively managed. Evidence of this was the achievement of another RoSPA Gold award for our work in 2013. This is the third time that the Council has achieved this award corporately.

#### **Training**

- 4.4 The preferred method for the maintenance of a good health and safety culture is the continued provision and delivery of effective training. The Council continued with its extensive portfolio of health and safety training courses in subjects such as Health and Safety Awareness, Manual Handling and Risk Assessment for Assessors. Also some additions such as COSHH (Control of Substances Hazard to Health) and first aid refreshers have been added this year. The Health and Safety Officer continued to provide tool box talks and bespoke training sessions such as COSHH assessments to the Housing tradesmen. Significant work has been completed with the identification of health and safety training needs and developing materials for core training modules. Where necessary, courses were tailored to meet individual service needs. A Corporate Health and Safety training programme was continued and includes courses on Health and Safety induction, Risk Assessment for Assessors, Display Screen Equipment (DSE), Manual Handling Techniques, Health and Safety for Elected Members and further first aid training updates.

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

- Review of the Statement of Intent section of the overall Health and Safety Policy, which sets out the Council aims and objectives in improving health and safety performance (link available at the end of this report).



- A number of corporate health and safety policies and procedures were updated including the Fire Procedures at the Civic Offices, Manual Handling Procedures, Risk Assessment Policy, Fire Procedures at Careline, the Approved Contractors Policy, the COSHH Policy and a review of the Dangerous Animals Policy.
- On-going population of Assessnet (this is the Council's Health and Safety IT system) with a particular focus on the number of staff who are identifying potential issues with their work stations. Extra training has therefore been provided to aid the assessors, based in each service areas, to address the issues raised by staff.
- The Health and Safety Audit and Inspection Programme has continued. In 2013/14 with the following services audited; Sport and Health, Housing Repairs and Grounds Maintenance. Inspections were carried out in Waste and Cleansing, Financial Services, Planning and Housing improvements.
- The approach taken is for Services to have a Health and Safety Audit in the first instance and then the following year a formal Inspection which is really a follow up to see the improvement made as a result of the initial audit. The Audit and Inspection reports are completed independently by the Health and Safety Officer and forwarded to the appropriate manager of the service for review and action. In addition, both reports are also provided to the Council's Health and Safety Lead Officer and reviewed at quarterly meetings of the Health and Safety Committee so performance and completion of actions can be monitored.

### **Implementation of IT**

- 4.12 To realise the number of benefits that include efficiencies in the production of comprehensive management information, reducing administration burden and operational processes, work has continued on the development of the electronic health and safety software AssessNet.
- 4.13 Further support and training has been provided to DSE and risk assessors, in each service area, to enable them to independently review assessments. Benefits of using Assessnet include streamlining existing processes, improved efficiency, sharing good practice and enhanced monitoring. The introduction of an analysis of the top ten issues from DSE assessments are produced and discussed at monthly update meetings with the Councils Lead Officer for Health and Safety.

### **Risk Assessments**

- 4.14 Continued support to ensure the completion of risk assessments for all Council operations and activities has been provided. This includes workshop sessions with the staff that are actually doing the job, (Grounds Maintenance as an example), to ensure their input into the risk assessments being developed and their relevance to the activity being assessed. It also promotes shared ownership of the risk assessment process and builds knowledge across the employees in each team.
- 4.15 There has been continued assistance to Managers and staff in carrying out the more specific individual risk assessments such as New and Expectant Mothers, ergonomic desk assessments and stress risk assessments. Also support has been

provided to Managers at the Depot as this is where the majority of the higher risk activities are completed. This continued support ensures their risk assessments are not only up to date but continue to take account of new hazards such as the on-going flooding in parts of the region and park operations.

### **Professional Support**

- 4.16 Continued support and training of temporary workers such as Canvassers and Summer Playscheme staff has been provided, along with completing health and safety audits. These audits, along with professional advice, enables Managers to consider and implement appropriate health and safety actions for such activities.
- 4.17 There has been continued support to the Occupational Health Team through the internal management of the health surveillance programme for Hand Arm Vibration Syndrome (HAVS), and screening the annual HAVS questionnaires to identify if staff are suffering from any of the symptoms. Support is also provided where necessary for Occupational Health reviews with both employees and management, in cases of work related ill health.
- 4.18 An additional facility enabled through the partnership with Northgate Public Services is the provision of a dedicated telephone support line for health and safety enquiries, which all senior managers at the Council can use.

### **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. All accidents are recorded on the IT system, Assess-Net, which Trade Union health and safety representatives have access to and are automatically alerted if a RIDDOR reportable accident occurs.
- 5.2 Accident statistics are collated and reported back to the Health and Safety Committee on a quarterly basis. This Committee reviews the accident reports/trends and makes recommendations on any actions or learning that needs to be implemented.
- 5.3 The Director of Finance & Corporate Services chairs the Health and Safety Committee. The Elected Member champions for Health and Safety, Officers from across the Council along with Trade Unions health and safety representatives also attend the meeting.
- 5.4 An annual trend analysis of all accidents has been produced for April 2013 – March 2014; a comparative analysis has also been provided for the previous year 2012-2013. A full breakdown, including graphs can be found in Appendix A.
- 5.5 In summary, in the year April 2013 – March 2014, there were 43 accidents, 6 of which were reported to the HSE, as RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrence Regulations) reportable incidents. This represents a slight increase from the previous year where 39 accidents were reported, including 3 RIDDOR reportable Incidents.
- 5.6 Given the potential high costs of accidents to the Council, it is noticeable how Managers and Supervisors got much more involved in the investigations and

produced comprehensive reports for the RIDDOR reportable accidents. This demonstrates a positive commitment towards such matters and re-enforces the importance of having a robust health and safety management framework.

5.7 Sickness statistics have been analysed for the financial year 2013-2014. This year a comparison was once again made between office based staff and manual workers, as illustrated in the table below.

5.8 The most common cause of absence for this year was stress related conditions, including anxiety and depression, with 375 days lost by office workers and 291 days lost by manual workers. The second most common cause of absence was musculoskeletal disorders, including back pain, with 171 days lost over the year by office workers and 417 days lost by manual workers. This is the second year in a row that these two reasons were the highest cause of absence within the Council. This year, stress related conditions have continued to outnumber musculoskeletal conditions as being the most common cause of absence.

<b><i>Reason for Absence</i></b>	<b><i>Office Workers</i></b>	<b><i>Manual Workers</i></b>
Stress Related Conditions	375	291
Musculoskeletal	171	417

The high rate of musculoskeletal disorders amongst manual workers, coupled with manual handling being one of the lead causes of accidents, highlights the need to ensure all Council employees have undertaken manual handling training and tasks involving significant manual handling are risk assessed. During 2013, health and safety support continued to be targeted towards teams containing manual workers, which tend to manage higher risks.

5.9 Also a range of activities, including stress awareness sessions, were provided as part of the Stress and Wellbeing week to highlight particularly to Office based staff the dangers of stress to try and help with the reduction of the stress related figures. The Health and Safety Officer ran a series of stress and well-being events.

5.10 The Stress and Wellbeing week was a programme of events carried out by the Health and Safety Officer as part of the corporate action plan.

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

### **Targets for 2014-2015**

5.12 The Corporate Health and Safety Action Plan for 2014/15 provides a clear focus, building on existing successes and setting out a number of targets for this year, along with timescales and responsibilities, in line with the Council's aim to continually improve health and safety performance. A copy of the Action Plan can be found on the intranet (see section 8 for details). In particular, key priorities include:

- To review key policies and procedures including Home Working Policy. Lone Working, New and Expectant Mothers, Young Persons, DSE Policy, Noise and Vibration and PPE (Personal Protective Equipment) Policy and procedures.

- To provide more training for employees and managers and to continue with a targeted approach delivery bespoke training sessions to front line workers
- To continue to address the DSE risk assessments through analysis of the AssessNet IT System.
- To continue a robust health and safety programme that will include carrying out audits for higher risk areas such as the Depot teams and Sport and Health.
- To review the outcome of any recommendations from the RoSPA submission and enter a submission for 2015.
- To review the health surveillance programme for employees, to include identifying any gaps in the audiometry programme, undertake the annual HAVS screening and monitor driver medicals.
- To provide health and safety advice and assistance to the project team in the plans for the new depot when required.

## **6.0 Financial Implications**

None. All resources are contained within existing budgets.

## **7.0 Corporate Implications**

- 7.1 Communication and consultation of proposed changes to health and safety is an essential means of ensuring worker involvement and buy in. Effective communication is achieved through a variety of media including the Intranet, e-mail shots, notice boards, internal publications such as 'Better', tool box talks and through the Health and Safety Committee.
- 7.2 Having effective health and safety arrangements promotes better working methods and early, preventative action to protect the well-being of the workforce.

## **8.0 Community Implications**

- 8.1 The Council has 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 2014-15 ([NG H&S Action Plan 2014-15 .odt](#) )

Corporate Health and Safety Action Plan 2013-14 ([NG H&S Action Plan 13-14 .odt](#))

Statement of intent section of the Safety Policy (<http://harvey/>)

Organisational section of the overall Safety Policy (<http://harvey/>)

## 10. Glossary

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

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

**HSE** - Health and Safety Executive; the governing body on health and safety in the UK ([see http://www.hse.gov.uk/](http://www.hse.gov.uk/))

**IOSH** – Institute of Occupational Safety and Health (<http://www.iosh.co.uk/>)

**PUWER** – Provision and Use of Work Equipment Regulations

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

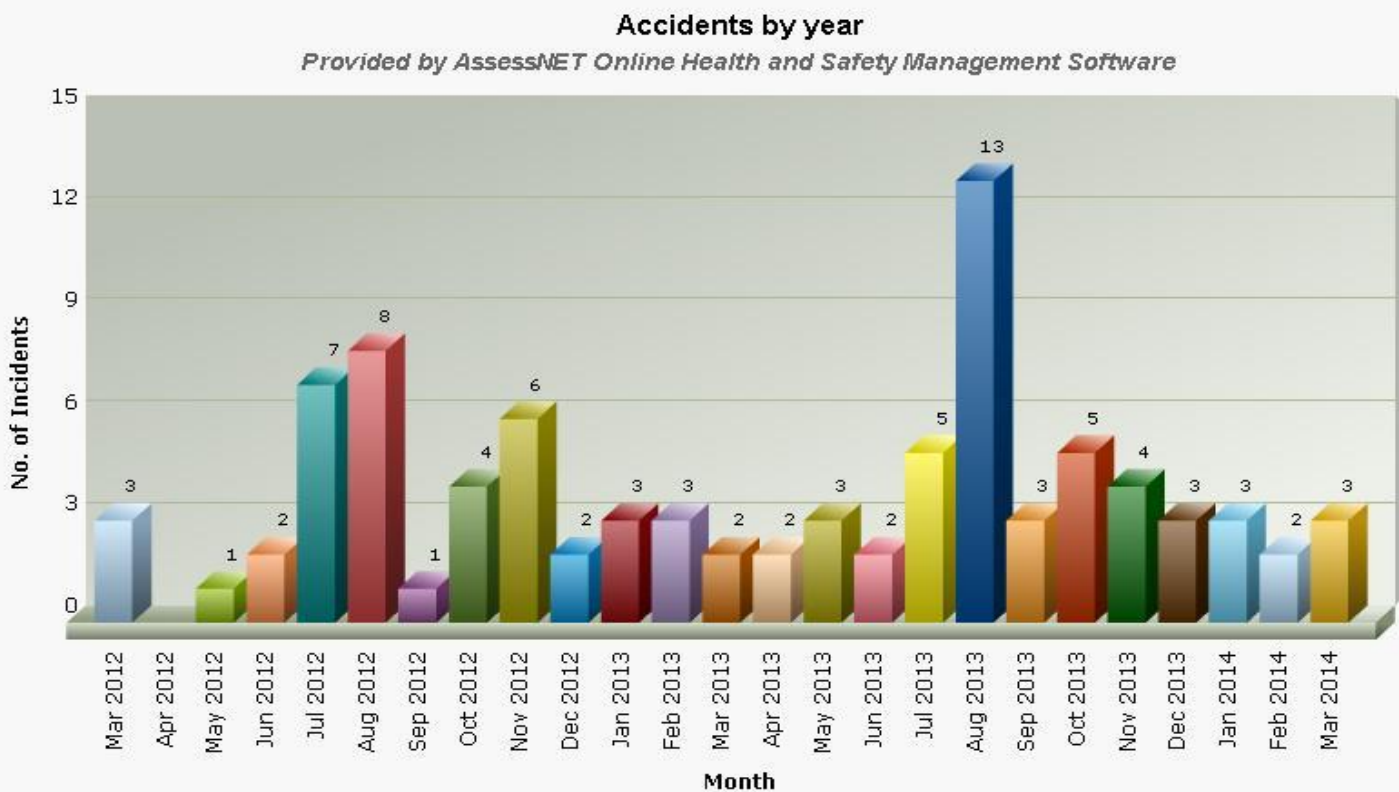
**RoSPA** – The Royal Society for the Prevention of Accidents ([www.rospace.com](http://www.rospace.com))

## Appendix A

### SDDC Headline Accident Statistics for 2013-14

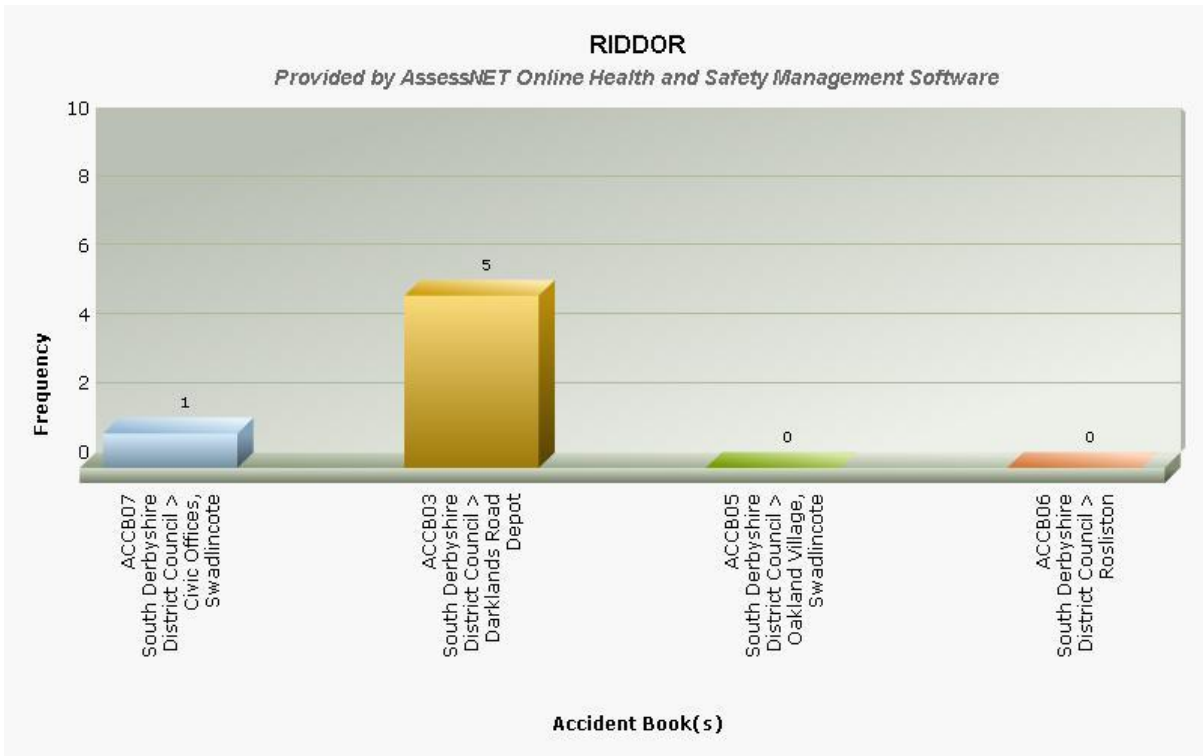
In summary, in the financial year of April 2013 – March 2014, there were 43 accidents, 6 of which were reported to the HSE, as more serious RIDDOR reportable incidents.

Graph 1 below illustrates the breakdown of all accidents by month and compares the number of accidents in the last two financial years. In both years there was a peak of accidents occurring in the month of July or August, mainly as a result a minor accidents occurring to children taking part in the summer activities run by the Sport and Health team. There were 12 reported accidents from the summer scheme compared to 7666 children taking part, (a record number which accounted for a slight rise in accidents this year). Also, this year was the first year that the Human Table football was introduced, which was at least twice as popular as the previous activity. Each year, casual summer staff receive health and safety training which includes the importance and emphasis on accident reporting as well as manual handling techniques.



Graph 2 shows the rates of more serious accidents for the financial year per Council area. There has been an increase of comparison to last year with 6 RIDDORS this year compared to 3 last year. Although this is an increase three of the RIDDOR accidents in 2013 were due to traffic incidents

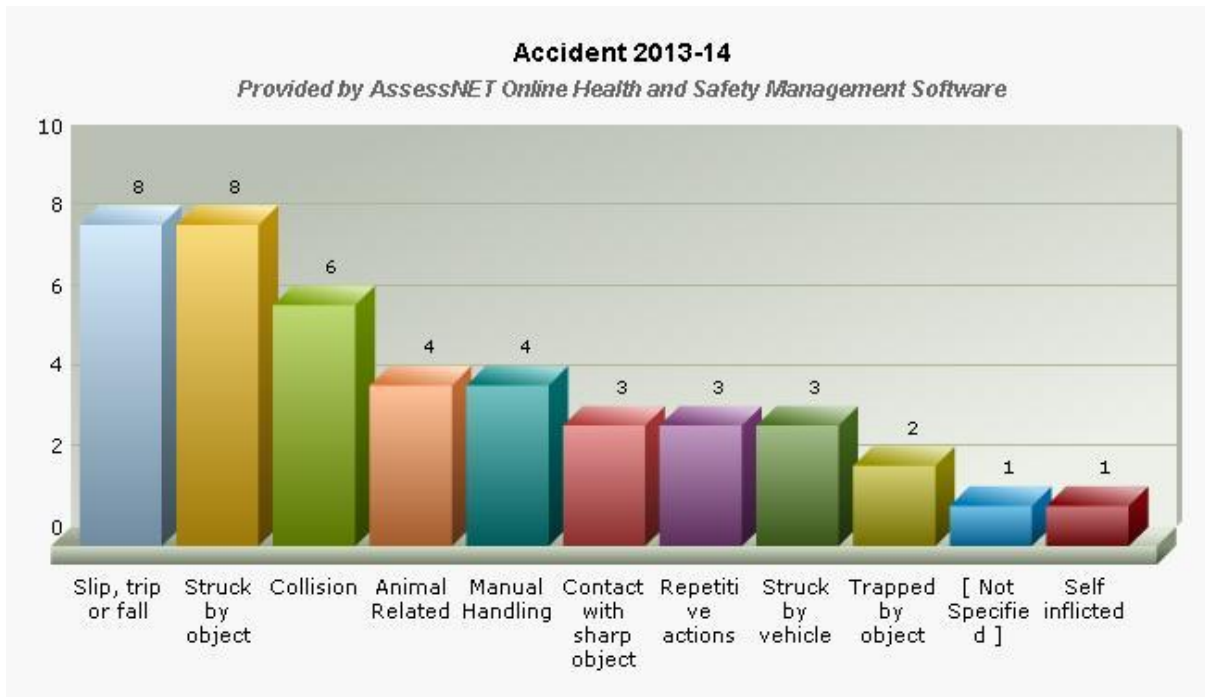




Graph 3 below illustrates the breakdown of injuries by person type. The vast majority occurred to employees. In total 12 members of the public/students/pupils were injured as part of the summer/plays schemes. As mentioned before, 7666 members of the public attended the summer scheme, so in comparison, the number of reported accidents is a strong testament to the management arrangements put in place by the Sport and Health Team and also the diligence and supervision provided by the staff at the activities.



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).





<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT</b>	<b>AGENDA ITEM:14</b>
<b>DATE OF MEETING:</b>	<b>19 JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> s:\cent_serv\complaints\committee reports\working papers for June 2014\complaints and foi report for June 2014 - Final doc.
<b>SUBJECT:</b>	<b>COMPLAINTS, COMPLIMENTS &amp; FREEDOM OF INFORMATION REQUESTS</b> <b>01 OCTOBER 2013 TO 31 MARCH 2014</b>	<b>REF: KS/RW</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM11</b>

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## **1.0 Recommendations**

- 1.1 That the compliments, 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 2013 to 31 March 2014. Figures for the corresponding period in 2012/13 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 2013 to 31 March 2014. Figures for the corresponding period in 2012/13 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 No comments, 18 compliments and 35 complaints have been received from 1 October 2013 to 31 March 2014.

- 3.3 The number of complaints received in the second half of this financial year increased compared to the corresponding period of 2013/14, and the number of compliments received has decreased.
- 3.4 Members are informed via e-mail (enclosing a copy of the original complaint) when a complaint is received relating to their ward. This is for information purposes only.

### **Freedom of Information**

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

### **Publication Scheme**

- 3.6 Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:
- The classes of information it publishes
  - How and where such information is published (e.g. website, paper copy, etc.) and
  - Whether or not a charge is made for such information

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

In line with guidance from the Information Commissioner's Office, the scheme is updated regularly and the current version is available from the Website at:

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

- 3.7 A total of 359 Freedom of Information requests have been received for 1 October 2013 to 31 March 2014. This is an increase of 140 over the corresponding period for 2012/13.

## **4.0 Background**

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

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

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

## **5.0 Detail**

## Comments

- 5.1 No comments have been received over the past six months. Any comments received are carefully considered and, if appropriate, are investigated under the complaints procedure.

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Community Services	1	0
<b>Total</b>	<b>1</b>	<b>0</b>

## Compliments

- 5.2 The table below compares the number of compliments. Compliments generally relate to the quality of the service provided and/or actions of individuals.

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Customer Services	9	5*
Environmental Services	9	6
Planning	11	2
Housing	0**	0
Community Services	13	5*
Corporate	0	0
Policy and Communications	1	0
<b>Total</b>	<b>43</b>	<b>18</b>

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

\*\* *When repairs are carried out for tenants of the Council they are asked to complete a satisfaction questionnaire regarding the work undertaken. From the returned forms we have received 683 compliments relating to the standard of the work and the politeness of the workmen.*

## Complaints

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

	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Resolved at Stage 1	23	22
Stage 1 still ongoing	0	0
Resolved at Stage 2	8	13
Stage 2 still ongoing	0	0
<b>Total received</b>	<b>31</b>	<b>35</b>

5.4 The total number of complaints received can be broken down as follows:-

Department	1 October 2012 – 31 March 2013	1 October 2013 – 31 March 2014
Planning Services	4	6
Housing	6	15
Customer Services (including Revenue)	9	8
Environmental Services	7*	3
Community Services	4*	2
Legal and Democratic Services	2	0
Corporate Services	0	0
Property	0	1
<b>Total</b>	<b>31</b>	<b>35</b>

\* 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	2010/11	2011/12	2012/13	2013/14
Planning Services	9	10*	12	10
Housing	12*	7	11	20
Customer Services (including Revenue)	14*	14	16	17
Environmental Services	14*	10	12*	6*
Community Services	1	5*	7*	4
Legal and Democratic Services	4	3	2	0
Finance and Property	0	0	0	0
Corporate Services	1*	2	0	2
Property	0	0	0	1
<b>Total</b>	<b>51</b>	<b>50</b>	<b>59</b>	<b>60</b>

\* 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 2012/2013 against the second half of 2013/2014.

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

	<b>1 October 2012 - 31 March 2013</b>	<b>1 October 2013 – 31 March 2014</b>
Number received	219	359
Number replied to within 20 statutory days	213	344
Number replied to after 20 statutory days	6	13
Number of Exemptions or partial exemptions	0	2
Number passed to Third Party	29	83
Number withdrawn	2	1

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

<b>Department</b>	<b>1 October 2012 – 31 March 2013</b>	<b>1 October 2013 - 31 March 2014</b>
Environmental Services	45*	46*
Planning Services	20*	24
Legal & Democratic Services	11*	17*
Finance	12*	10*
IT	14	23
Customer Services	36*	64
Housing	19*	33*
Org Development	10	13*
Community Services	13*	13
Passed to 3 <sup>rd</sup> Parties	29	82
Corporate Services	15*	18
Property Services	5	10
Procurement	2	2
Communications	2*	2
All Departments	0	2

\* 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 2013 – 31 March 2014

### Comments

No comments received over the past 6 months

### Compliments

Date	Ward	Subject	Division
07.10.13	Willington	Congratulations on new Easy Green Recycling Scheme	Environmental Services
08.10.13		Compliment re Making Markets Matter – Swadlincote event – truly successful and memorable event	Community Services
10.10.13	Aston	Thank you for prompt replacement of black bin	Environmental Services
10.10.13	Swadlincote	Thank you for erection of memorial seat at Fishponds, Midway	Community Services
21.10.13		Thanks for efforts re removal of grass on family members grave	Community Services
21.10.13	Newhall	Pleased with service provided by refuse collectors	Environmental Services
22.10.13	Woodville	Thank you to Customer Services staff for help with Council Tax Reimbursement	Customer Services
25.10.13	Church Gresley	Thank you to Customer Services and Depot Staff for provision of a new bin	Customer and Environmental Services
05.11.13		Praise for the flower verges on the approach to Swadlincote	Environmental Services
11.11.13	Woodville	Thank you for prompt delivery of new inner caddy for new green recycling bin	Environmental Services
22.01.14		Compliment to SDDC Planning Department on its excellent treatment of customers	Planning Services
23.01.14	Church Gresley	Thank you to Customer Services staff for help with housing benefits query	Customer Services
10.02.14	Hartshorne	Thank you to Planning Officers assistance in dealing with Planning Application	Planning Services
25.02.14	Aston	Praise for the refuse collection service – refuse collection operatives do a superb job and they never moan or complain	Environmental Services
05.03.14	Etwall	Congratulations on flood prevention works carried out at Staker Lane, Mickleover	Community and Planning Services
05.03.14	Willington & Findern	Congratulations on flood prevention work carried out on Doles Brook, Findern	Community and Planning Services
26.03.14	Swadlincote	Thank you to Customer Services for their help	Customer Services



South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

28.03.14	Aston	Thank you to Customer Services for their help	Customer Services
31.03.14	Aston	Thank you for quick removal of fly tipping	Environmental Services

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

### Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken	Date response due and date sent
01.10.13	555	Newhall	Problem with gas fire	Housing Services	Apology given	Due: 15.10.13 Sent:: 16.10.13
02.10.13	556	Etwall	Problem with drain cover	Housing Services	Apology given Team reminded of need to co-ordinate works	Due: 16.10.13 Sent:: 16.10.13
10.10.13	558	Newhall	Problem with attitude of Officer	Housing Services	No relevant action	Due: 24.10.13 Sent:: 22.10.13
21.10.13	559	Newhall	Complaint against Officer & SDDC for Trespass and Destruction of property.	Planning Services	Ongoing – issue still in hands of complainant	Due: 04.11.13 Sent:: Holding letter sent 06.11.13  Now Due: 20.11.13 Sent:: 18.11.13
22.10.13	560	Swadlincote	Failure to regularly collect household refuse bins	Environmental Services	Assisted collection updated and reviewed	Due: 05.11.13 Sent:: 05.11.13  <u>Stage 2</u>  Due: 25.11.13 Sent:: 25.11.13
28.10.13	561	Seales	Problem with Housing Officer	Housing Services	No relevant action	Due: 11.11.13 Sent:: Holding letter sent 11.11.13 Now Due: 22.11.13

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

	<a href="#">Stage 2</a>					<a href="#">Stage 2</a> Due: 27.01.14 Sent:: 23.01.14
30.10.13	562	Repton	Problem with planning application 9/2013/0603	Planning Services	No relevant action	Due: 13.11.13 Sent:: 08.11.13
31.10.13	563	Repton	Council Tax	Customer Services	No relevant action	Due: 14.11.13 Sent:: 04.11.13
01.11.13	564	Stenson	Council Tax	Customer Services	No relevant action	Due: 15.11.13 Sent:: 15.11.13 to HSN Advice only  Holding letter sent to Ms. Tisdall 15.11.13  Response now due: 29.11.13 Sent:: 18.11.13
05.11.13	565	Etwall	Housing Benefit Support/Housing Benefit Claim/Council Tax	Customer Services	Tighter liaison needed between Customer Services, Debt recovering and Benefits to ensure joint working	Due: 19.11.13 Sent:: 19.11.13

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

11.11.13	566	Aston	Planning Application 9/2013/0680	Planning Services	No relevant action	Due: 25.11.13 Holding sent:: 25.11.13  Now Due: 09.12.13 Sent:: 28.11.13  <u>Stage 2</u>  Due: 19.12.13 Holding Sent:: 19.12.13  Now due: 09.01.14 Sent:: 10.01.14
15.11.13	567	Aston	TPO order on Beech Tree	Planning Services	No relevant action	Due: 29.11.13 Sent:: 28.11.13  <u>Stage 2</u>  Due: 18.12.13 Sent:: 18.12.13
18.11.13	568	Repton	Appalling state of	Community	No relevant action	Due: 02.12.13

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

		<a href="#">Stage 2</a>	Etwall Leisure Centre	Services		Sent:: 28.11.13  <a href="#">Stage 2</a>  Due: 15.04.14 Sent:: 11.04.14
26.11.13	569	Midway	Problem with Housing Officer re Mutual Exchange of Property	Housing Services	No relevant action	Due: 10.12.13 Sent:: 10.12.13
27.11.13	570	Swadlincote	Problem with neighbour	Housing Services	No relevant action	Due: 11.12.13 Sent:: 11.12.13
27.11.13	571	Church Gresley	Problem with move to 2 bedroom property	Housing Services	No relevant action	Due: 11.12.13 Sent:: 11.12.13
27.11.13	572	Swadlincote	Leisure Centre ONLY car parking	Property Services	Staff advised not to park in the designated Leisure Centre bays	Due: 11.12.13  Holding letter Sent:: 12.12.13 Now Due 26.12.13 Sent:: 23.12.13
11.12.13	573	Melbourne	Planning Application 92012/0715	Planning Services	No relevant action	Due: 25.12.13 Sent:: 17.12.13  <a href="#">Stage 2</a>  Due: 16.01.14 Sent:: 16.01.14
12.12.13	574	Swadlincote	SDDC failed to find tenant a 2	Housing Services	No relevant action	Due: 03.01.14 Sent:: 24.12.13

South Derbyshire District Council  
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			bedroom bungalow			
02.01.14	575	Melbourne	Ongoing rodent problem at property	Housing Services	Additional works ordered	Due: 16.01.14 Sent:: 16.01.14
07.01.14	576	Newhall	Housing issue	Housing Services	Better monitoring of homeless person application	Due: 21.01.14 Sent:: 16.01.14  <a href="#">Stage 2</a> Due: 15.04.14 Sent:: 15.04.14
08.01.14	577	Etwall	Recycling – problem with size of caddy for cardboard/paper	Environmental Services	No relevant action	Due: 22.01.14 Sent:: 22.01.14
13.01.14	578	Seales	Council Tax	Customer Services	No relevant action	Due: 27.01.14 Sent:: 21.01.14
31.01.14	579	Linton	Damaged book headstone, Gresley Cemetery	Community Services	No relevant action	Due: 17.02.14 Sent:: 14.02.14
04.02.14	580	Castle Gresley	Work being carried out to Council properties adjacent to their privately owned property	Housing Services	Re-affirm Policies on consultation	Due: 18.02.14 Sent:: 17.02.14
03 & 10.02.14 (03.02.14	581	Newhall	Repair work to be carried out at property	Housing Services	Re-affirm need to keep tenant contact details updated	Due: 17.02.14 Sent:: 17.02.14

South Derbyshire District Council  
Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

to be date complaint to be dealt from)						
12.02.14	582	Newhall	Council Tax	Customer Services	No relevant action	Due: 26.02.14 Holding letter sent:: 24.02.14 Response now Due: 12.03.14 Sent:: 12.03.14
11.03.14	583	Repton	Building Control	Planning Services	No relevant action	Due: 25.03.14 Sent:: 19.03.14
12.03.14	584	?	Incident with driver of Council vehicle	Environmental Services	No relevant action	Due: 26.03.14 Sent:: Holding letter sent: 25.03.14 Response now Due: 08.04.14 Sent: 31.03.14
21.03.14	585	Church Gresley	Issue with attitude of Housing Officers	Housing Services	No relevant action	Due: 04.04.14 Sent:: 04.04.14  <a href="#">Stage 2</a> Due: 21.04.14 Sent:: 17.04.14
25.03.14	586	Willington	Court Summons	Customer Services	More information made available to customers relating to payment	Due: 08.04.14 Sent:: 07.04.14

South Derbyshire District Council  
 Comments, Compliments and Complaints 1 October 2013 – 31 March 2014

					allocation	
25.03.14	587	Newhall	Housing Benefit	Customer Services	Monitor suspended cases more closely	Due: 08.04.14 Sent:: 04.04.14
27.03.14	588	Findern	Housing Repairs	Housing Services	Re-affirm need to meet inspection target	Due: 10.04.14 Sent:: 10.04.14
31.03.14	589	Hilton	Issue with Housing Officer	Housing Services	No relevant action	Due: 14.04.14 Sent:: 10.04.14
31.03.14	590	Willington	Issues with member of staff in Customer Contact Centre, and Housing Benefits Staff	Customer Services	Noted that some people may shout because of auditory problems	Due: 14.04.14 Sent:: 14.04.14  <a href="#">Stage 2</a> Due: 02.05.14 Sent:: 30.04.14



South Derbyshire District Council  
Freedom of Information Requests  
1 October 2013 – 31 March 2014

Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-237	I	Derbyshire County Council	No. of fraudulent school applications	01.10.13	28.10.13	01.10.13	
1314-238	C	NHS	Implementation and delivery of NHS Health Checks	01.10.13	28.10.13	02.10.13	
1314-239	TV/ R	Finance	Section 106 spend	02.10.13	29.10.13	18.10.13	
1314-240	C	Customer Services	Business Rates	01.10.13	28.10.13	08.10.13	
1314-241	O	Corporate Services	Information Management Staff	02.10.13	30.10.13	03.10.13	
1314-242	O	Organisational Development	Information of employees	02.10.13	30.10.13	24.10.13	
1314-243	I	Corporate Services	Contact details re internal auditing	03.10.13	31.10.13	04.10.13	
1314-244	O	Customer Services	Business Rates	03.10.13	31.10.13	09.10.13	
1314-245	C	Client Services	DHP	04.10.13	01.11.13	28.10.13	
1314-246	C	Communications	Advertisement and Sponsorship Schemes	07.10.13	04.11.13	11.10.13	
1314-247	O	Client Services	L.A benchmarking for FOI/EIR/DPA	07.10.13	04.11.13	08.10.13	
1314-248	W	Customer Services	Local Housing Allowance/Housing Benefit Costs	07.10.13	04.11.13	10.10.13	
1314-249	I	Customer Services	List of Ltd companies & PLCs liable for NDR	08.10.13	05.11.13	10.10.13	
1314-250	O	Customer Services	Business Rates Information	08.10.13	05.11.13	10.10.13	
1314-251	N	Legal & Democratic Services	Various questions with regards to holding prayers at the start of Council Meetings	09.10.13	06.11.13	21.10.13	
1314-252	C	Legal & Democratic Services, Corporate Services & Organisational Development	Various questions on lead signatories, CRB checks and licensing	10.10.13	07.11.13	04.11.13	

South Derbyshire District Council  
Freedom of Information Requests  
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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-253	C	Customer Services	National NDR Rates	14.10.13	08.11.13	18.10.13	
1314-254	I	Customer Services	Council Tax Support	14.10.13	08.11.13	16.10.13	
1314-255	C	Finance	Disclosure of Invoice Expenditure	14.10.13	08.11.13	30.10.13	
1314-256	I	Customer Services	List of Ltd companies & PLCs liable for NDR	15.10.13	09.11.13	24.10.13	
1314-257	I	Environmental Services	Public Health Funerals	16.10.13	13.11.13	17.10.13	
1314-258	N	Customer Services	Council tax owed to the Council at March 31, 2013	17.10.13	14.11.13	24.10.13	
1314-259	N	Housing Services	Number of people on Council waiting list and number of empty properties in Derbyshire.	17.10.13	14.11.13	18.10.13	
1314-260	W	Unit Managers	Do we share information with other bodies, i.e. The Police	17.10.13	14.11.13	14.11.13 Holding email issued 22.11.13 Response sent	
1314-261	C	Derbyshire County Council	Backlog of road maintenance	17.10.13	14.11.13	21.10.13	
1314-262	C	Customer Services	Business Rate Accounts	18.10.13	15.11.13	04.11.13	
1314-263	O	Licensing Services	Temporary Event Notices requested by primary/junior schools to serve/sell alcohol	18.10.13	15.11.13	21.10.13	
1314-264	P	Derbyshire County Council	School based work experience	18.10.13	15.11.13	22.10.13	
1314-265	I	Environmental Services	Street Cleansing	18.10.13	15.11.13	23.10.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-266	C	Property Services	Office premises held on leasehold and freehold basis	22.10.13	19.11.13	11.11.13	
1314-267	C	Derbyshire County Council	Questions relating to Gritting vehicles/snow ploughs/salt & grit, etc.	22.10.13	19.11.13	23.10.13	
1314-268	TV/R	Derbyshire County Council	Number of complaints received by Trading Standards for letting agents charging prospective clients deposits, not letting them move in & refusal to refund money	24.10.13	21.11.13	24.10.13	
1314-269	C	Environmental Services	List of all Public Health Funerals in the last 4 weeks	24.10.13	21.11.13	25.10.13	
1314-270	C	Community & Planning; and Housing	Construction Projects	28.10.13	25.11.13	04.11.13	
1314-271	N	Licensing Services	Names, addresses and post codes of licensed betting premises	28.10.13	25.11.13	04.11.13 Additional info sent 08.11.13	
1314-272	I	Environmental Services	Council relationship with hospitals within Council area on matters of public health funerals	28.10.13	25.11.13	05.11.13	
1314-273	MP	Housing Services	Information required in regard to Landlords and various housing issues	29.10.13	26.11.13	08.11.13	
1314-274	C	Derbyshire County Council	Street Defects	29.10.13	26.11.13	26.11.13	
1314-275	C	Customer Services	Business Rates	30.10.13	27.11.13	06.11.13	
1314-276	I	I.T	IT hardware maintenance	30.10.13	27.11.13	25.11.13	
1314-277	I	Environmental Services	Deaths with no next of kin	30.11.13	27.11.13	05.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-278	I	Unit Managers	Costs of all cancelled projects since January 2013	30.10.13	27.11.13	25.11.13	
1314-279	C	Customer Services	Commercial properties where a completion notice has been served within past 3 years	30.10.13	27.11.13	19.11.13	
1314-280	I	Customer Services	List of Ltd Companies and PLC's, addresses and name of rate payers become liable for NDR from 15.10.13 – 31.10.13	31.10.13	28.11.13	05.11.13	
1314-281	TV/ R	Environmental Services	Information required in regard to number of dogs passed to dogs homes/ fees etc.	31.10.13	28.11.13	14.11.13	
1314-282	O	Derbyshire County Council	Information required about substance misuse services commissioned by Public Health Team in Local Authority	31.10.13	28.11.13	01.11.13	
1314-283	I	Customer Services	Information required on commercial properties	31.10.13	28.11.13	05.11.13	
1314-284	C	Housing Policy & Communications	Name, address, e-mail address of staff within Communications department who are involved in the Council's residents magazine or newspaper	31.10.13	28.11.13	01.11.13 First response. Further response 11.11.13	
1314-285	I	Derbyshire County Council	Information requested re street lighting	31.10.13	28.11.13	01.11.13	
1314-286	N	Housing	Eviction proceedings on the grounds of rent arrears	04.11.13	02.12.13	12.11.13	
1314-287	I	Organisational Development	Overpayments to staff	04.11.13	02.12.13	25.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-288	C	Environmental Services	Use of wheelie bins	05.11.13	03.12.13	06.11.13	
1314-289	N	Legal & Democratic Services	Employment of Political Assistants	06.11.13	03.12.13	25.11.13	
1314-290	P	Client Services/Derbyshire County Council	"Troubled Families" programme	6.11.13	03.12.13	06.11.13	
1314-291	N	Community Services	Amount of money hiring celebrities and associated questions in connection with this.	07.11.13	05.12.13	08.11.13	
1314-292	C	Community Services	Various questions relating to Public Space CCTV	07.11.13	05.12.13	08.11.13	
1314-293	I	Legal & Democratic Services	Information requested relating to Scrap Metal Dealer Site Licenses	07.11.13	05.12.13	08.11.13	
1314-294	I	IT Services	Various IT questions	08.11.13	06.12.13	29.11.13	
1314-295	N	Planning Services	Various questions on wind turbines	08.11.13	06.12.13	12.11.13	
1314-296	N	Organisational Development	Number of staff warnings/dismissals for use of Twitter & Facebook	08.11.13	06.12.13	12.11.13	
1314-297	I	Legal & Democratic	Standards Committee	08.11.13	06.12.13	18.11.13 Sent again on 6.12.13 – Cllr Richards not in receipt of original response.	
1314-298	C	Environmental Services	Grounds maintenance; street cleansing & Road Term Maintenance	11.11.13	09.12.13	12.11.13	
1314-299	W	I.T	Email systems in use	11.11.13	9.12.13	13.11.13	
1314-300	C	Derbyshire County Council	Look Ahead Care & Support	11.11.13	9.12.13	12.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-301	N	Derbyshire County Council	Instances of child (under 18yrs) being place in a "looked after" situation	12.11.13	9.12.13	12.11.13	
1314-302	O	Derbyshire County Council	Social Care I.T System	12.11.13	9.12.13	12.11.13	
1314-303	C	Derbyshire County Council	New Trunk Road schemes	12.11.13	9.12.13	12.11.13	
1314-304	N	Derbyshire County Council	Parking Services	13.11.13	10.12.13	13.11.13	
1314-305	I	IT Services	Structure Chart for IT Services	13.11.13	10.12.13	18.11.13	
1314-306	TV/R	Customer Services	Removal of the spare room subsidy – First Tier Tribunal decisions	13.11.13	10.12.13	14.11.13	
1314-307	I	Derbyshire County Council	Number of bus routes	14.11.13	11.12.13	14.11.13	
1314-308	C	NHS	Various questions with regards to HPV Vaccines	14.11.13	11.12.13	14.11.13	
1314-309	C	Organisational Development	Policy on staff getting to work in bad weather	14.11.13	11.12.13	18.11.13	
1314-310	C	Environmental Services	Any sites entered on Contaminated Land Register	14.11.13	11.12.13	29.11.13	
1314-311	C	Property Services	Land within your area registered as common land or village green	14.11.13	11.12.13	18.11.13	
1314-312	C	Property Services	Enforceable order to compulsory purchase or acquire property	14.11.13	11.12.13	06.12.13	
1314-313	C	Planning Services	List of locally Listed Buildings	14.11.13	11.12.13	10.12.13	
1314-314	C	Planning Services	Land included for land for public use	14.11.13	11.12.13	11.12.13	
1314-315	C	Planning Services	Land acquired for road works	14.11.13	11.12.13	18.11.13	
1314-316	I	Customer Services	Ltd companies/PLC's/rate payers liable for NDR from 1-15 Nov 2013	15.11.13	13.12.13	19.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-317	I	Community & Planning Services	Third party requests: i.e CCTV footage, to insurance companies etc under Sect.29 or 35 of the Data Protection Act.	13.11.13	11.12.13	19.11.13	
1314-318	C	Community & Planning Services and Licensing	List of Boot sales & markets	18.11.13	16.12.13	29.11.13	
1314-319	I	Community & Planning	Christmas funding	18.11.13	16.12.13	25.11.13	
1314-320	I	Housing & Environmental Services	Expenditure on utilities	18.11.13	16.12.13	10.12.13	
1314-321	I	Housing	Local authority and housing association households below bedroom standards	18.11.13	16.12.13	06.12.13	
1314-322	I	Housing	Costs to the Council due to implementing the under occupancy policy	18.11.13	16.12.13	13.12.13	
1314-323	I	Environmental Services	Name of address of company/staff who identifies/traces next of kin	18.11.13	16.12.13	25.11.13	
1314-324	I	Organisational Development	Gagging Orders	19.11.13	17.12.13	06.12.13	
1314-325	N	Planning	Change of use of buildings from office to residential	19.11.13	17.12.13	19.11.13	
1314-326	I	Organisational Development	Illegal immigrants	20.11.13	18.12.13	20.11.13	
1314-327	TV/R	Planning Services	Various questions on affordable housing	21.11.13	19.12.13	17.12.13	
1314-328	N	Derbyshire County Council	School compensation claims	21.11.13	19.12.13	22.11.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-329	C	Derbyshire County Council	Research into Direct Payments	21.11.13	19.12.13	22.11.13	
1314-330	O	IT Services	Use of Cloud Services	21.11.13	19.12.13	22.11.13	
1314-331	I	Housing Services	Various questions regarding overcrowding in Council properties	22.11.13	20.12.13	13.12.13	
1314-332	I	Planning & Community Services	Questions relating to an Oak Tree, Land at St Johns Drive, Newhall	20.11.13	18.12.13	16.12.13	
1314-333	I	Procurement	Total spend on Personal Protective Equipment	22.11.13	20.12.13	25.11.13	
1314-334	C	Planning Services	Planning applications relating to conversion of offices to residential	22.11.13	20.12.13	20.12.13	
1314-335	C	Derbyshire County Council	Serious Case Reviews for 2009-13 where either the child or mother has been killed	26.11.13	24.12.13	26.11.13	
1314-336	I	Housing & Environmental Services	EIR climate change adaptation strategy; flood risk management strategy; employment of staff as Climate Adaptation Officers	26.11.13	24.12.13	05.12.13	EIR Acknow sent 26.11.13
1314-337	C	Customer Services	Addresses & rateable value of empty commercial properties, names and addresses of owners/occupiers/VOA Property reference	26.11.13	24.12.13	27.11.13	
1314-338	MP	Organisational Development	Various questions on payroll	29.11.13	27.12.13	20.12.13	
1314-339	I	Customer Services	List of companies that have become liable for NNDR, 16-30.11.13	29.11.13	27.12.13	04.12.13	



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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-340	I	Derbyshire County Council	Number of Unaccompanied non-UK children (under the age of 18) having arrived in the UK, are currently in the care of South Derbyshire Council	02.12.13	30.12.13	02.12.13	
1314-341	C	Customer Services	Details of the 20 landlords whose tenants collectively received the largest amounts of housing benefit from your Council in 2012/13	02.12.13	30.12.13	06.12.13	
1314-342	I	Customer Services	Various questions regarding the impact of the localization and cuts to the Council Tax Benefits systems as of April 2013	02.12.13	07.01.13	11.12.14	
1314-343	MP	Customer Services	Questions regarding discretionary & hardship relief with regards to NNDR	03.12.13	31.12.13	06.12.13	
1314-344	I	Community Services	Cost of annual membership at leisure facilities in our area	04.12.13	09.01.14	09.01.14	
1314-345	I	Environmental Services	How much of public health grant allocation was spent in Apr-June 2013	04.12.13	02.01.14	05.12.13	
1314-346	I	Community Services	Various questions on leisure & sports facilities in our area	04.12.13	02.01.14	10.12.13	
1314-347	I	Environmental Services	Various questions regarding public health funerals	04.12.13	09.01.14	08.01.14	
1314-348	I	Community Services	Proposals received from residents under the Sustainable Communities Act	02.12.13	30.12.13	10.12.13	
1314-349	N	Derbyshire County Council	Number of art & antique thefts from Council Museum and Art Galleries	05.12.13	13.01.14	05.12.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-350	M	Derbyshire County Council	How many pieces of artwork sold by the Council	05.12.13	13.01.14	05.12.13	
1314-351	I	Environmental Services	Public Health Funerals since 1.9.13	05.12.13	13.01.14	06.12.13	
1314-352	C	Derbyshire County Council	Number of parking tickets issued	05.12.13	13.01.14	05.12.13	
1314-353	I	IT Services	Does SDDC use any non-relational/NoSQL database technologies	05.12.13	13.01.14	06.12.13	
1314-354	C	Environmental Services	Details of contractors in place for managing household waste	05.12.13	13.01.14	06.12.13	
1314-355	C	Environmental Services	Public Health Funerals in the last 6 weeks	06.12.13	03.01.14	10.12.13	
1314-356	I	Legal & Democratic	Recording of Meetings	09.12.13	14.01.14	23.12.13	Part exempt
1314-357	I	Property	Non residential real estate assets	10.12.13	15.01.14	06.01.14	
1314-358	W	Planning	Payments under 106 Agreements	10.12.13	15.01.14	13.02.14	14.1.14 Holding letter sent
1314-359	O	Client Services	Discretionary Housing Payment (breakdown)	10.12.13	15.01.14	14.01.14	
1314-360	O	Client Services	Discretionary Housing Payments (awards)	10.12.13	15.01.14	14.01.14	
1314-361	I	Derbyshire County Council	Newborn baby care orders	10.12.13	15.01.14	10.12.13	
1314-362	C	Customer Services	Credits held for NNDR	10.12.13	15.01.14	16.12.13	
1314-363	I	Derbyshire County Council	How many parking tickets issued outside Sharpes Pottery	11.12.13	16.01.14	12.12.13	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-364	O	Planning Services	Why was land off Willington Rd, Etwall chosen for inclusion in the Local Plan in preference to other areas of land within Etwall	11.12.13	16.01.14	08.01.14	
1314-365	I	Customer & IT Services	Request for Council Tax Collection Levels and VRA	11.12.13	16.01.14	18.12.13	
1314-366	C	IT Services	Various questions regarding IT network infrastructure	12.12.13	17.01.14	16.01.14	
1314-367	C	Planning Services	Various questions relating to payments received by the Council in relation to residential developments.	12.12.13	17.01.14	08.01.14	
1314-368	C	Customer Services	Provision of ratepayers & charges for 65 High St., Woodville 01.04.06 – 31.03.09	13.12.13	20.01.14	17.12.13	
1314-369	I	Customer Services	Ltd companies and PLC's liable/responsible for NDR 1.12.13-15.12.13	16.12.13	21.01.14	18.12.13	
1314-370	I	Client Services/ FOI Officers	Numbers and outcomes of FOI requests submitted to the Authority in a 12 month period – 2012-13	17.12.13	22.01.14	13.01.14	
1314-371	C	Finance Services	Contact/telephone/emails details of all Council suppliers, whom the Council spends over £500 per calendar year	17.12.13	22.01.14	21.01.14	
1314-372	I	Planning Services	Request to view of submitted public commentary on the SDDC Planning Portal relating to the proposed new housing development in Willington – 9/2013/0745	18.12.13	23.01.14	14.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-373	C	Planning Services	Various questions relating to payments received by the Council in relating to residential developments.	18.12.13	23.01.14	19.12.13	
1314-374	MP	Derbyshire County Council	How Government cuts to LA budgets are impacting on staffing levels for walking, cycling & road safety.	20.12.13	27.01.14	20.12.13	
1314-375	I	Derbyshire County Council	Various questions about adoption	20.12.13	27.01.14	20.12.13	
1314-376	C	Environmental Services	Public Health Funerals 1.10.13 date	20.12.13	27.01.14	03.01.14	
1314-377	I	Client Services	Discretionary Housing Payments (DHP)	23.12.13	21.01.14	22.01.14	
1314-378	I	Client Services/ FOI Officers	Numbers and outcomes of FOI requests submitted to the Authority in last 5 years – 2009/13	23.12.13	21.01.14	15.01.14	
1314-379	C	Customer Services/ Complaints	Bailiff Enforcement Policy	23.12.13	21.01.14	15.01.14	
1314-380	I	Derbyshire County Council	Information on contacts to Children's Social Services	24.12.13	22.01.14	24.12.14	
1314-381	I	Community Services	Cost of hiring celebrities for local events over the last three years	02.01.14	30.01.14	06.01.14	
1314-382	I	Customer Services	List of companies & plc's that have become liable for NNDR 16.12.13 – 31.12.13	02.01.14	30.01.14	03.01.14	
1314-383	C	Derbyshire County Council	Various questions re child abuse	02.01.14	30.01.14	02.01.14	
1314-384	I	Community Services	Cost of hiring celebrities for turning on of Christmas Lights over the last 10 years	02.01.14	30.01.14	06.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-385	I	Community Services	Paid for services of celebrities turning on Christmas lights	02.01.14	30.01.14	22.01.14	Requester did not provide information – FOI Closed 22.01.14
1314-386	C	Derbyshire County Council	Various questions re Cyber Bullying in Schools	02.01.14	30.01.14	02.01.14	
1314-387	I	Derbyshire County Council	Various questions re foster care agencies	02.01.14	30.01.14	02.01.14	
1314-388	TV/ R	IT Services	How many staff have been issued with smart phones, standard mobile phones, tablet computers and standard laptops	02.01.14	30.01.14	22.01.14	
1314-389	I	Organisational Development & Democratic Services	Salary increases for senior staff & attendance records for Councillors	02.01.	30.01.14	05.02.14	
1314-390	M	Derbyshire County Council	Number of children taken into care where high BMI/obesity issues arose	02.01.14	30.01.14	02.01.14	
1314-391	C	Derbyshire County Council	Schools within area that have a SENCO	02.01.14	30.01.14	02.01.14	
1314-392	I	Community Services	What happens to ashes from cremations handled by Council at the request of the NHS	02.01.14	30.01.14	07.01.14	
1314-393	TV/ R	Environmental Services	Various questions relating to the collection of stray dogs	02.01.14	30.01.14	14.01.14	
1314-394	TV/ R	Legal & Democratic Services	Various questions relating to hackney carriages	02.01.14	30.01.14	20.01.14	
1314-395	TV/ R	Customer Services	How many of the Authority's Councillors were late in paying/summonsed to Court with regards to payment of Council Tax	02.01.14	30.01.14	16.01.14	
1314-396	C	Customer Services	Various questions regarding NNDR	03.01.14	31.01.14	06.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-397	I	Legal & Democratic Services	Various question s regarding first voter registration forms	03.01.14	31.01.14	09.01.14	
1314-398	C	Customer Services	Council Tax & Business Rates	02.01.14	30.01.14	08.04.14	
1314-399	I	Environmental Services	Public Health Funerals	06.01.14	03.02.14	08.01.14	
1314-400	O	Derbyshire County Council	Troubled families	07.01.14	04.02.14	07.01.14	
1314-401	I	Procurement	Planned External Maintenance	06.01.14	03.02.14	07.01.14 1 <sup>st</sup> class mail	Part exempt Commercially confidential
1314-402	O	Client Services	Change of Council Tax Support Scheme 2014/15	07.01.14	04.02.14	09.01.14	
1314-403	C	Environmental Services	Abandoned Cars	07.01.14	04.02.14	16.01.14	
1314-404	I	Derbyshire County Council	Highways Department Structure	08.01.14	05.02.14	08.01.14	
1314-405	I	Customer Services	Number of households affected by the under occupancy Housing Benefit penalty	08.01.14	05.02.14	20.01.14	
1314-406	I	IT Services	Software and/or hardware the Council uses for filtering/blocking/monitoring access to the Internet for Council staff and education users	08.01.14	05.02.14	22.01.14	
1314-407	C	Derbyshire County Council	Various questions relating to fostering	09.01.14	06.02.14	09.01.14	
1314-408	C	Customer Services	List of all NDR accounts that are currently overpaid or in credit	09.01.14	06.02.14	20.01.14	
1314-409	I	Derbyshire County Council	Number of crossing guards that the authority employs	10.01.14	07.02.14	10.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-410	C	Housing Services	Various questions on right to buy scheme	10.01.14	07.02.14	06.02.14	
1314-411	N	Legal & Democratic	Premises that have surrendered alcohol licenses	13.1.14	10.02.14	28.01.14	
1314-412	N	Derbyshire County Council	Effective catchment areas of all the primary and secondary schools	13.1.14	10.02.14	13.01.14	
1314-413	N	Derbyshire County Council	How many children have been taken from their parents by Social Services	13.1.14	10.02.14	13.01.14	
1314-414	TV/R	Legal & Democratic and Accounts	How much has the Council spent in last FY on refreshments for Councillors and staff at meetings, etc.	13.1.14	10.02.14	05.03.12	
1314-415	N	Housing	No. of properties sold through the Right to buy	13.1.14	10.02.14	29.01.14	
1314-416	I	Derbyshire County Council	New high school buildings constructed within the last 10 years	13.1.14	10.02.14	13.01.14	
1314-417	C	Customer Services	Business Rate Information	14.01.14	11.02.14	16.01.14	
1314-418	P	Client Services	Tenants subject to the social sector size criteria falling into exempt because have a pre-1996 tenancy	14.01.14	11.02.14	11.02.14	i
1314-419	C	Environmental Services	List of all Public Health Funerals in the last 4 weeks	15.01.14	12.02.14	17.01.14	
1314-420	I	Client Services & Customer Services	Name of appointed bailiff/debt recovery for various services	16.01.14	13.02.14	17.01.14	
1314-421	I	IT Services	What project methodology is used for IT projects	16.01.14	13.02.14	17.01.14	
1314-422	I	Derbyshire County Council	Various information relating to School Independent Review Panel hearings	16.01.14	13.02.14	16.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-423	I	Customer Services	Request for information on bedroom tax appeals	16.01.14	13.02.14	11.02.14	
1314-424	I	Derbyshire County Council	Various questions relating to outstanding road works/road maintenance projects	17.01.14	14.02.14	17.01.14	
1314-425	C	Customer Services	List of all live business rate accounts with a 2010 list rateable value greater than or equal to £25,000	17.01.14	14.02.14	11.02.14	
1314-426	I	Housing & Environmental Services	Waste Collection Contract Details	17.01.14	14.02.14	20.01.14	
1314-427	W	Housing	People on Council Housing related queries	20.01.14	17.02.14	17.02.14 (Part response.	17.2.14 – 'part' response issued, with request for clarification to some questions.
1314-428	C	Organisational Development/Chief Exec	Chief Executives from 1980	20.01.14	17.02.14	18.02.14	
1314-429	N	Derbyshire County Council	Education – parental fines for taking children out of school	20.01.14	17.02.14	20.01.14	
1314-430	I	Community & Planning Services	Spend on Police Community Support Officers	20.01.14	17.02.14	22.01.14	
1314-431	C	Finance & Corporate Services	All companies required to provide a performance bond in favour of the Council – 2012/13	20.01.14	17.02.14	22.01.14	
1314-432	C	Derbyshire County Council	Electric car charging points	20.01.14	17.02.14	20.01.14	
1314-433	C	Derbyshire County Council	UASCs in LA care	20.01.14	17.02.14	20.01.14	
1314-434	I	Customer Services	List of Business addresses	20.01.14	17.02.14	29.01.14	



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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-435	I	Organisational Development/I.T	No. of people employed across the organization/multifunctional devices	21.0.1.14	18.02.14	10.02.14	
1314-436	I	Environmental Services	Street cleansing	21.01.14	18.02.14	24.01.14	
1314-437	I	Finance	Zurich Municipal insurance queries	21.01.14	18.02.14	14.02.14	
1314-438	P	Customer Services	Council Tax related queries	22.01.14	19.02.14	11.02.14	
1314-439	C	Customer Services	Unpresented Business Rates Refund cheques meeting numerous criteria	22.01.14	19.02.14	29.01.14	
1314-440	I	Licensing	Scrap Metal Dealer Act	22.01.14	19.02.14	03.02.14	
1314-441	N	Derbyshire County Council	Schools exempt from daily act of collective worship	22.01.14	19.02.14	22.01.14	
1314-442	I	Derbyshire County Council	Information on child abuse	22.01.14	19.02.14	23.01.14	
1314-443	I	Derbyshire County Council	Number of parking bays designated for motorcycle use only	22.01.14	19.02.14	23.01.14	
1314-444	TV/R	Customer Services	Tenants who are entitled to have rent calculated under the Consequential Provisions Regulations, but Housing Benefit reduced under the Removal of Spare Room Subsidy	22.01.14	19.02.14	11.02.14 Part response	11.2.14 - Part response only forwarded as in process of establishing this info.
1314-445	I	Legal & Democratic Services	Copies of Interception of Communications Commissioner's inspection reports for 2011 & 2012 for our Authority	22.01.14	19.02.14	18.02.14	
1314-446	I	Derbyshire County Council	Number of school buildings in need of replacement	22.01.14	19.02.14	23.01.14	
1314-447	I	Derbyshire County Council	Number of potholes recorded	23.01.14	20.02.14	24.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-448	I	Community Services	Various questions relating to felling of trees & disposal of timber	23.01.14	20.02.14	11.02.14	
1314-449	I	Organisational Development & Derbyshire County Council	Various questions relating to Council drivers penalty points	23.01.14	20.02.14	28.01.14	
1314-450	TV/R	Legal & Democratic Services	Various questions regarding postal votes	23.01.14	20.02.14	13.02.14	
1314-451	C	Customer Services	Business Rates query with regards to Morrison's	24.01.14	21.02.14	29.01.14	
1314-452	I	Derbyshire County Council	Crisis Loan Payments	24.01.14	21.02.14	24.01.14	
1314-453	C	Licensing	Badge/licence renewal/centralised log of taxi licensing enforcement activity, etc.	27.01.14	24.02.14	03.02.14	
1314-454	C	Derbyshire County Council	Children from EU countries taking into care/adopted/ child protection budget	27.01.14	24.02.14	27.01.14	
1314-455	I	Environmental Services	Policy on dealing with dead pets found by workers	27.01.14	24.02.14	28.01.14	
1314-456	I	Customer Services	Debt owed to the Council that is written off/Business Rate Debt since 2008	27.01.14	24.02.14	13.02.14	
1314-457	I	Derbyshire County Council	School Bus related queries	27.01.14	24.02.14	27.01.14	
1314-458	N	Financial Services	Claims against the council for alleged injuries trips, falls, potholes etc. from 2009, damages paid out, Also false claims , prosecutions, etc.	27.01.14	24.02.14	18.02.14	
1314-459	O	Licensing	Pet shop licenses	27.01.14	24.02.14	03.02.14	
1314-460	N	Derbyshire County Council	Number of adoptions and adoption breakdowns	28.01.14	25.02.14	29.01.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-461	TV/R	Housing Services	Tenants in rented accommodation, tenants affected by changes to housing benefit, etc.	28.01.14	25.02.14	18.02.14	
1314-462	C	Environmental Services	Funerals – no next of kin	28.01.14	25.02.14	29.01.14	
1314-463	O	Customer Services	Council Tax Collection	28.01.14	25.02.14	11.02.14	
1314-464	C	Customer Services	Business Rates	29.01.14	26.02.14	12.02.14	
1314-465	C	Derbyshire County Council	Fixed penalty notices	29.01.14	26.02.14	29.01.14	
1314-466	I	IT Services	Do we use Civica or Northgate Software?	27.01.14 Sent to junk mail account?	24.02.14	03.02.14	
1314-467	I	Client Services	Numerous questions on “Community Right to Challenge”	30.01.14	27.02.14	30.01.14	
1314-468	I	Community Services & Organisational Development	Various questions relating to Defibrillators/AED's	30.01.14	27.02.14	18.02.14	
1314-469	N	Property Services	How many buildings the Council owns that are presently disused/empty, plus years 2011 – 2013	30.01.14	27.02.14	30.01.14	
1314-470	I	Derbyshire County Council	Various questions on schools clusters	30.01.14	27.02.14	31.01.14	
1314-471	I	Customer Services	List of PLC or Ltd companies responsible for business rates 16.01.14 – 31.01.14	31.01.14	28.02.14	25.02.14	
1314-472	I	Derbyshire County Council	Amount spent on subsidising local bus services	31.01.14	28.02.14	31.01.14	
1314-473	I	Customer Services	Are serving soldiers exempt from CTax payments when serving in war	31.01.14	28.02.14	12.02.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-474	I	IT Services	Various questions with regards to mobile phones	31.01.14	28.02.14	25.02.14	
1314-475	TV/R	Housing	Households with children 0-16 who are homeless, etc.	31.01.14	28.02.14	21.03.14	
1314-476	C	Customer Services	Vacant Commercial Warehouse info	03.02.14	03.03.14	12.02.14	
1314-477	I	Derbyshire County Council	Inspection of roads in Melbourne area	03.02.14	03.03.14	04.02.14	
1314-478	I	I.T	Printer contract and supplier of toner	03.02.14	03.03.14	24.02.14	
1314-479	I	Environmental Services	Burial of fetal/still birth remains	04.02.14	04.03.14	05.02.14	
1314-480	N	Finance	Total costs charged by General Fund to the Housing Revenue Account, Public Works Loans Board, interest rates to HRA etc.	04.02.14	04.03.14	14.02.14	
1314-481	I	Customer Services	Various questions on bedroom tax	05.02.14	05.03.14	28.03.14	
1314-482	I	Derbyshire County Council	Winter maintenance, roads & gritting	06.02.14	06.03.14	06.02.14	
1314-483	O	Environmental & Housing Services	Various questions regarding Energy Companies Obligation (ECO)	06.02.14	06.03.14	03.03.14	
1314-484	MP	Finance	Various questions on funding for archives, arts development, heritage, museums & galleries, theatres & public entertainment & library services	06.02.14	06.03.14	28.02.14	
1314-485	I	Property Services & K Stackhouse	Details of office accommodation for trade union business	06.02.14	06.03.14	10.02.14	
1314-486	I	Customer Services	Council Tax Support Proposals	07.02.14	07.03.14	11.02.14	
1314-487	I	Customer Services/ Client Services	Datasets	07.02.14	07.03.14	28.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-488	TV/ R	Derbyshire County Council	Micro-chipping of children in care	10.02.14	10.03.14	10.02.14	
1314-489	C	I.T	PSN CoCo compliance/BYOD solution	10.02.14	10.03.14	25.02.14	
1314-490	I	Derbyshire County Council	Micro-chipping of children in care	10.02.14	10.03.14	10.02.14	
1314-491	I	Environmental Services	Public or welfare funerals	10.02.14	10.03.14	13.02.14	
1314-492	I	Derbyshire County Council	Social Services information	10.02.14	10.03.14	11.02.14	
1314-493	I	Derbyshire County Council	Social Workers	11.02.14	11.03.14	11.02.14	
1314-494	N	Environmental & Finance Services	Various questions on how much money has been paid out following damage by bin lorries	12.02.14	12.03.14	18.02.14	
1314-495	C	Derbyshire County Council	Various questions on parking charges	12.02.14	12.03.14	13.02.14	
1314-496	C	Derbyshire County Council	Various questions on Education funding for Special Educational Needs (SEN)	12.02.14	12.03.14	13.02.14	
1314-497	I	Customer Services, Housing & Client Services	Various questions on bedroom tax	12.02.14	12.03.14	12.03.14	<i>t</i>
1314-498	I	Environmental Services	Public or welfare funerals	13.02.14	13.03.14	14.02.14	
1314-499	I	Customer Services	List of PLC or Ltd companies responsible for business rates 01.02.14 – 15.02.14	14.02.14	14.03.14	18.02.14	
1314-500	I	Finance	List of vehicles purchased, parts, maintenance, hire of vehicles & tracking devices	14.02.14	14.03.14	26.02.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-501	I	Organisational Development	Living Wage	14.02.14	14.03.14	07.03.14	
1314-502	C	Derbyshire County Council	Support placements for young people 16-19 etc.	17.02.14	17.03.14	17.02.14	
1314-503	M	Environmental Services	Recycling	17.02.14	17.03.14	18.02.14	
1314-504	I	Derbyshire County Council	Hartshorne Road safety inspections	17.02.14	17.03.14	17.02.14	
1314-505	C	Planning Services	Planning Information	17.02.14	17.03.14	25.03.16	
1314-506	I	Finance	Insurance Services	17.02.14	17.03.14	07.03.14	
1314-507	I	Environmental Services	Burials, Newhall, Church Gresley, Findern, Etwall, Marston on Dove & Aston on Trent Cemeteries	17.02.14	17.03.14	18.02.14  28.02.14 Additional info sent to requester	
1314-508	I	Customer Services	Councillors' unpaid Council Tax	17.02.14	17.03.14	25.02.14	
1314-509	N	Customer Services	Bedroom Tax	17.02.14	17.03.14	04.03.14	
1314-510	I	Environmental Services	Trading Standards Food Samples	19.02.14	19.03.14	25.02.14	
1314-511	C	National Health Service	Numerous questions health care	18.02.14	18.03.14	18.02.14	
1314-512	I	Environmental Services	Public health/national assistance burial/welfare funerals	19.02.14	19.03.14	12.03.14	
1314-513	I	Property Services	Compulsory Purchase Orders on Council owned land	19.02.14	19.03.14	25.02.14	
1314-514	I	Housing Services	Council owned housing stock not geographically within the Council's boundaries	19.02.14	19.03.14	03.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-515	I	Northgate Public Services	Spend on purchase of paper products & rent/leasing of fax and photocopier machines 2011-2013	20.02.14	20.03.14	14.03.14	
1314-516	I	Derbyshire County Council	Motorist Compensation	20.02.14	20.03.14	20.02.14	
1314-517	N	I.T	Council's use of G-Cloud	20.02.14	20.03.14	11.03.14	
1314-518	TV/R	I.T	Numerous questions on PCs	21.02.14	21.03.14	11.03.14	
1314-519	P	Derbyshire County Council	Spending on school improvement services	21.02.14	21.03.14	21.02.14	
1314-520	C	Licensing Services	Taxi Public & Private Hire Operators	21.02.14	21.03.14	13.03.14	
1314-521	C	Planning Services	Planning Permission Applications	21.02.14	21.03.14	11.04.14	
1314-522	C	Housing	Right to Buy	21.02.14	21.03.14	14.03.14	
1314-523	C	Environmental Services	Breeding Licences for dogs and pet shops	24.02.14	24.03.14	13.03.14	
1314-524	o	Derbyshire County Council & Community Services (Q.4 only)	Domestic Violence/Community/Street Lighting/Leisure and Culture Services	24.02.14	24.03.14	07.03.14	
1314-525	I	Environmental Services	Anyone who has died with no known next of kin from 01.12.13-present	25.02.14	25.03.14	28.02.14	
1314-526	I	Derbyshire County Council	Blocking of websites accessed from education establishments, etc.	25.02.14	25.03.14	25.02.14	
1314-527	I	Housing Services	Government Home Swap Direct Scheme	25.02.14	25.03.14	19.03.14	
1314-528	C	Customer Services	Commercial Properties where completion notice has been served since 01.01.10	25.02.14	25.03.14	10.03.14	
1314-529	N	Housing Services	Various questions on Housing Allocation Scheme	26.02.14	26.03.14	27.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-530	I	Property Services	Various questions relating to Barrow on Trent Parish Council renting the Community Park from SDDC	26.02.14	26.03.14	14.03.14	
1314-531	I	Client Services	Various questions relating to spare room subsidy	26.02.14	26.03.14	27.02.14	
1314-532	I	Planning Services	Various questions on the Local Plan	26.02.14	26.03.14	25.03.14	
1314-533	I	Derbyshire County Council	Unpaid car park fines	27.02.14	27.03.14	27.02.14	
1314-534	I	Community Services	Various questions on swimming pools in our area	27.02.14	27.03.14	26.03.14	
1314-535	TV/R	Housing, Customer & Client Services	Various questions regarding Council owned properties, housing benefit & DHP	27.02.14	27.03.14	25.03.14	
1314-536	I	Environmental Health	Number of Public Health Funerals carried out by Council from 2009 to 2013	27.02.14	27.03.14	28.02.14	
1314-537	I	Derbyshire County Council	Number of second hand tyre dealers visited by Trading Standards	27.02.14	27.03.14	28.02.14	
1314-538	C	Housing/Customer Services/Communications/IT/Client Services	Collection trends & billing mechanisms	28.02.14	28.03.14	09.04.14	
1314-539	I	Customer Services	List of Ltd companies & plcs that have become responsible for NDR between 16 Feb – 28 Feb 2014	28.02.14	28.03.14	10.03.14	
1314-540	I	Derbyshire County Council	Local bus services	28.02.14	28.03.14	03.03.14	
1341-541	I	Environmental Services	Cigarette Fines	28.02.14	28.03.14	04.03.14	



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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-542	I	Customer Services	Business Rates Accounts	03.03.14	31.03.14	26.03.14	
1314-543	I	Community & Planning Services	50 Energy Efficient Homes	03.03.14	31.03.14	04.03.14	
1314-544	I	Community & Planning Services	Maintenance of parks	03.03.14	31.03.14	Being dealt with verbally  E mail sent 03.04.14 direct by Steve Shepperd	Steve Shepperd has spoken to requester – this is for a school project. He is helping Ms Allsopp by supplying some info for her.
1314-545	I	Planning Services	South St., Woodville bordering Taylor Wimpey development	03.03.14	31.03.14	25.03.14	
1314-546	I	Housing Services	Mandatory Disabled Facilities Grants	03.03.14	31.03.14	21.03.14	
1314-547	I	Customer Services	Commercial properties with a Rateable Value of over £20k who have not appealed for reduction of business rates	03.03.14	31.03.14	12.03.14	
1314-548	TV/R	Housing Services	Relocation of households outside Derbyshire	04.03.14	01.04.14	27.03.14	
1314-549	I	IT Services	Distribution of laptops to staff	04.03.14	01.04.14	25.03.14	
1314-550	I	Finance Services	Copies of Statements of Accounts from 2000 to 2013	05.03.14	02.04.14	14.03.14	
1314-551	I	Housing Services	List of subcontractors	06.03.14	03.04.14	06.03.14	
1314-552	I	Housing Services	Homelessness data	06.03.14	03.04.14	21.03.14	
1314-553	I	Housing & Customer Services	Empty Homes Questions	06.03.14	03.04.14	13.03.14	
1314-554	I	Customer Services	All Ltd companies with liability orders made against them for non payment of NNDR	07.03.14	04.04.13	17.03.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-555	N	Property Services/F McArdle/M Roylance	MIPIM Real Estate Trade Show Council Expenses	10.03.14	07.04.14	13.03.14	
1314-556	N	Derbyshire County Council	"Over-vent" from parking meters 2010/11-12-13 FY's	10.03.14	07.04.14	11.03.14	
1314-557	I	I.T	Telephone Maintenance	11.03.14	08.04.14	26.03.14	
1314-558	I	Housing Services	Homelessness	07.03.14	04.04.13	28.03.14	
1314-559	I	Housing, Economic Dev., & Property Services	Amount spent on securing vacant housing/commercial properties & companies used	11.03.14	08.04.14	24.03.14	
1314-560	C	IT Services	Various IT questions	11.03.14	08.04.14	26.03.14	
1314-561	I	Environmental Services	Various questions on Public Health Funerals	11.03.14	08.04.14	13.03.14	
1314-562	C	Customer Services	Various questions on Business Rate accounts	12.03.14	09.04.14	13.03.14	
1314-563	I	Derbyshire County Council	Information on "Troubled Families"	12.03.14	09.04.14	12.03.14	
1314-564	I	Housing Services	How many households affected by the housing benefit under occupancy charge	12.03.14	09.04.14	28.03.14	
1314-565	O	Client Services	Various questions on Discretionary Housing Payments	12.03.14	09.04.14	14.03.14	
1314-566	O	Housing Services	Social Size Criteria	12.03.14	09.04.14	03.04.14	
1314-567	O	Housing Services	Tenancy changes	12.03.14	09.04.14	08.04.14	
1314-568	I	Housing Services	Various questions regarding houses in multiple occupation	14.03.14	11.04.14	03.04.14	
1314-569	C	Customer Services	Credits on Council Tax accounts where liability has ceased	14.03.14	11.04.14	03.04.14	
1314-570	C	Environmental Services	Automatic Doors within the Council	14.03.14	11.04.14	08.04.14	

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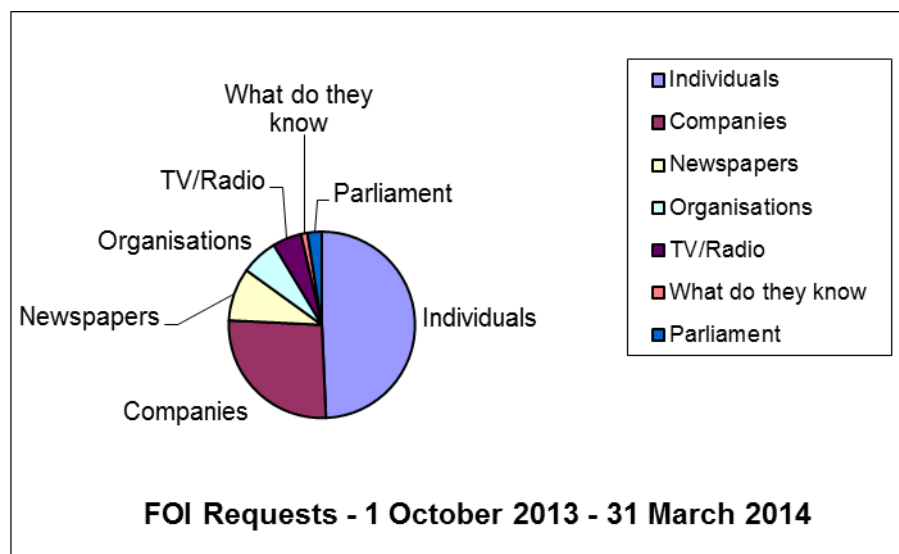
Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-571	I	Housing Services	DFG 2013/14 Funding	17.03.14	14.04.14	04.04.14	
1314-572	O	Community Services	Commercial Fitness	17.03.14	14.04.14	19.03.14	
1314-573	O	Derbyshire County Council	Anti-Slavery International	17.03.14	14.04.14	17.03.14	
1314-574	I	IT Services	LAN Maintenance	18.03.14	15.04.14	26.03.14	
1314-575	C	Planning Services	Enforcement of Approved Document P of the Building Regulations	19.03.14	16.04.14	11.04.14	
1314-576	C	Organisational Development & Housing Services	Various payroll questions	19.03.14	16.04.14	25.03.14	
1314-577	I	Housing & Property Services	How many vacant properties – Housing & Commercial	19.03.14	16.04.14	28.03.14	
1314-578	I	Housing Services	Various questions on housing in multiple occupations for the previous 5 years.	21.03.14	22.04.14	03.04.14	
1314-579	I	Customer Services	List of all current NNDR companies in our area	21.03.14	22.04.14	03.04.14	
1314-580	I	Derbyshire County Council	Funding of Public Health Services (LES's)	21.03.14	22.04.14	21.03.14	
1314-581	C	Community/Environmental/	The Great British Public Toilet Map	24.03.14	23.04.14	22.04.14	
1314-582	C	Environmental Services	Public Health Funerals 01.07.13-present	24.03.14	23.04.14	24.03.14	
1314-583	C	Environmental Services	Public Health Funerals in the 4 weeks	24.03.14	23.04.14	26.03.14	
1314-584	I	Environmental Services	Genealogical company, probate specialist or genealogy firms	24.03.14	23.04.13	25.03.14	
1314-585	I	Customer Services	Ltd companies or PLCs liable for business rates 1.3.14-24.3.14	25.3.14	24.04.14	03.04.14	

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Ref:		Dept	Details	Received	Reply Due	Reply Sent	Exemption
1314-586	I	Environmental Services	Public or welfare funerals and/or persons who have died with no next of kin	25.3.14	24.04.13	25.03.14	
1314-587	I	IT Services	Various questions on ICT documents	25.03.14	24.04.14	17.04.14	
1314-588	I	Finance Services	Insurance questions	26.03.14	25.04.14	16.04.14	
1314-589	C	Environmental Services	Public Health Funerals within the last 8 weeks	26.03.14	25.04.14	27.03.14	
1314-590	N	Derbyshire County Council	How many children taken into care in 2014 over fears they are being radicalised by their parent/carer	27.03.14	28.04.14	27.03.14	
1314-591	N	Derbyshire County Council	How many cases of children being smacked	27.03.14	28.04.14	27.03.14	
1314-592	O	IT Services & Communications	Total ICT budget, annual cost of contracts for hosting & maintenance of website & hits on website	27.03.14	28.04.14	16.04.14	
1314-593	C	Customer Services	Datasets/Business Rates	31.03.14	30.04.14	08.04.13	
1314-594	I	Customer Services	Council Tax Collection Rates	31.03.14	30.04.14	29.04.14	
1314-595	I	Organisational Development	Social Media Policy Guidelines	31.03.14	30.04.14	29.04.14	

**Breakdown of Freedom of Information requests for first 6 months of 2013/14**

Individuals	177	359	49%
Companies	95	359	26%
Newspapers	33	359	9%
Organisations	23	359	6%
TV/Radio	18	359	5%
What do they know	4	359	1%
Parliament	9	359	3%
	359	359	100%



Individuals = Those sent to individual e-mail address, although probably sent on behalf of a company

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

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

<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 15</b>
<b>DATE OF MEETING:</b>	<b>19th JUNE 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> u/ks/corporate and service planning/service plan 201415/service plan report 2014
<b>SUBJECT:</b>	<b>FINANCE &amp; CORPORATE SERVICES - SERVICE PLAN 2014/15</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 02</b>

## **1.0 Recommendations**

- 1.1 That the Service Plan for Finance & Corporate Services be approved as basis for service delivery for the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.

## **2.0 Purpose of Report**

- 2.1 To outline the services and propose a work plan for 2014/15 which is aligned to the Corporate Plan.

## **3.0 Detail**

### Introduction

- 3.1 Service Plans are a key part of the Council's performance management framework, acting as an important link between high-level plans and strategies, such as the Corporate Plan and Sustainable Community Strategy, and personal performance objectives established through the Employee Review and Development Scheme.

### Form and Content

- 3.2 The form and content of Service Plans has been reviewed and minor changes have been made for this year's plan. This year's plan been updated to reflect revised targets in the Corporate Plan as they affect the Value for Money Theme.
- 3.3 The Plan contains sections on:
- Overview of the Service – workforce and financial information
  - Service performance – key achievements 2013/14, strengths and areas for improvement 2014/15
  - Key national, regional and local strategies
  - Partnerships

- Consultation & communication – What consultation and communication exercises are planned for 2014/15, and how these will be used to shape the delivery of services
- Service Review / Transformation Programme, including the efficiencies through business improvement, partnerships and procurement
- Managing risks
- Detailed work programmes and associated monitoring arrangements

3.4 The Service Plans reflect the current priority themes and outcomes within the Corporate Plan 2009/14 and Sustainable Community Strategy 2009/29. The main priorities for 2014/15 continue to be:

- A sustainable Medium Term Financial Position
- Disposal of surplus assets to generate resources for investment
- Maximising News Homes Bonus and Retained Business Rates through Growth
- Realising General Fund budget savings
- Good Corporate Governance
- Improving customer satisfaction

3.5 The Service Plan covers a one-year period and will be reviewed at the end of March 2015. Progress will be reported to the Committee on a quarterly basis.

#### **4.0 Financial Implications**

4.1 None.

#### **5.0 Corporate Implications**

5.1 Identified in the Service Plan, especially the role the functions perform in supporting other Council services and the corporate operations of the Council. Risk, training requirements and partnership working are separately identified.

5.2 Any other HR, Equalities, Health/Safety and Safeguarding issues would be identified in the Plan, there is nothing specific.

#### **6.0 Community Implications**

6.1 Identified in the Plan, especially the consultation undertaken as part of the financial planning framework.

#### **7.0 Background Papers**

None



**South  
Derbyshire**  
District Council

# South Derbyshire District Council

**'Making South  
Derbyshire a better place  
to live, work and visit'**

## **FINANCE and CORPORATE SERVICES**

# Service Plan 2014-2015





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## 1.0 Introduction

This Service Plan brings together our priorities in relation to the Council’s Corporate Plan for 2014/15. Our key priority outcomes in the Corporate Plan are:

- **To ensure that the Council remains financially resilient by maintaining a sustainable financial base.**
- **To lead the Council’s on-going efficiency programme to achieve budget savings whilst maintaining and improving service provision.**
- **To provide strong corporate governance, in particular to financial services, across the Council.**
- **To improve the experience of customers and other stakeholders who contact the Council.**

### **The Finance and Corporate Services Division will:**

- positively contribute towards Council policies and procedures in the delivery of services
- deliver continuous improvements in the performance of the Council
- ensure compliance with relevant legislation
- have a ‘customer focus’ in what we do
- ensure a widespread understanding of the Council’s core values, key aims, priorities and relevant performance measures, and encourage participation in their development
- ensure that data quality principles are applied in order to conduct its business effectively
- Support the Council’s Equality and Fairness Programme
- Encourage a positive health and safety culture

**Kevin Stackhouse – Director of Finance and Corporate Services**

## **2.0 Background**

### **2.1 Overview of the Service**

Following a Council restructure which was implemented on 1<sup>st</sup> May 2013, a new Finance and Corporate Services Department was established. This was very much based on the previous Corporate Services Directorate with the main change being the transfer of the Legal and Democratic Services functions to the Chief Executive’s Department.

The Department 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 Department 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.

### **Corporate Services Strategic Partnership (CSSP)**

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

- Organisational Development, including HR, Policy and Communications
- Payroll
- 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.

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.

### **Main function of the Department**

The Department effectively plays a key role and lead on the Council’s strategic objective of Value for Money.

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.

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 Department 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.

The Unit contributes to the priority outcome of “financial resilience” by maximising income due to the Council by:

- Improving collection of Council Tax and Business Rates
- Reducing empty properties to maximise New Homes Bonus allocations from Central Government
- Minimising losses in Housing Benefit Subsidy through accurate processing of benefit claims.

In addition, the Unit has a key role in improving the experience of people who contact the Council through Customer Services, together with securing improvements in the time taken for processing benefit applications.

### **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.

DP and FOI are considered to be important factors in public authorities demonstrating openness and transparency. This is highlighted in the Council’s Local Code of Corporate Governance.

### **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 approximately £100,000 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.

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 which generates 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 split into:

- **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** - The Council's Payroll Service, currently provided by an external company, is currently being transferred back into the Council and will be managed by Financial Services.

2.2 Workforce Information

The number of full time equivalent (FTE) staff in each Unit is currently as follows:

Unit	Headcount	FTE
Client Services and Fraud	5	4.5
Secretarial Support	3	2.0
Land Charges	2	1.5
Property Services	4	4.0
Financial Services	9	9.0
<b>TOTAL</b>	<b>22</b>	<b>21.0</b>

During 2013/14, actual staff turnover was very low, with one replacement and a voluntary redundancy following a review and restructure of the Land Charges Unit.

Sickness absence was higher during 2013/14 compared to previous years where it has been relatively low; this included 3 instances of long term sickness absence. The days lost per employee were 10 compared to the Council average of 12.

Analysis of Staff Turnover	New Starters 2013/14	Leavers 2013/14	Sickness 2013/14 ( FTE days lost)
Finance and Corporate Services	1	2	10

**Workforce priorities for 2014/15**

Following the restructure of Land Charges, some training and sharing of knowledge will need to take place to ensure service resilience. Apart from that, all staff will undertake any specific training relevant to their job, including some mandatory training internally, to cover health and safety, recruitment and absent management.

## South Derbyshire District Council – Finance and Corporate Services’ Plan 2014-2015

### 2.3 Financial Information

A summary of the costs of the services is shown in the following tables.

	Budget 2013/14 £	Actual 2013/14 £	Budget 2014/15 £
<b>Corporate Services</b>			
Expenditure ( <i>note 1 below</i> )	2,996,827	3,172,974	2,999,429
Benefits Administration Grant	-419,575	-419,575	-369,226
<b>Net Cost</b>	<b>2,577,252</b>	<b>2,753,399</b>	<b>2,630,203</b>

<b>Other Services - Expenditure</b>			
Property Services	183,645	177,491	181,965
Internal Audit	150,000	150,000	150,000
Financial Services	402,699	408,516	393,811
<b>Net Cost</b>	<b>736,344</b>	<b>736,007</b>	<b>725,776</b>

<b>Land Charges</b>			
Expenditure ( <i>note 2 below</i> )	103,721	145,606	102,955
Less - Fee Income	-88,000	-121,288	-100,000
<b>Net Cost</b>	<b>15,721</b>	<b>24,318</b>	<b>2,955</b>

**Note 1** – the increase in expenditure on Corporate Services in 2013/14 was mainly due to the cost of computer system changes required to implement the Local Council Tax Support Scheme and Welfare Reform. The additional cost of £160,000 was financed from Government Grant.

**Note 2** – the increase in Land Charges expenditure in 2013/14 was due to voluntary redundancy costs associated with a service restructure.

### **Capital Investment**

Property Services are responsible for managing the Planned Maintenance Capital Budget for Public Buildings. A total of approximately £75,000 remains as a contingency for emergency repairs together with improvements for certain community facilities as identified in the Council’s Asset Management Plan.

### 2.4 Summary of Assets Held

The Department is responsible for managing the following assets.

Asset	Number	Estimated Value
<b>Investment Properties</b>		
Commercial Units	28	£2.00m
Industrial Units (on 2 sites)	41	£0.58m
Factory	1	£1.50m



### **3.0 Service Performance**

#### **3.1 Key Achievements 2013/14**

##### **Housing Benefit Subsidy**

The amount of audited losses in final claims was reduced from £170,000 in 2010/11 to £3,000 in 2011/12.

##### **Detection of Fraud**

During 2013/14, 338 cases of potential fraud and corruption were referred, of which 270 led to an official investigation. Of these investigations, 221 were completed.

Of the 221 completions, 12 led to cautions, 18 led to prosecutions and 89 were identified as overpayments. In total, the value of these cases was approximately £1/4m.

##### **Generating Efficiencies**

The Department co-ordinates the generation of cost savings across the Council through service and budget reviews, together with procurement. Savings achieved across the Council in 2013/14 amounted to £430,000, including £73,000 achieved in the Corporate Services Department.

##### **Medium Term Financial Plan (MTFP)**

The Department continued to play a key part to ensure a balanced budget was set and that financial planning takes place over the medium term. This helped to ensure that the Council continued to be financially resilient, as judged by the Council’s External Auditors.

##### **Maximising Grant Income**

Working alongside other Council Departments, to identify empty properties and bring them into use, generated additional New Homes Bonus for 2014/15 of £80,000.

##### **Statutory Statement of Accounts**

The Council’s accounts were produced in a timely manner and following audit, were published with no material changes. Processes and working papers were of a high standard as reported by the External Auditor in September 2013.

##### **Asset Management**

Property Services continued to advance and support major regeneration projects by making better use of surplus assets. During 2013/14, the redevelopment of a major site was approved; this includes the relocation of the Council’s work depot into a more modern facility at no (capital) cost to the Council.

In addition, 2 projects were approved to redevelop recreational land and improve leisure facilities in targeted wards of the District.

### 3.2 Challenges and Areas for Improvement

A key aim of the Department will be to ensure that the Council remains financially resilient and adheres to financial reporting standards.

In addition, the Department will continue to support key economic development and housing projects in order to secure resources through growth, together with making the best use of Council assets.

The impact of the Single Fraud Investigation Service for local government is currently being considered; whilst this may mean a change in workload for the Fraud Unit, it will also allow opportunities for more resources to be focused on corporate fraud.

The Government’s Welfare Reform programme is expected to increase during 2014/15 as the introduction of Universal Credit is expanded. The impact on Council resources for benefits administration in particular, will need to be addressed when further details are known.

Detailed proposals to centralise the Land Charges function under the Land Registry Agency have recently been released. The Council will be consulted on these proposals during 2014/15 and will need to address any implications arising.

### 3.3 Corporate Action Plan

The Action Plan details the Department’s key actions for the year. Actions are broken down into financial quarter period, in order to monitor and manage performance.

The actions are those that directly contribute to priorities identified in the Corporate Plan; they are monitored in accordance with a set of performance measures that are formed both from a National Indicator Set and locally agreed indicators.

The Department’s key performance measures against Corporate Plan priorities are detailed in **Appendix B (Section 1)**. This includes the key projects that will help deliver these priorities. Further details about each indicator and how they are compiled and monitored is shown in **Appendix B (Section 2)**.

### 3.4 Operational Action Plan

A key part of service delivery for the Department is the performance of NPS. The partnership with NPS is monitored through a series of Key Performance Indicators. Progress against key projects and targets is reported to the monthly Operational Board with reports to the Council’s Finance and Management Committee.

In addition, the performance of the Council’s property (rate of return on investment properties, energy efficiency and maintenance liability, etc) is monitored and reported in the Asset Management Plan.

The Audit Partnership is subject to a separate set of performance indicators which are monitored by the Council’s Audit Sub Committee. These are designed to measure performance against the approved Audit Plan to deliver the necessary assurance for internal control purposes.

## Local Performance Indicators

Besides the key performance measures identified for the Corporate Plan, the Department also uses several operational indicators. In particular, these relate to the efficiency of Financial Services with requirements to produce financial information in a timely manner to satisfy both statutory and internal reporting requirements.

## 4.0 Partnerships

Further details of the NPS and CMAP Partnerships are detailed in **Appendix C**. This includes reference to how they fit into the Council’s priorities and how they are governed, etc. This is in accordance with the Council’s Corporate Partnership Policy.

## 5.0 Consultation & Communication

On behalf of the Council, the Department leads on 2 annual pieces of consultation and communication, i.e. on the main Corporate Plan priorities and Budget proposals.

In addition, internal consultation is regularly undertaken on functions, with separate surveys undertaken on the IT service. Details are provided in **Appendix D**.

Customer satisfaction for people contacting the Council is measured on an on-going basis through a monthly performance indicator (VM 06) as detailed in **Appendix B**.

### **Partnership Information Group**

This is an internal working group consisting of officers of retained council services and NPS. It is a forum to discuss proposed changes in working practices and to gauge feedback on the day to day service delivery of NPS as it affects Council services.

### **Provision of information**

A function of the Department is to provide and report information to demonstrate how the Council’s resources are used. The main publications are:

#### ***Medium-Term Financial Plan***

[http://www.south-derbys.gov.uk/council\\_and\\_democracy/council\\_budgets\\_spending/budget\\_and\\_financial\\_strategy/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/council_budgets_spending/budget_and_financial_strategy/default.asp)

#### ***Annual Accounts and Financial Statements***

[http://www.south-derbys.gov.uk/Images/SDDC%20Accounts%20Published\\_tcm21-232388.pdf](http://www.south-derbys.gov.uk/Images/SDDC%20Accounts%20Published_tcm21-232388.pdf)

#### ***Monthly report of spending over £250***

[http://www.south-derbys.gov.uk/our\\_website/open\\_data/spend\\_over\\_500/default.asp](http://www.south-derbys.gov.uk/our_website/open_data/spend_over_500/default.asp)

#### ***Asset Management Plan***

[http://www.south-derbys.gov.uk/Images/ASSET%20MANAGEMENT%20PLAN%202010-15%20draft\\_tcm21-159074.pdf](http://www.south-derbys.gov.uk/Images/ASSET%20MANAGEMENT%20PLAN%202010-15%20draft_tcm21-159074.pdf)

## **6.0 Service Review/Transformation Programme**

All units within the Department have been subject to a service review since 2010/11. This has led to significant transformation and the creation of new service delivery frameworks through the Strategic Partnership with NPS, together with the implementation of the Audit Partnership.

In addition, the new Council structure implemented in May 2013, brought about changes in the Client Services and Secretarial Support Units

In February 2014, a revised structure was implemented in the Land Charges Unit.

The structure of the Fraud Unit is currently being considered as part of the Single Fraud Investigation Service for England and Wales.

## **7.0 Managing Risks**

The process set out in Council’s Risk Management Strategy, which was approved in December 2012 has been followed. The risk register for the Department is detailed in **Appendix F**. The 2 main risks are:

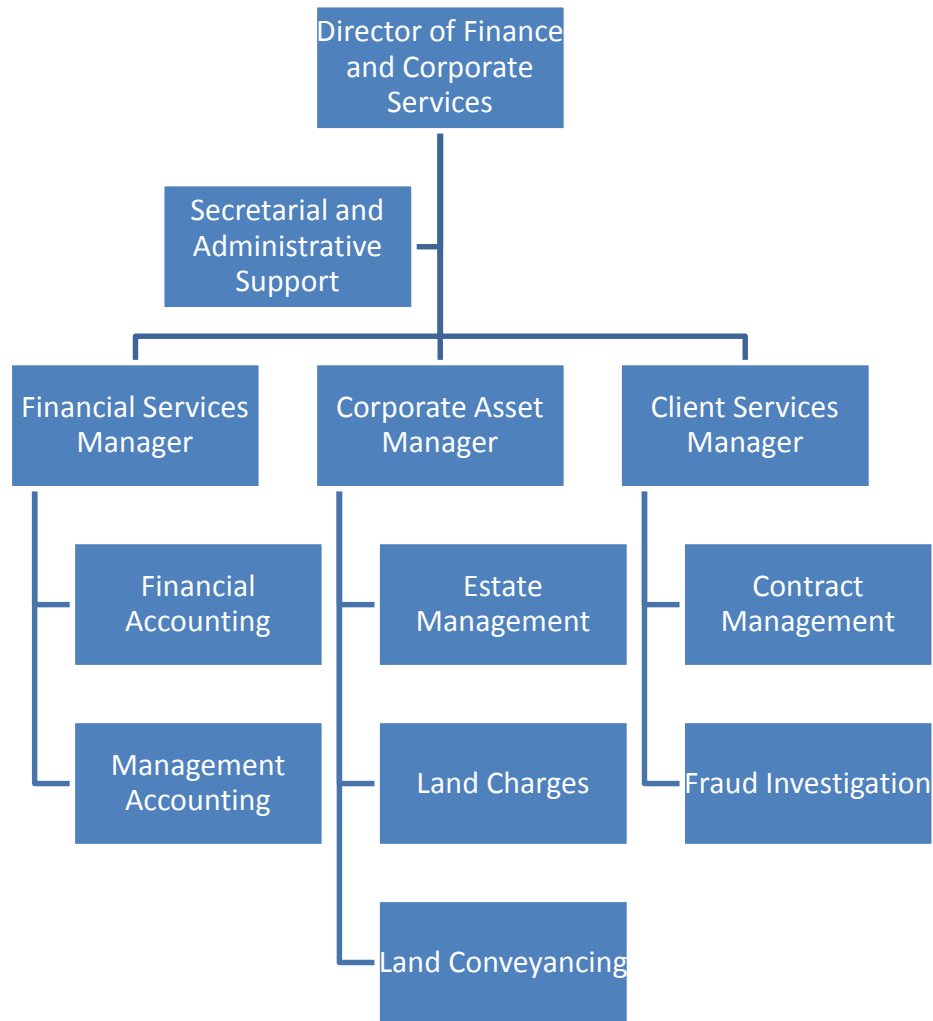
- Operational Resilience
- Reliance on Partnerships

## **8.0 Monitoring and Review**

This plan will be monitored quarterly as part of the performance management framework and will be used throughout the year to manage service delivery.

**Organisation Chart**

**Appendix A**



## Key Performance

## Appendix B

### Section 1: Outcomes and their measures

Theme: Value for Money

Outcome	Evidenced by (Measure)	Lead Officer	Actual 2012/13	Actual 2013/14	Target 2014/15
Financial Resilience – maintaining a sustainable financial base	Publish a “fit for purpose” Medium Term Financial Plan (MTFP).	Director of Finance and Corporate Services	February 2013	February 2014	February 2015 (following annual budget round)

Cutting costs, not services	On-going General Fund Budget Savings (per year)	Director of Finance and Corporate Services	£412,154	£430,000	£175,000 (per MTFP)
	Disposal of assets deemed 'surplus to requirements' to generate income (per year)	Corporate Asset Manager	£0	£70,000	£50,000 (per MTFP)
	Increase in new Homes Bonus and Retained Business Rates	Client Services Manager	NHB increased by £377,000	NHB increased by £433,000	£370,000 per MTFP)
Strong leadership and robust corporate governance	Achieve an external 'fit for purpose' Code of Corporate Governance assessment <b>(as assessed by External Audit and detailed in the Annual Governance Statement)</b>	Legal and Democratic Services Manager	Audit Signed off Sept 2012	Signed Off Sept 2013	Sign off Sept 2014
An improved customer experience	Percentage of satisfied customers contacting or dealing with the Council.	Client Services Manager	94%	95%	> 90%



Theme: Value for Money

Outcome	Evidenced by (Measure)	Lead Officer	Q1 target	Q2 target	Q3 target	Q4/Year End target
Financial Resilience – maintaining a sustainable financial base	Publish a “fit for purpose” Medium Term Financial Plan (VM 01)	Director of Finance and Corporate Services	No action required	Review following 2013/14 out-turn	Update following Financial Settlement	Balanced Budget for 2015/16
Cutting costs, not services	On-going General Fund Budget Savings (VM 04) – <b>cumulative</b>	Director of Finance and Corporate Services	£75,000	£100,000	£175,000	£175,000
	Disposal of assets deemed ‘surplus to requirements’ to generate income (VM 02) – <b>per quarter</b>	Corporate Asset Manager	£0	£0	£0	£50,000
	Increase in New Homes Bonus and Retained Business Rates (VM 03)	Client Services Manager	£0	£0	£0	£370,000 (as notified by the Treasury)

Strong leadership and robust corporate governance	Achieve an external 'fit for purpose' Code of Corporate Governance assessment (VM 05)	Legal and Democratic Services Manager	Annual Governance Statement (AGS) approved by Audit Committee	AGS signed off by External Auditors	Corporate Governance arrangements judged "satisfactory" in Annual Audit letter	
An improved customer experience	Percentage of satisfied customers contacting or dealing with the Council (VM 06)	Client Services Manager	> 90%	> 90%	> 90%	> 90%

## Section 2: Projects and their measures

Theme: Value for Money

Outcome	Project	Evidenced by (Measure)	Lead Officer	Actual 2012/13	Actual 2013/14	Target 2014/15
Cutting costs, not services	Continue the programme of procurement and service transformation reviews	Further efficiency/budget savings achieved to meet the target approved in the Medium Term Financial Plan	Director of Finance and Corporate Services	£412,154	£430,000	£175,000
	Implement next stages of the Paper Lite Strategy	Reduction in printed material and envelopes.	Director of Finance and Corporate Services	Printing streamlined and external postage solution implemented	Offsite processing of external postage trialled across Council services.	All bulk printing and general correspondence sent off-site electronically for print and dispatch
An improved customer experience	Implement the next stages of the Customer Access Strategy	All customer contact made through the Contact Centre/Customer Services Department	Director of Finance and Corporate Services	Strategy adopted by the Council	Consultation undertaken and initial proposals made	Specific services implemented

### Section 3: Projects and their tasks

Theme: Value for Money

Project	Lead Officer	Quarter 1 Task / Milestone	Quarter 2 Task / Milestone	Quarter 3 Task / Milestone	Quarter 4 Task / Milestone
Continue the programme of procurement and service improvement reviews	Director of Finance and Corporate Services	Proposals for Services previously identified considered by Committee	Identify opportunities following budget out-turn for 2013/14	Build in further proposals to Base Budget for 2015/16	Proposals approved by Council
Implement next stages of the Paper Lite Strategy	Director of Finance and Corporate Services	Planning and Finance Services moved to new solution	Housing, Leisure and Environmental Health moved to new solution	Corporate, Legal and remaining services implement new solution	Specialised printing such as leaflets and posters considered for solution
Implement the next stages of the Customer Access Strategy	Director of Finance and Corporate Services	Assess case and options for Planning Services to be moved across	Assess case and options for Planning Services to be moved across	Planning to be implemented	Following Planning Services project, assess template for suitability in other Council services

<b>Appendix B      <u>Performance Indicator Methodology Statement/s</u></b>					
<b>PI Ref &amp; Description</b>	<b>VM 01 – Publish a “fit for purpose” Medium Term Financial Plan (MTFP)</b>				
<b>Summary of Measure</b>	The purpose of the Performance Indicator is to ensure that the Council’s financial plans are considered beyond just one year. This takes account of future service demands, probable changes including external factors, consequently judging the gap between income and expenditure and forecasting future resources available.				
<b>Collection Interval</b>	The MTFP follows a cycle each year: <ul style="list-style-type: none"> <li>• Approved MTFP set following annual budget round (February)</li> <li>• Mid –year review and update following final accounts out-turn and ahead of next budget round (October)</li> </ul>				
<b>Reporting Lag</b>	N/a				
<b>Definition of Measure</b>	<p><b>‘Publish’</b> means reporting the MTFP for consideration and approval by the Council’s Finance and Management Committee with subsequent publication on the Council’s web site.</p> <p><b>‘Fit for Purpose’</b> means that financial plans consider risk, with sound, prudent and realistic assumptions made to include a degree of scenario planning.</p>				
<b>Return Format</b>	N/a	<b>Decimal Places</b>	N/a	<b>Good Performance</b>	External Audit judge the Council as “financially resilient” in their Annual Audit Letter.
<b>Summary of Measurement</b>	N/a				
<b>Data Source</b>	Model on which the MTFP is based upon is available within Financial Services				
<b>Data Reviewer</b>	Corporate Management Team	<b>Data Collector</b>	Financial Services Manager		
<b>Authorised HOS/ Director</b>	Director of Finance and Corporate Services				

Appendix B		<u>Performance Indicator Methodology Statement/s</u>			
<b>PI Ref &amp; Description</b>	<b>VM 02 – Disposal of assets deemed “surplus to requirements” to generate income</b>				
<b>Summary of Measure</b>	The purpose of the Indicator is to measure performance against the Council’s approved need to generate capital resources to meet commitments and to provide future resources for investment.				
<b>Collection Interval</b>	Progress will be monitored and reported on a quarterly basis.				
<b>Reporting Lag</b>	N/a				
<b>Definition of Measure</b>	<p>‘<b>Disposal</b>’ should be at best value in accordance with Section 123 of the Local Government Act 1972, i.e. to achieve the best price but taking into account any specific environmental or social considerations (if applicable). Best price is usually achieved via public auction or a restricted tendering process where the market is limited.</p> <p>“<b>Assets</b>” usually means land and property in the ownership of the Council.</p> <p>“<b>Surplus to Requirements</b>” means that there is no service requirement, social or strategic reason why the Council needs to maintain the asset.</p>				
<b>Return Format</b>	Pounds	<b>Decimal Places</b>	N/a	<b>Good Performance</b>	Target met
<b>Summary of Measurement</b>	Actual amount generated in pounds sterling gross of any legal or other costs.				
<b>Data Source</b>	Record is available on the Agresso Financial Management System (cost codes B0000 C7000)				
<b>Data Reviewer</b>	Financial Services Manager	<b>Data Collector</b>	Corporate Asset Manager		
<b>Authorised HOS/ Director</b>	Director of Finance and Corporate Services				

<b>Appendix B</b>		<b><u>Performance Indicator Methodology Statement/s</u></b>			
<b>PI Ref &amp; Description</b>	<b>VM 03 – Increase in New Homes Bonus and Retained Business Rates</b>				
<b>Summary of Measure</b>	The purpose of the Indicator is to measure how successful the Council is in maximising its grant income from the New Homes Bonus, together with income from the Rates Retention Scheme.				
<b>Collection Interval</b>	Annual				
<b>Reporting Lag</b>	N/a				
<b>Definition of Measure</b>	The aim is to generate additional income on the basis of: <ul style="list-style-type: none"> <li>• An increase in the number of empty homes brought back into use or identified for Council Tax purposes.</li> <li>• An increase in the Council Tax and Business Rates Collection rates.</li> </ul>				
<b>Return Format</b>	Pounds	<b>Decimal Places</b>	N/a	<b>Good Performance</b>	Reduction in empty properties; Increase in collection rates; Growth in the Council Tax and Business Rates tax base.
<b>Summary of Measurement</b>	<ul style="list-style-type: none"> <li>• Reduction in empty properties identified in the CTB1* Annual Return multiplied by the New Homes Bonus Rate</li> <li>• Increase in Council Tax Base as reported in CTB1.</li> <li>• Increase in retained Business Rates as reported in the statutory NNDR1 and 3 returns to the DCLG.</li> </ul> <p><b>*CTB1 – Council Tax Base (i.e. number of properties identified in the District for council tax)</b></p>				
<b>Data Source</b>	CTB1 and Annual Notification of New Homes Bonus NNDR Returns Revenues and Benefits System				
<b>Data Reviewer</b>	Director of Finance and Corporate Services	<b>Data Collector</b>	Client Services Manager		
<b>Authorised HOS/ Director</b>	Director of Finance and Corporate Services				

Appendix B		<u>Performance Indicator Methodology Statement/s</u>			
<b>PI Ref &amp; Description</b>	VM 04 – On-going General Fund Budget Savings				
<b>Summary of Measure</b>	The purpose of the Indicator is to measure performance against the Council's target for approved savings in the MTFP.				
<b>Collection Interval</b>	Progress will be monitored and reported on a quarterly basis.				
<b>Reporting Lag</b>	N/a				
<b>Definition of Measure</b>	<p>“<b>On-going</b>” means the savings are year on year and cumulative over the financial planning period. Savings in Year 1 may be reduced due to set up or termination costs.</p> <p>“<b>Efficiency</b>” means that although a budget may be reduced overall service provision is maintained.</p>				
<b>Return Format</b>	Pounds	<b>Decimal Places</b>	N/a	<b>Good Performance</b>	The approved target is achieved.
<b>Summary of Measurement</b>	Actual amount generated in pounds sterling.				
<b>Data Source</b>	Central record is available at: <i>U:\KS\Budget Monitoring\Efficiency Monitor</i>				
<b>Data Reviewer</b>	Senior Management Team	<b>Data Collector</b>	Financial Services Manager		
<b>Authorised HOS/ Director</b>	Director of Finance and Corporate Services				



<b>Appendix B      <u>Performance Indicator Methodology Statement/s</u></b>					
<b>PI Ref &amp; Description</b>	<b>VM 05 – Achieve a external “fit for purpose” Code of Corporate Governance Assessment</b>				
<b>Summary of Measure</b>	The purpose of the Indicator is to ensure that the Council conducts its business and delivers its services in a proper, open and transparent manner.				
<b>Collection Interval</b>	The Code is prepared and updated in accordance with the following cycle: <ul style="list-style-type: none"> <li>• Review and update ahead of inclusion in the Council’s Financial Statements (June)</li> <li>• Six month review of action plan and issues outstanding (December)</li> </ul>				
<b>Reporting Lag</b>	N/a				
<b>Definition of Measure</b>	<p><b>“Corporate Governance”</b> means the system by which a Council directs and controls its functions and relates to its community.</p> <p><b>“Fit for Purpose”</b> means that the Council is able to demonstrate that it adheres to the 6 core principles of corporate governance which are:</p> <ul style="list-style-type: none"> <li>• Priorities are set and the Council has a vision for the District</li> <li>• Members and Officers have clearly defined roles and responsibilities</li> <li>• Upholding high standards of conduct and behaviour</li> <li>• Decisions are made after options and risks have been assessed</li> <li>• Developing capacity and capability of Members and Officers</li> <li>• Engaging with stakeholders and being publicly accountable</li> </ul>				
<b>Return Format</b>	N/a	<b>Decimal Places</b>	N/a	<b>Good Performance</b>	External Audit judge the Council as having satisfactory arrangements in place.
<b>Summary of Measurement</b>	N/a				
<b>Data Source</b>	Detailed template is available at: U:\KS\Governance\Local Code				
<b>Data Reviewer</b>	Senior Management Team	<b>Data Collector</b>	Legal and Democratic Services Manager Director of Finance and Corporate Services		
<b>Authorised HOS/ Director</b>	Monitoring Officer				

<b>Appendix B</b>		<b><u>Performance Indicator Methodology Statement/s</u></b>													
<b>PI Ref &amp; Description</b>	<b>VM 06 – Percentage of satisfied customers contacting or dealing with the Council</b>														
<b>Summary of Measure</b>	The purpose of the Indicator is to measure performance against the Council's target for customer satisfaction.														
<b>Collection Interval</b>	Quarterly														
<b>Reporting Lag</b>	Within 5 working days of the month end														
<b>Definition of Measure</b>	"Contacting or Dealing with the Council" means telephone (through the Contact Centre) or face to face within Customer Services.														
<b>Return Format</b>	Percentage	<b>Decimal Places</b>	None	<b>Good Performance</b>	The Council's target is exceeded										
<b>Summary of Measurement</b>	<p>100 face to face surveys and 100 telephone surveys are distributed to the Customer Services Team to be completed during each quarter. Customers are questioned about the service they received in the following categories</p> <ul style="list-style-type: none"> <li>• helpfulness</li> <li>• politeness</li> <li>• knowledge</li> <li>• accuracy of information</li> <li>• Fairly treated?</li> <li>• overall quality of the service</li> </ul> <p>The above categories are then scored as follows:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">very satisfied</td> <td style="width: 20%;">5 points</td> </tr> <tr> <td>satisfied</td> <td>4 points</td> </tr> <tr> <td>neither satisfied nor dissatisfied</td> <td>3 points</td> </tr> <tr> <td>dissatisfied</td> <td>2 points</td> </tr> <tr> <td>very dissatisfied</td> <td>1 point</td> </tr> </table> <p>The scores are then added and the percentage is calculated out of a possible top score of 500.</p> <p>There is also some independent checking by the Client Services Team.</p>					very satisfied	5 points	satisfied	4 points	neither satisfied nor dissatisfied	3 points	dissatisfied	2 points	very dissatisfied	1 point
very satisfied	5 points														
satisfied	4 points														
neither satisfied nor dissatisfied	3 points														
dissatisfied	2 points														
very dissatisfied	1 point														
<b>Data Source</b>	Held within the Contact Centre with the Customer Services Manager														
<b>Data Reviewer</b>	Client Services Manager	<b>Data Collector</b>	Customer Services Manager												
<b>Authorised HOS/ Director</b>	Director of Finance and Corporate Services														

## Partnership Information Form

**Name of Partnership:**

**Corporate Services Strategic Partnership**

**Organisation that the Partnership is responsible to (Accountable Body):**

South Derbyshire District Council

**Main purposes of the Partnership:**

- To deliver a range of support, back office and professional services.
- Job creation through the development of a Regional Business Centre

**Which other organisations are members?**

Northgate Public Services (NPS)

**Links / contribution the Council's Strategic Objectives and responsibilities:**

V1 – Value for Money – key contribution through service delivery

G1 – Economic Growth through job creation in the Regional Business Centre

**Council resources required – Year on Year:**

- Financial – contract fee payable to NPS - within current budgets
- Staff – monitoring of service provision and development of the Partnership - within current resources
- Members – oversight and approval of policy and service direction
- Accommodation – within the Civic Offices

**Likely location /Frequency of meetings:**

Service Streams – weekly to monthly depending on service requirements

Operations Board – Monthly

Strategic Partnership Board – Quarterly

**All meetings take place in the main Civic Offices**

**Details of risks for the Authority:**

- NPS as the service provider cease to exist or go out of business
- NPS do not deliver services to the required standard or in accordance with performance targets

<b>Date Formed :</b>	1 <sup>st</sup> August 2010	<b>Proposed End Date</b>	31 <sup>st</sup> July 2017 (with option to extend for a further 3 years)
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	<b>Yes</b>	<b>No</b>
<b>Is this Partnership Statutory?</b>		X
<b>Does the partnership have a Partnership Agreement?</b> (e.g. constitution / terms of reference)	X	

**If 'Yes' please attach a copy to this form and briefly describe the type of agreement.**

Service delivery and performance targets are covered in a formal contract with accompanying schedules.

The Partnership is governed by the Operational and Strategic Partnership Boards which have separate terms of references that have been considered and approved by the Council.

**Additional Information /comments:**

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**South Derbyshire District Council representative (s): - Strategic Partnership Board.**

<b>Position:</b>	Leader of the Council Deputy Leader of the Council Opposition Group Leader Chief Executive Director of Finance and Corporate Services
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**Performance Review Details**

<b>Date:</b> Annually in October	<b>Reviewed by:</b> Finance and Management Committee
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## Partnership Information Form

### Name of Partnership:

**CENTRAL MIDLANDS AUDIT PARTNERSHIP**

### Organisation that the Partnership is responsible to (Accountable Body):

The Partnership is accountable to the 3 partner organisations who effectively provide the resources, i.e. South Derbyshire District, Derby City Council and Derby Homes.

### Main purposes of the Partnership:

- To deliver a full range of internal audit services to the accountable bodies
- To provide advice on related matters such a governance, risk management and anti-fraud measures
- To deliver internal audit services under agreement to other public sector agencies within the geographical boundaries of the Partnership

### Which other organisations are members?

None – this is a Public to Public Partnership

### Links / contribution the Council's Strategic Objectives and responsibilities:

V1 – Value for Money – key contribution through service delivery

### Council resources required – Year on Year:

- Financial – fee payable to the Partnership (within current budgets)
- Staff – monitoring of service provision and development of the Partnership - within current resources
- Members – oversight and approval of policy and service direction
- Accommodation – local office – within the Civic Offices

### Likely location /Frequency of meetings:

Partnership Board – Quarterly

**Meetings take place at the Council House in Derby**

### Details of risks for the Authority:

- The Partnership does not deliver services to the required standard or in accordance with performance targets
- Substantial change in the structure of local government

<b>Date Formed :</b>	1 <sup>st</sup> January 2012	<b>Proposed End Date</b>	31st December 2017 (then subject to review)
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	<b>Yes</b>	<b>No</b>
<b>Is this Partnership Statutory?</b>		X
<b>Does the partnership have a Partnership Agreement?</b> (e.g. constitution / terms of reference)	X	

**If 'Yes' please attach a copy to this form and briefly describe the type of agreement.**

The Agreement covers the governance of the Partnership

Service delivery and performance targets are covered in service level agreements with the Partnership Board for service delivery and with Derby City Council as the Partnership employer.

Performance of the Partnership is the responsibility of an Operational Board consisting of members of each Authority's Audit Committees.

**Additional Information /comments:**

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**South Derbyshire District Council representatives: Partnership Board.**

<b>Position:</b>	Chair of the Audit Sub Committee Director of Finance and Corporate Services
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**Performance Review Details**

<b>Date:</b> On-going Annually	<b>Reviewed by:</b> Audit Sub Committee External Audit Finance and Management Committee
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## Consultation & Communication

## Appendix D

### Consultation undertaken in 2013/14

Team	Detail	Purpose	Undertaken by	Survey Used Y/N	Resulting outcomes / What changes to service provision have occurred?
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's key high level priorities and financial plans through the Area Forums.	Director of Finance and Corporate Services	N	None directly. This was more about information exchange to explain the impact of the Government's spending reductions for South Derbyshire and how the Council was dealing with that impact. This included an update on the MTFP. Any feedback is disseminated down into services where operational issues are raised.
Finance and Management Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seeks views of the Business and Voluntary Sector on the Council's budget proposals for 2014/15.	Director of Finance and Corporate Services	N	As above - This was more about information exchange to explain the impact of the Government's spending reductions for South Derbyshire and how the Council was dealing with that impact. This included an update on the MTFP. More focus on changes to the Welfare System and the new system for distributing business rates.

## Proposed Consultation for 2014/15

Team	Detail	Purpose of consultation	Undertaken by	Survey Y/N	Date(s) when consultation will take place
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's priorities and financial plans through the Area Forums.	Corporate Management Team	N	January to February 2015
Finance and Management Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seek views of the Business and Voluntary Sector on the Council's budget proposals for 2014/15.  <i>The forum for undertaking this is subject to review to improve engagement</i>	Director of Finance and Corporate Services	N	January 2015
Northgate Public Services	ICT Satisfaction Survey	To seek views of council services on functions provided by NPS's computer and telecommunications teams.	ICT Manager	Y	Nov 2014
Northgate Public Services	Internal Customer Satisfaction Survey	To seek views of council services on functions provided by NPS.	Service Director	Y	February 2015



## Service Review/Transformation Programme

## Appendix E

Progressive reduction of funding			To reduce funding whilst developing opportunities for the service to continue with minimum impact on the General Fund			
Lead Officer	Service / Function	Notes	2014/15	2015/16	2016/17	2017/18
		<b>None planned at this stage, but will be kept under review</b>				

Cost effective – profit making or cost neutral			Undertake an options appraisal to identify the most appropriate delivery model that will generate income for the Council or reduce costs to enable the service to become profit making or as close to cost neutral as possible			
Lead Officer	Approach Yes/ No	Notes	2014/15	2015/16	2016/17	2017/18
		<b>None planned at this stage, but will be kept under review</b>				

Funded – Achieve cash savings			Reduce costs of delivery whilst maintaining or improving current performance via an options appraisal to identify the most appropriate delivery model			
Lead Officer	Service / Function	Notes	2014/15	2015/16	2016/17	2017/18
		<b>None planned at this stage, but will be kept under review</b>				

## Managing Risks

## Appendix F

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



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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 16</b>
<b>DATE OF MEETING:</b>	<b>19<sup>TH</sup> June 2014</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>CHIEF EXECUTIVE</b>	<b>OPEN PARAGRAPH NO: N/A</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (EXT. 5811)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>WORK PROGRAMME</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: N/A</b>

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### **1.0 Recommendations**

1.1 That the Committee receives the updated work programme.

### **2.0 Purpose of Report**

2.1 The Committee is asked to review its work programme.

### **3.0 Detail**

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

### **4.0 Financial Implications**

4.1 None arising directly from this report.

### **5.0 Background Papers**

5.1 Work Programme.

**Work Programme 2014/15  
Finance and Management Committee  
Standing and Other Planned Reports**

**Committee 26<sup>th</sup> June 2014 (Special – Final Accounts)**

- Treasury Management Annual Report 2013/14
- Final Budget Out-turn 2013/14
- Local Government Pension Scheme – A Review of Discretions
- Land in Linton (Exempt under Paragraph 3)
- Premises in Swadlincote (Exempt under Paragraph 3)

**Committee 4<sup>th</sup> September 2014**

- Corporate Plan Monitoring 2014/15 – 1<sup>st</sup> Quarter Performance to June 2014
- Budget and Financial Monitoring 2014/15

**Committee 25<sup>th</sup> September 2014 (Special – Financial Statements and Auditor's Report)**

- Accounts and Financial Statements 2014/15

**Committee 16<sup>th</sup> October 2014**

- Review and Update of the Medium Term Financial Plan 2014 to 2019

**Committee 4<sup>th</sup> December 2014**

- Corporate Plan Monitoring 2014/15– 2nd Quarter Performance to September 2014
- Budget and Financial Monitoring 2014/15
- Complaints, Compliments and FOI Requests – April 2014 to September 2014
- Corporate Services Contract and Strategic Partnership Annual Report 2013/14
- ICT Update and Progress on Work Plan

**Committee 15th January 2015**

- Service Base Budgets 2015/16
- Consolidated Budget Report 2015/16 and MTFP to 2020

**Committee 26th January 2015 (Provisional – Budget Consultation)**

- Statutory Consultation with local businesses, voluntary and community organisations  
(*Format subject to review*)

**Committee 19<sup>th</sup> February 2015**

- Treasury Management Strategy 2015/16
- Final Budget Proposals 2015/16 and Financial Plan to 2020

**Committee 19<sup>th</sup> March 2015**

- Corporate Plan Monitoring 2014/15– 3rd Quarter Performance to December 2014
- Budget and Financial Monitoring 2014/15

**Committee 23<sup>rd</sup> April 2015**

- Discretionary Rate Relief
- Debts submitted for write-off

**Committee 20<sup>th</sup> May 2015**

- Provisional Budget Out-turn 2014/15