



**Environmental Services  
Service Delivery Plan  
April 2024 – March 2025**

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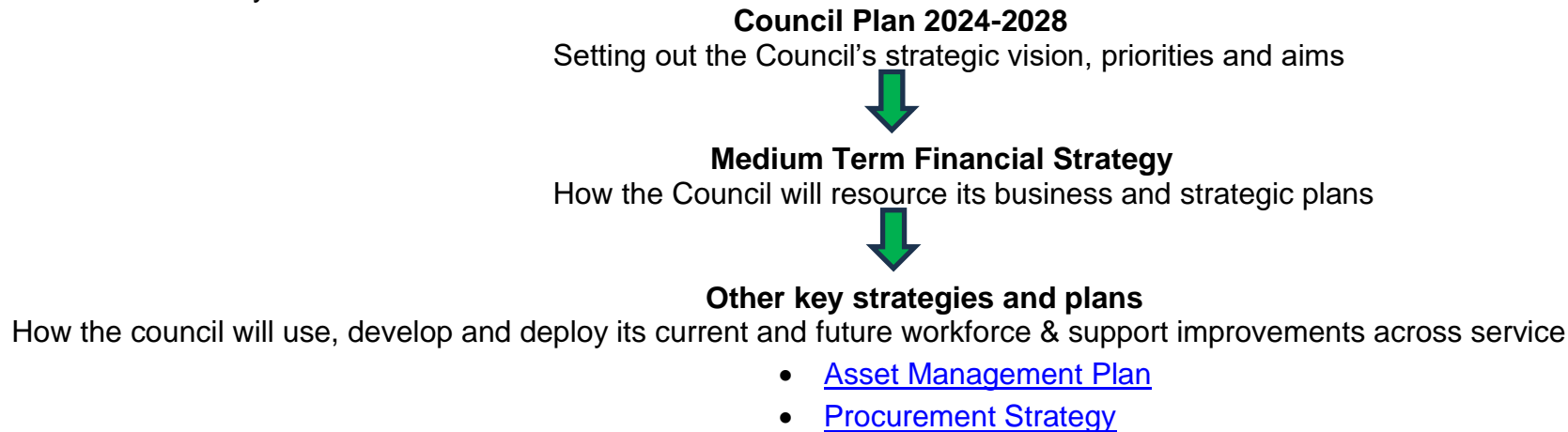
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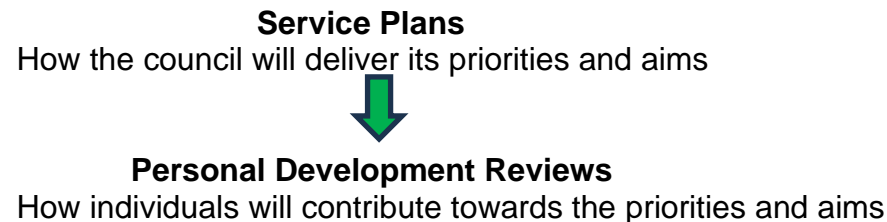
## 1. Service Plans in Context and Business Plan Timetable

The key aim of the Service Plan is to deliver on the Council's priorities. The diagram below outlines the key processes that links the Council Plan to the delivery of our services.

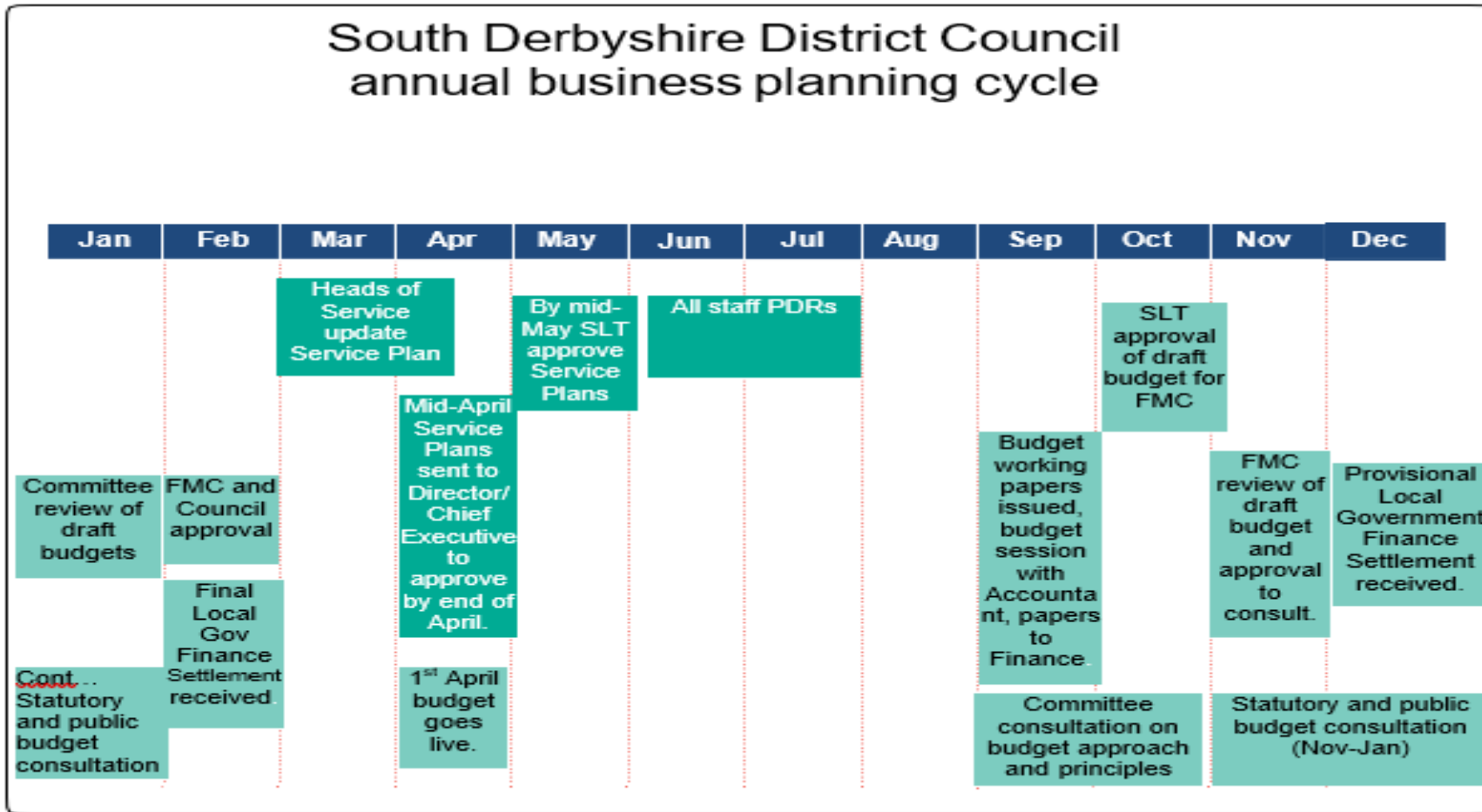


The strategies outlined below are being developed or are under consultation, these strategies will form part of the key strategies by 2024-2025:

- Commercial Strategy
- People Strategy
- Transformation Strategy
- Customer Access Strategy



The timeline below outlines when the key stages of the Council's annual business planning occurs.



## Section 2 Council Plan Priorities and Aims

This section includes the priorities and aims from the Council Plan 2024-2028 that this service area supports and leads on with commentary under each aim outlining how the service will support the delivery of the aim.

### Priority: Shape our Environment.

A sustainable future adapting to and mitigating climate change to deliver our net zero commitments so that future generations can thrive.

#### Our Key Aims:

- **SE1 - Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.**
- **The service leads the delivery of Council Plan indicator SE1.1 “Progress against the actions contained in the Climate & Emergency Action Plan”, indicator SE1.2 “Publish and Implement an SDDC Renewable Energy Production Plan” and indicator SE1.5 “Number of businesses that were able to decarbonise as a result of the advice provided”.**
- The service provides both the Councils climate and environment service, and our corporate environmental management service. The combined work of these services will help facilitate carbon reduction activities in our communities and deliver carbon emission reductions from our own activities. The Councils Climate and Environment Action Plan currently has 23 actions directly attributed to the service. The corporate environmental management service continually oversees managing the risk of all of the aspects and impacts of Council activities which have been identified through our ISO14001 accredited environmental management system and ensuring that our performance continually improves.
- **SE2 - Improve our waste and recycling service performance.**
- The Service provides the Council’s own environmental management function and waste is one of the major environmental impacts of the Council - from both the household waste we collect from our local communities, but also the waste we produce from our own activities. Meeting the externally audited ISO14001 standard provides considerable assurance that our waste and recycling services are performing well, as well as helping to make sure that the Councils suppliers meet high environmental standards.
- Our Community Safety Enforcement team play a significant role in the prevention of waste crime, through investigating fly tipping and litter, to checking that local businesses are meeting their ‘duty of care’ to dispose of waste correctly. We must report fly tipping data, and our enforcement activity to prevent it, each month to the government.
- **SE3 - Increase biodiversity in the district and meet our ecological commitments.**
- Our Environmental Management System includes activities directly related to the improvement of biodiversity and protection of ecological habitats. Retaining this standard will directly contribute to this aim.
- Our air quality and contaminated land functions protect and enhance biodiversity across all South Derbyshire and protect sensitive ecosystems from harm.
- **SE4 - Optimise use of the Council’s assets and land.**
- Through our oversight of off-street parking enforcement and our careful management of parking passes, we aim to maximise the benefits of Town Centre parking in Swadlincote and Melbourne.

- By overseeing the development and delivery of the Councils Staff Travel Plan we seek to increase the use sustainable travel by Council staff and people accessing Swadlincote Town Centre.
- Our Low Carbon Homes team are dedicated to winning external funding which they then use to help improve the energy efficiency and decarbonise both our own housing stock and private sector housing in the District.
- Our Environmental Management System ensures that SDDC assets and land meet all environmental compliance standards, which reduces the potential for incidents, liability and degradation.

## **Priority: Drive our Economy.**

A thriving economy and place that has jobs, skills, education, infrastructure, and opportunity.

### **Our Key Aims:**

- **DC1 - Create an environment where a diverse range of new and existing businesses may maximise their potential.**
- **The service will lead the delivery of Council Plan indicator DC1.2 “Proportion of food businesses meeting the highest hygiene standard”.**
- Our Business Compliance Team will continue to work with the local food and drink sector to increase in the number of food businesses in the District to support economic development and local prosperity. An important aspect of our work is to enable local businesses to have a full understanding of their legal duties under food hygiene and health and safety law. With the confidence of knowing these risks and the assurance of advice from our qualified officers, businesses can invest and grow with confidence.
- We provide expert advice on the environmental impacts of developments seeking planning approval, particularly in relation to potential impacts on air quality, environmental noise and land pollution. By providing practical and pragmatic advice we seek to ensure that development can progress without compromising environmental quality or local amenity.
- Our work involves visiting between 500 to 700 businesses a year to check that they are meeting legal requirements. But just as importantly these visits help businesses to understand the law, offer advice on best practice and enable our local businesses to achieve their maximum potential.
- **DC2 - Improve the employability, prosperity and skills prospects of our residents.**
- We will support the Council to develop social value metrics which will include supporting local employment and skills development as the Council revises its procurement rules and process.
- We will work with local businesses and further education establishments to help our local businesses to achieve the maximum potential from the emerging ‘green’ economy.
- **DC3 - Raise the social mobility of young people within the District.**
- Our work to prevent anti-social behaviour plays an important role in keeping young people away from criminal and sub-criminal behaviour. We have secured separate funding from both the Shared Prosperity Fund and from the Police and Crime Commissioner for Derbyshire to provide anti-social behaviour patrols which are intended to engage with both the culprits and victims of anti-social behaviour.
- **DC4 - Enhance and attract inward investment in Swadlincote town centre.**
- The Team proactively monitors local environmental conditions such as air quality to ensure that the town centre and all urban areas meet legal objectives for air pollution, as well as proactively ensuring that the legacy of industrial land pollution does not compromise existing land use.
- We work with Swadlincote Town Centre businesses to proactively tackle anti-social behaviour and to respond to their concerns about offenders and emerging risks.

## Priority: Support our Communities.

People and communities are supported to live safely, healthy and independently.

### Our Key Aims:

- **SC1** - Improve the health and well-being of our communities.
- **The service will lead the delivery of Council Plan indicator SC1.4 “Number of ASB incidents reported compared to previous 12-month period”.**
- Poor air quality is the biggest cause of premature death in the UK behind only smoking and obesity. We monitor air quality across the district and assess this data against health-based national air quality objectives. Where air quality fails to meet these standards, we have a legal duty to take action.
- Food poisoning can cause serious illness and even death, so a major part of the Business Compliance Team job is to make sure that food is handled, prepared, stored and served safely. This includes making sure that consumers are protected from allergens.
- In order to protect our local communities from identified problems which are causing “detrimental effect on the quality of life of those in the locality” we have implemented a number of Public Spaces Protection Orders which seek to control behaviour such as anti-social behaviour, failure to control dogs, littering and fly tipping. We actively enforce these Orders and take legal action against people who don't comply with them.
- We find ways to reduce public exposure to the adverse health impact of exposure to environmental noise.
  
- **SC2** - Support the most vulnerable people in our communities.
- **The service will lead the delivery of Council Plan indicator SC2.1 “Number of interventions to prevent serious housing hazards and fuel poverty” and Council Plan indicator SC2.2 “Number of Vulnerable Adult Risk Management (VARM) interventions”.**
- The Environmental Protection Team carries out the Council's legal duties to prevent and control environmental pollution. The Team investigates complaints about many forms of environmental pollution with the aim of finding a sustainable solution. Poor environmental quality is often focused in areas of relative deprivation and so this work is an important part of our work to protect the vulnerable.
- We will use our legal duties under the Housing Act to make positive interventions to help people living in unsafe housing conditions, or who may be hoarding or demonstrating self-neglect. We will seek to support these individuals by working closely with agencies such as Social Services, Fire & Rescue, Hospital Discharge teams and the voluntary sector to access funding and support to improve the life conditions of these vulnerable people.
- Using our extensive legal powers, we will work with agencies such as the Police, Gangmasters & Labour Abuse Authority and HMRC to help tackle human slavery and trafficking, particularly in relation to illegal and unsafe housing.
  
- **SC3** - Provide access to affordable housing.
- **The service will lead the delivery of Council Plan indicator SC3.2 “Implement an Empty Homes Strategy to bring long term empty homes back into use”.**
- The Public Health and Private Sector Housing Team works closely with owner-occupiers and private landlords to raise housing conditions, improve domestic energy efficiency and ensure that legal standards are being met in all private stock. The Team uses a mixture of legal interventions, grants and other funds to help home owners make their own houses safe as well as making sure that landlords are keeping rented houses fit to live in.
- The Low Carbon Homes Team is specifically focused on improving energy efficiency and reducing carbon emissions from housing in our District. About a quarter of all carbon emissions come from heating and lighting our homes, so the Team works across all housing tenures to access funding and then use it to make improvements to the housing stock to save people money and help us move towards net zero.

## **Priority: Transform our Council.**

Providing modernised, high performing, value for money and customer-focused services.

### **Our Key Aims:**

- **TC1 - Ensure our services have the right resources, are modern, responsive, efficient, and effective.**
- The efficiency of our work is highly dependent on the quality of the technology we use. The software system which underpins almost all of our activity is over 20 years old and needs to be improved. We intend to procure and commission a new software system in 2024/25 which will deliver better efficiencies, better customer services and more modern ways of working.
- Many of our services involve enforcement and regulation. There are five principles behind providing an effective enforcement service, namely transparency, accountability, proportionality, consistency and clarity of target. We publish regular reports in order to enable our performance against these principles to be open to scrutiny as well as the outcomes we achieve and the cost of the service we provide.
- The responsiveness of our services to the requests we receive for help is an important aspect of how well we are perceived by all of our clients and customers. We continuously monitor the responsiveness of our services and look to make improvements where we can. We are also conscious that how quickly we reach a conclusion about the issues that are brought to our attention is also important and so we also monitor how well we perform about concluding our actions in response to requests for help.
- **TC2 - Effective management of services ensuring financial resilience.**
- Some of our statutory duties generate a limited amount of income which is intended to meet the costs of providing the service. Examples include issuing environmental permits, licenses for caravan sites and licenses for houses in multiple occupation.
- We operate a pest control service which is primarily aimed at helping low income groups access pest control services which they may not be able to afford from private sector suppliers.
- The legal and technical expertise of our staff is held in high esteem, particularly in the business sector. We have therefore published a Commercialisation Plan which covers the parts of our service which could generate additional income for the Council. We will annually review this Plan and we will monitor how much income we generate in comparison to the targets in our Commercialisation Plan.
- **TC3 - Promote South Derbyshire locally, nationally and internationally.**
- We work with regional and national organisations to improve health outcomes and protect the environment, these include the Environment Agency, HSE, Food Standards Agency, Midland Net Zero Hub. Local investigations can rapidly escalate into national or international investigations particularly in relation to issues such as human slavery, food contamination, food fraud or waste crime.



## Section 3 SWOT Analysis

Please complete the SWOT analysis below to identify the service areas' strengths, weaknesses, opportunities and threats. This will guide the service to build on what it does well, address what is lacking, seize new opportunities and minimise risk.

Strengths	Weaknesses
<ul style="list-style-type: none"><li>➤ Existing KPIs all on target with good levels of governance</li><li>➤ Good staff. High level of commitment. Training and Experience is fit for purpose. Good staff retention.</li><li>➤ Our Climate and Environment planning has been assessed as one of the best in the UK.</li><li>➤ Our work on ISO14001 and climate emergency provides cross organisational collaboration which most services have positively engaged with.</li><li>➤ Food hygiene standards across our 900 registered food businesses was 4th best in the UK the last time that national data was published.</li><li>➤ The cost of our regulatory services was ranked by CIPFA as being in the lowest quartile. Our regulatory outcomes are generally very good.</li><li>➤ Innovative use of the Better Care Fund to provide housing improvement support to vulnerable and ill people living in owner occupied and private rented accommodation.</li><li>➤ Excellent record in bid submissions for third party funding</li><li>➤ Generally strong relationships with third party partners (Police, Fire, Public Health, Social Care)</li></ul>	<ul style="list-style-type: none"><li>➤ Delivery of our carbon reduction aspirations has started strongly, but our pipeline of improvements doesn't last long (see weaknesses).</li><li>➤ Ability to deliver against sustainable warmth (domestic retrofit) delivery targets is threatened by the slow take up by contractors of PAS2030 and PAS2035.</li><li>➤ Very little transparency about how we perform compared to other Councils other than in a few niche areas of work (food hygiene, fly tipping). There is no meaningful source of benchmarking data to help us compare ourselves to others.</li><li>➤ Civica IT database is out of date and breaching contract procurement rules.</li><li>➤ No customer satisfaction data. We get very few complaints and quite a lot of complements, but we do not actively seek customer feedback.</li></ul>

## Opportunities

- We feel that with appropriate investment we can build on our existing commercialisation activity.
- Development of renewable energy programs/projects presents new prospects for commercialization and income generation.
- D2N2 devolution deal may create opportunities. Too early to say, but we must be ready and willing.
- The presence and location of historic coal working in South Derbyshire presents an opportunity to explore the extraction of heat energy from mine water that might be used to provide specific or communal heat networks and thus contribute to the Council carbon reduction objectives.
- Future domestic energy efficiency funding (LARS)
- Anticipated SHDF wave 3 funding.
- The LEVI (Low Emissions Vehicle Infrastructure) project offers rent fee and revenue (income) share from public EV charge points which costs/charges are to be determined.

## Threats

- Lack of funding to deliver net zero.
- The government is proposing to introduce an unfunded legal duty that private rented houses meet the 'Decent Home Standard'.
- The Food Standards Agency are considering proposals to overhaul the Delivery Model for Food Hygiene in the UK.
- Government is considering implementing duties to prevent damp and mould in private housing without funding how they will be regulated.
- The governments 'red tape' review could have impacts on how we are expected to deliver our regulatory services.
- Poor level of financial control in some aspects of our work such as dog control.
- Lack of reliable delivery from building contractors, particularly in relation to housing repair work.
- A reluctance of contractors to invest in training and accreditation to achieve PAS2030 / PAS2035 compliance which acts to restrict effective market competition.

## Section 4 Delivering the Council Plan Priorities

The measures and projects detailed below support the delivery of the priorities and aims outlined in section 2.

The first Table contains measures and projects which are considered to be corporate priorities and are therefore included as KPIs in the Council Plan.

The second Table contains measures and projects which will either directly or indirectly deliver the Councils priorities and aims, but which are not monitored as KPIs in the Council Plan.

**Table 4.1 Council Plan Priorities**

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025	Day to day action & updating responsibility
Shape our Environment – Deliver our Climate & Environment Action Plan	<b>Deliver the Climate &amp; Environment Action Plan</b>	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030	Publish a carbon emissions report for 2023/24. Publish an Action Plan Progress Report. Publish a revised Climate & Environment Action Plan. Publish an Action Plan Progress Report. Publish an Action Plan Progress Report. Publish an Action Plan Progress Report.	1 July 2024  1 Oct 2024  1 Jan 2025  1 Apr 2025		2022/23 - 2,074 tonnes of carbon dioxide equivalent (TCO2e)	< 2,074 tonnes of carbon dioxide equivalent (TCO2e)		Jonathan Corasmin, Climate & Environment Officer
Shape our Environment – Deliver our Climate & Environment Action Plan	<b>Promote renewable energy</b>	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030	Obtain Committee approval for a Sustainable Energy Viability and Options Appraisal	1 Apr 2025		None	Approval by 1 Apr 2025		Jonathan Corasmin, Climate & Environment Officer

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025	Day to day action & updating responsibility
Shape our Environment – Deliver our Climate & Environment Action Plan	<b>Decarbonise local businesses</b>	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	Number of businesses that were able to decarbonise as a result of the advice provided	31 March 2025		Nil	12 businesses decarbonised		Jonathan Corasmin, Climate & Environment Officer
Drive our Economy – DC1	<b>Support the food and drink sector</b>	DC1 Create an environment where a diverse range of new and existing businesses may maximise their potential	Proportion of food businesses meeting the highest hygiene standard.	31 March 2025		93.5%	≥89%		Jo Betts, Principal EHO Business Compliance
Support our communities.	<b>Reduce anti-social behaviour</b>	SC1 Improve the health and well-being of our communities.	Number of ASB incidents reported compared to previous 12-month period.	31 March 2025		2,957 reported incidents	< 2,957 reports to the Police and Council		Head of Environmental Services
Support our communities	<b>Prevent</b>	SC2.1 Number of interventions to prevent serious housing hazards and fuel poverty.	Number of interventions to prevent serious housing hazards and fuel poverty	31 March 2025		No data	≥240 Fuel Poverty and Unsafe housing interventions		Tim Summers, Principal EHO Private Sector Housing

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025	Day to day action & updating responsibility
Support our Communities	<b>Interventions on behalf of vulnerable people</b>	SC2 Support the most vulnerable people in our communities	Number of Vulnerable Adult Risk Management (VARM) interventions	31 March 2025		No data	Between 10 and 20 VARMs		Tim Summers, Principal EHO Private Sector Housing
Support our Communities	<b>Empty homes interventions</b>	SC3 Provide access to affordable housing.	SC3.2 Implement an Empty Homes Strategy to bring long term empty homes back into use.	31 March 2025		Nil	Publish an approved Empty Homes Strategy, Action Plan and Performance Targets		Tim Summers, Principal EHO Private Sector Housing

**Table 4.2 Service Plan Indicators**

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn Green - on target green Red - not on target	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025 (populate early April 2025)	Day to day action & updating responsibility
Shape Our Environment - Improve our waste and recycling service performance	<b>ISO14001</b>	Remain certified to the ISO14001 environmental management standard	Achieve re-certification to ISO14001 following external audit	31/12/2024		Recertified in Nov 2023	Recertification in Oct 2024		Briony Knipe-Ross, Corporate Environmental Co-Ordinator
Shape Our Environment - Improve our waste and recycling service performance	<b>Reduce fly-tipping</b>	Ensure that incidents of fly-tipping reduce compared to historical records	Annual number of reported fly-tipping incidents	01/04/2025		562	Reduction in reported incidents compared to 2023/24		Principal Community Safety Enforcement Officer
Drive our Economy – DC1	<b>Number of registered food businesses</b>	Increase the number of registered food businesses trading within the District.	Number of registered food businesses	Quarterly		902	910		Jo Betts, Principal EHO, Business Compliance

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn Green - on target green Red - not on target	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025 (populate early April 2025)	Day to day action & updating responsibility
Drive our Economy – DC1	<b>Hygiene standard of local food businesses</b>	Maintain high standards of food hygiene performance in the Districts registered food businesses	% of total risk rated food businesses found to be 'broadly compliant'	Quarterly		99.6%	99%		Jo Betts, Principal EHO, Business Compliance
Drive our Economy – DC1	<b>Hygiene standard of local food businesses</b>	Ensure that new food businesses are quickly risk rated for food hygiene	% of registered food businesses that have been risk rated	Quarterly		94.3%	96%		Jo Betts, Principal EHO, Business Compliance
Drive our Economy – DC1	<b>Advice to support planning applications</b>	Provide constructive advice to enable planning applications to progress meet sustainability standards	% of planning application consultations which are accepted with or without appropriate conditions	Annual		No data	95%		John Mills, Principal EHO, Environmental Protection
Drive our Economy – DC1	<b>Proactive engagement with local businesses</b>	Meet the recommended frequency of visits to local businesses for the purposes of food hygiene support and environmental protection	% of planned business inspections completed	Annual		No data	97%		Jo Betts, Principal EHO, Business Compliance & John Mills, Principal EHO, Environmental Protection

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn Green - on target green Red - not on target	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025 (populate early April 2025)	Day to day action & updating responsibility
Drive our Economy – DC2	<b>Social value in procurement</b>	Ensure that social value metrics are included in changed contract procurement rules	Revised Contract Procurement Rules to include appropriate social value measures and indicators	31 March 2025		No social value metrics in procurement	Revised Contract Procurement Rules to include social value		Briony Knipe-Ross, Corporate Environmental Co-Ordinator
Drive our Economy – DC4	<b>Manage the legacy of industrial pollution</b>	Publish and implement a Contaminated Land Strategy	Publish a Contaminated Land Strategy for South Derbyshire	31/12/2024		Current Strategy ends in 2024	Publish new Contaminated Land Strategy		John Mills, Principal EHO, Environmental Protection
Support our Communities – SC1	<b>Meet statutory objectives on air quality</b>	Monitor air quality across the district, make this data publicly available and take action where air quality objectives are not met.	Publish an Air Quality Annual Status Report (ASR)	31/06/2024		Last AST published June 2023	Publish 2024 ASR		John Mills, Principal EHO, Environmental Protection
			Publish an Air Quality Strategy for South Derbyshire	31/12/2024		Last Air Quality strategy published in 2021	Publish an Air Quality Strategy 2024		Matt Holford, Head of Environmental Services
			Publish an Air Quality report for the Derbyshire Health Protection Board	30/09/2024		Last report published Sept 2023	Publish a 2024 AQ report for the HPB		Matt Holford, Head of Environmental Services



Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn Green - on target green Red - not on target	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025 (populate early April 2025)	Day to day action & updating responsibility
Support our Communities – SC1	<b>Achieve a reduction in exposure to environmental noise</b>	Number of people who complain about being adversely affected by noise	% of noise complaints per 1000 head of population	Quarterly		5.8	5.5		John Mills, Principal EHO, Environmental Protection
Transform our Council – TC1	<b>Modernise our operating software</b>	Procure and successfully commission a new operating platform for all regulatory functions	Exchange contracts with preferred supplier	31 June 2024		N/A	Contracts exchanged		Matt Holford, Head of Environmental Services
			Successfully complete the commissioning and installation of the new software product	31 March 2025		N/A	Complete software installation		Matt Holford, Head of Environmental Services
Transform our Council – TC1	<b>Report our Performance</b>	Publish performance data which shows how we perform to the five principles of good regulation	Publish and Annual Enforcement Activity Report	30/09/2024		Last report published in Aug 2023	EDS approval of 2024 report		Matt Holford, Head of Environmental Services
Transform our	<b>Report our</b>	Performance data for	% of urgent service requests	Quarterly		87%	90%		Matt Holford, Head of

Priority and Key Aim	Service performance measure or project	Description	Project milestones or further information on performance measure	Project milestones or measure due date	Out Turn Green - on target green Red - not on target	Baseline 2023/2024	Target 2024/2025	Out turn 2024-2025 (populate early April 2025)	Day to day action & updating responsibility
Council – TC1	<b>Performance</b>	speed of response to requests for service	responded to in 1 day						Environmental Services
			% of non-urgent service requests responded to in 3 days	Quarterly		95%	95%		Matt Holford, Head of Environmental Services
			% of consultations and requests for information responded to in 10 days	Quarterly		97%	96%		Matt Holford, Head of Environmental Services
Transform our Council – TC1	<b>Report our Performance</b>	Performance data about how long it takes us to conclude an investigation	% of service requests not concluded within 2 months	Quarterly		16.1%	12%		Matt Holford, Head of Environmental Services
Transform our Council – TC2	<b>Commercialise our services</b>	Generate more income for the Council using the specialist expertise of our staff	£ income generated from the activities identified in our Commercialisation Plan	Quarterly		TBC	£183,000		Matt Holford, Head of Environmental Services

## Section 5: Access to services

The Council have a statutory duty and a stated commitment to promote equality, diversity, and inclusion and ensure that all our services are provided in an accessible and inclusive way that enables everyone that needs to access our services can do so.

In the work streams you have identified in this Service Plan what specific actions are you taking to ensure services are accessible to our

residents and customers?

Work Stream	Equality Actions to ensure services are accessible
Climate change	Completion of an Equalities and Diversity assessment and implementation of actions identified.
Housing Decarbonisation	We have commissioned Marches Energy Partnership to provide a dedicated 'Customer Access Journey' service for customers who apply for a Green Homes Grant which includes consideration of EDI needs of individual clients.
Housing Decarbonisation	We engage with our tenants by mail, email, telephone and in-person meetings to explain and promote the aims and objectives of the Social Housing Decarbonisation fund. Such interaction allows officers to better understand the personal circumstances of tenants and the impact the works could have on their lives during and post installation and to work with all stakeholders to minimise any disruption caused.
Environmental Management System	Completion of an EDI assessment of the Environmental Policy and implementation of any actions identified.
Public Parking.	We have accessed data and developed maps to identify and understand varying quantities of disabled drivers (blue badge holders) in each ward. This information will be consulted when determining the future need for accessible EV bays in public car parks. The current (LEVI)low emission vehicle infrastructure project has ingrained commitments to factor EDI and accessibility into the installation of EV charge points.
Access to service	We already provide a wide variety of self-service options through our website. All of the responsive services we provide can be requested online. The project to procure and commission a new operating platform in 2024/25 will further enhance the online accessibility of our services.

## Section 6 Partnerships

Partnership working plays an important role in the way the Council delivers outcomes and important services. The below table outlines the key partnerships this service area works with along with a brief description of the main services and outcomes which are delivered.

If a partnership(s) is required to support the delivery of the priorities outlined in the Council Plan but this partnership is currently unidentified,

please indicate this in the table below with a brief description of what services are required from the partnership.

<b>Partnership</b>	<b>Main purpose</b>
Severn Trent Water	This partnership came about as a result of the Ecological emergency and seeks to improve water quality in rivers and streams to support healthy aquatic life.
LEVI Working Group	This partnership includes other local authorities from the D2N2 region to discuss and make collective decisions regarding the installation of EV charge points under the LEVI project.

## Section 7 Workforce Planning

The three questions detailed below help to identify any demands and issues which may be impacting on the current workforce and to determine what action is required to address them.

Are there any major demands impacting on the workforce?	National shortage of employees trained and skilled in environmental health expertise
	Ensuring that existing staff meet continued professional development (CPD) requirements to be able to demonstrate professional competence
Have any major issues been identified which is having an impact on workforce supply?	Weak supply chain for the housing decarbonisation sector
Include in this section workforce actions that have been agreed by the Head of Service in liaison with HR.	We are currently funding four existing staff members on technical grades to quality as Environmental Health Officers

## Section 8 Procurement

Are you issuing or renewing any contracts over £25,000 over the next year? If YES, please complete the table below:

<b>Contract name</b>	<b>Contract type - (i.e. system/service/goods)</b>	<b>Resource requirements (i.e. internally delivered/outsourced/agency)</b>	<b>Contract renewal date</b>
Stray dog collection and kennelling contract	Service	Outsourced	August 2024
Environmental Health & Licensing software system	System	Outsourced	March 2025
Housing Repairs and Maintenance Contract	Goods	Outsourced	June 2026 (with option to extend)
Contract for housing works not covered by the Housing Repairs and Maintenance Contract (works in default and works by agreement)	Goods	Outsourced	No current contract, dependant of scope of new Housing Repair and maintenance Contract
Domestic Retrofit Works	Good and Services	Outsourced	July 2024

If the contract value is under the £25,000 threshold, please give thought to how the renewal will be resourced, a full system renewal will take some dedicated resource from your Service Area. If a contract is up for renewal, consider options for improving rather than retendering the same service, if applicable.

<b>Contract name</b>	<b>Contract type - (i.e. system/service/goods)</b>	<b>Resource requirements (i.e. internally delivered/outsourced/agency)</b>	<b>Contract renewal date</b>
Air quality monitoring	System, service & goods	Outsourced	No current contract. An air quality monitoring project is under consideration

## Section 9 Income Generation

The MTFP has identified a budget gap moving forward. This is outlined in the table below.

	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	TOTAL
Predicted Budget Gap revised MTFP February 2024 Revenue <b>Surplus (-)</b> / Deficit	n/a	£227,737	£1,549,207	£2,799,395	£4,297,825	£5,674,352	£14,320,779

Include in this section a high-level overview of how you will reduce the budget or increase income generation for your service area.

- Continued implementation of our approved Environmental Services Commercialisation Plan.
- We are proactive in scanning for external funding opportunities – in particular through our subscription to the daily Local Government Bulletin and the weekly Funding Insight from [Grants Online](#) which regularly throw up funding opportunities.
- We will be replacing our existing software platform (currently Civica APP) during 2024/25. The replacement system should generate opportunities for cashable savings, efficiency savings and service improvement all of which should enable us to generate additional income.
- We are exploring the commercialisation of providing PAS 2035 Domestic Retrofit advice to the ‘able-to-pay’ market.
- As part of the preparation of the 25/26 budgets we will carry out a thorough review and re-modelling of our fees and charges to ensure that they deliver full cost recovery and to benchmark against other providers of equivalent services.

## Section 10 Communication Planning

Please describe in the table below any communication support the service may require, for example around key projects, events or campaigns during the course of the Service Plan.

<p><b>Quarter one (April to June)</b></p> <ul style="list-style-type: none"> <li>➤ Home Upgrades Grant 2 (HUG2) offer of housing decarbonisation grant funding.</li> </ul>	<p><b>Quarter two (July to September)</b></p> <ul style="list-style-type: none"> <li>➤ Delivery of our Climate &amp; Environment Action Plan commitment for the “Ongoing development of a communication/signposting channel for engaging with South Derbyshire households to support reduction of energy consumption advice promotion”.</li> <li>➤ Home upgrade grant customer satisfaction survey</li> <li>➤ Travel plan survey questionnaire and results</li> </ul>
<p><b>Quarter three (October to December)</b></p> <ul style="list-style-type: none"> <li>➤ Revision and Update of the Environmental Communication Plan (ISO14001).</li> <li>➤ Home upgrade grant customer satisfaction survey</li> <li>➤ ISO 14001 external recertification audit.</li> </ul>	<p><b>Quarter four (January to March)</b></p> <ul style="list-style-type: none"> <li>➤ Consultation for the review of our existing Public Spaces Protection Orders.</li> <li>➤ Home upgrade grant customer satisfaction survey</li> <li>➤</li> </ul>