



DERBY CITY COUNCIL

## COUNCIL CABINET 13 JANUARY 2004

Report of the Director of Development and Cultural Services

### **Social Inclusion and the Physical Environment: Cabinet response to Overview & Scrutiny report**

#### **RECOMMENDATION**

1. Council Cabinet are asked to approve the Action Plan, which has been drawn up in response to the 30 recommendations contained in the former Regeneration and Social Inclusion Overview and Scrutiny Commission's (now the Community Regeneration Commission) report on Social Inclusion and the Physical Environment.

#### **REASON FOR RECOMMENDATIONS**

2. To enable officers to progress the actions included in the Plan.

#### **SUPPORTING INFORMATION**

3. The Members of the Regeneration and Social Inclusion Overview and Scrutiny Commission undertook a detailed topic review earlier this year. Its terms of reference were to consider and respond to the harmful effects of vandalism, buildings in disrepair, abandoned cars, litter, graffiti and drugs on the quality of life of Derby residents. This resulted in a report, which was submitted to Cabinet on 15<sup>th</sup> July.
4. Cabinet received the report's 30 recommendations and it was agreed that an Action Plan should be prepared, giving opportunity for Officers to respond to these recommendations and put forward proposals to deliver them over the short, medium and long term.
5. The Commission's recommendations covered the work of several Council Departments. Each has now submitted proposals and these have been incorporated into a single Action Plan, which follows at Appendix 2.

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**Background papers:**



**List of appendices:**

Appendix 1 – Implications

Appendix 2 – Draft Cabinet response and action plan

## IMPLICATIONS

### Financial

1. The financial implications are set out in Appendix 2 under the column headed “resource implications”. It will be seen that in many cases further work will need to be carried out to establish costs.

### Legal

2. Any legal implications associated with the recommendations are contained in the individual responses.

### Personnel

3. Any personnel implications associated with the recommendations are contained in the individual responses.

### Corporate Themes and Priorities

The Commission’s recommendations form a package designed to improve the quality of life for residents of Derby. Approval and implementation of the recommendations will help the Council achieve the Themes: ‘A great place to live’, ‘Safer and healthier communities’ and ‘A fairer society’; securing the legislative change sought is essential to achieving the Theme ‘A sustainable environment’. The report can make a substantial contribution to the Council’s Priorities: ‘Improving life chances for disadvantaged people and communities’, ‘Improving the physical environment of our city and streets’; legislative change would help with

## SOCIAL INCLUSION AND THE PHYSICAL ENVIRONMENT: OVERVIEW AND SCRUTINY REPORT

## DRAFT CABINET RESPONSE AND ACTION PLAN

	O & S Recommendation	Response	Proposed Action	Timescale	Resource Implications	Responsibility
1	A 50% discount on the collection cost of bulky items should apply to recipients of council tax or housing benefit	Information held on benefits is data protected. Concession should be in line with any general corporate approach agreed in item 2.  The overall charging policy and service level provision for the bulky service is now in need of review.	See item 2.  Review service including consultation with other councils on best practice  Prepare proposals for service revision, including Commission recommendation and alternatives.	Medium term  By March 2004  Medium term	Staff time	Head of Street Care and Waste Management
2	Council Cabinet should review the range of discounts and concessions across the authority's functions with a view to securing a consistent council-wide approach, centred on an individual's entitlement to one concession should mean an entitlement to all	Agree the principle of conducting a review and developing a corporate policy.	Director of Finance to consider methodology and resources required and report back to Cabinet.	Medium term	Significant staff time	Director of Finance

3	There should be Citywide close working between youth workers and park rangers to mainstream existing good practice.	Agree with the principle of greater collaboration.	Recruit to additional posts of Assistant Parks Liaison Officer and Community Park Rangers.	Long term	Requires new funding	Assistant Director Commercial Services (W&E)
			Develop action plan and methodology for partnership working with a wide range of other agencies.	Long term	Relies on recruitment to new posts	
			Formalise links between Parks Liaison Service and Education Youth Service.	Short term	Staff resources	
4	The transfer of responsibility to the City Council for licensing the sale of alcohol should be used as an opportunity to tighten up on sales to under-age purchasers. The reporting processes proposed at section 9 of this report should be used to receive complaints about retailers observed selling alcohol to apparently under-age young people; where confirmed by closed circuit television or other evidence, licenses should be withdrawn and/or prosecutions taken	The Government has not set licence fees for the new liquor-licensing regime. This means that the Council has no identified resources at the present time. Therefore no commitments should be made on enforcement policies or activities.	An enforcement policy will be developed for the Council's liquor licensing work. This can only be written when guidance is issued by Central Government (this was due July 2003).	2003/04 and beyond.	The Council will derive income from licence fees.	Assistant Director – Environmental Health & Trading Standards
5	The City Council should lobby for a statutory obligation on all landowners either to restore unused buildings to use or, at least, secure or seal them to prevent admission and, in either case, to maintain the exterior and any grounds to the standard expected if it remained occupied, if not addressed in the current anti-social behaviour	Agreed.	The Leader of the Council has written to the Deputy Prime Minister on 5 August 2003. No reply has yet been received.		Staff time	Assistant Director – Development

	bill, the Council should seek its incorporation into subsequent legislation					
6	The Council's public access points should <b>all</b> act as one stop shops where members of the public can report problems with litter, graffiti, street lamps in need of replacement, abandoned cars, under-age sales of alcohol etc.	The Best Value Review of Service Access needs to consider this proposal further. It should be noted that there are at least 66 Business Units which have direct contact with the public but that Pointer Panel surveys show that the public's preferred method of contacting the Council is by telephone, including out of hours operation. There is potential conflict therefore between options which aim for a "call-centre" style solution and one which encourages issues to be dealt with at an extensive array of access points.	A number of options are possible but these should be thoroughly investigated in the Service Access Best Value Review and proposals brought back to Cabinet with the BV Action Plan.	Short term (action plan)	Not yet assessed	Director of Corporate Services
7	Council Cabinet should consider making it a condition of grant entitlement that funded voluntary and community organisations with a public reception should also act as reporting points	This proposal would appear to contain a number of disadvantages including the capability and capacity of, often	None at this stage.			

		<p>overstretched, organisations to accept additional responsibilities, and on the potential for confusion and duplication in the service we are trying to offer members of the public. If there were no other way of providing access then these could possibly be overcome but alternatives emerging through the Service Access BV Review would appear preferable.</p> <p>In these circumstances it is considered that extending "reporting points" to grant aided clients would not only lead to confusion and duplication in reporting arrangements, but could tie up resources of those organisations who are in many cases overstretched.</p> <p>No action recommended.</p>				
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8	Council Cabinet implement a quality assurance system as described in paragraph 9.3		Feasibility study to extend EXOR system to other council public access points	Medium term	Staff time (funding from E Derby Strategy may be available)	Head of Street Care and Waste Management
9	Under Council Cabinet Procedure Rule 1, a Physical Environment Committee be created, comprising those Council Cabinet portfolio holders responsible for land to achieve a co-ordinated approach and convergence of standards	Suggest Cabinet is able to take on these responsibilities rather than a new Committee.	No action on forming a Committee. Cabinet to consider when Physical Environment items should be brought to Cabinet meetings.			
10	At local service delivery level, the area and neighbourhood officers should be a complementary means of making connections between individual council departments and other agencies and securing better sharing of information between departments, agencies and local community groups	This is already the major role of the Area and Neighbourhood Unit, which supports better co-ordination of local services at Area Panel level and at neighbourhood level in the three priority neighbourhoods of Sinfin, Osmaston/Allenton and Normanton/Peartree. The Unit also co-ordinates the Neighbourhood Renewal Strategy which encourages joint working across all the NRS neighbourhoods.	<p>Neighbourhood plans produced for Sinfin, Normanton and Osmaston</p> <p>Neighbourhood bases developed in Sinfin, Osmaston and Normanton as joint service access points</p> <p>Area planning networks of service providers put in place in each Area Panel area</p> <p>City wide Integrated Services Development Network</p>	<p>Draft plans April 2004</p> <p>Final plans April 2005</p> <p>Sinfin base operational from June 2003</p> <p>Osmaston base developed by March 2005</p> <p>Normanton base no set timescale</p> <p>Area link officers identified for all main agencies. Networks operational from January 2004.</p> <p>Agency leads identified – operational from January 2004</p>	<p>Neighbourhood Co-ordinators funded by NRF. Long term resource implications contained in plans.</p> <p>Bases currently funded by NRF but will require mainstream budgets of £60k per base from March 2006.</p> <p>Co-ordinated by Area Panel Managers. Long-term implications to be identified.</p>	<p>Assistant Director – Community Policy</p> <p>Co-ordinated by Assistant Director Community Policy</p>

11	The City Council seek legislation providing enforceable standards of land maintenance for private landowners, to achieve minimum standards of visual appeal of buildings and land; this should include a stepped process of local authority notices, court orders with sanctions for breaches/failure to comply, including contempt of court	As item 5.				
12	In the meantime, a voluntary scheme should be introduced in Derby where businesses are awarded a certificate recognising that certain land stewardship standards are met; this might be piloted in the city centre and then rolled out to other parts of the City	Rather than limit the concept of stewardship to business land we would recommend a scheme which recognises good workmanship in new building, standards of access and site management. This is best achieved through a scheme for new developments.	Consider whether a scheme could be introduced through public nomination or through Area Panel nomination.	Could be introduced in 2004/05.	There would be a modest revenue cost in producing award certificates and possibly an event to present them.	Assistant Director – Development
13	Council Cabinet should, as a further instrument, consider the selective declaration of litter control areas under Section 90 of the Environmental Protection Act 1990: <ul style="list-style-type: none"> <li>• Survey of ward members</li> <li>• Housing officers</li> </ul>	Staff and cleansing contractor not aware of any sites where the declaration of further litter control areas would be beneficial	Survey, including Ward Members and Housing Officers, to establish whether there are areas justifying declaration of litter areas or alternative cleansing solutions  (Linked to recommendation 27)	Medium term	Staff time	Head of Street Care and Waste Management



14	Council Cabinet are asked to consider engaging the local media to receive comments from the general public so as to assess whether railway line side littering is a problem	Experience would suggest that the media are not likely to be interested in assisting with a single specific issue as this. Interest would be greater in a more general enquiry with a link to the specific issue of railway land.	Discussions with local media with a view to running general enquiry item on litter hotspots, including railway land.  (The information gained may also be useful in regard to the actions proposed under recommendations 13 and 27)	31 March 2004	Staff time	Public Relations Manager
15	Council Cabinet should liaise with the local railway industry with the object of ending the current eyesore of disused or condemned rolling stock being stored in view of passenger trains	It is not thought to be practicable to deal with this problem by either moving the stock elsewhere or enclosing them in buildings. However it may be practicable to provide screening fences.  If fences were provided it may be possible to both enhance the view and promote the city by covering them with murals. These might have a theme of, say, Derby's rail heritage as well as advertising for local firms who sponsor their provision.  Schools and	Matter to be raised at the Rail Forum and views of Members obtained.  Subject to response a feasibility study would need to be carried out.	March 2004  Medium term	Staff time  Feasibility study would advise on resource implications	Head of City Development and Tourism

		colleges could be enlisted, possibly by competition, to input to the design.				
16	To reduce street debris an integral contribution to the anti-social behaviour legislation should be a requirement that producers and retailers 1) have returnable deposits on bottles and cans and 2) minimise packaging		A letter to DEFRA from the Leader has been prepared.	December 2003		Head of Street Care and Waste Management
17	The City Council should introduce competitions for the best-maintained estate, best shopping parade and best school grounds offering a hierarchy of recognition at ward and area levels	<p>There is an established process within the Council, for such competitions, through East Midlands in Bloom. It is therefore proposed that any new initiative should be developed as part of this process and by the same officers.</p> <p>However the success of these initiatives depends to large degree on the input of officers in establishing community input and support. There is therefore a resource implication that will need to be investigated.</p>	Undertake a feasibility study of the resource implications of extending the East Midlands in Bloom competition process	March 2004	Staff time	Head of Street Care and Waste Management

18	Council Cabinet should 1) closely observe the Bristol New Deal for Communities' refuse and street scene approach, and the similar experiment planned in the Derwent NDC, for possible adoption, or adaptation, throughout the whole or parts Derby and 2) commission service managers and accountants to work out the costs of adopting a Bristol-style model in our City	The DERWENT NEAT project is based on an approach similar to the Bristol scheme. It has had considerable success in improving conditions in the streetscene.	Continue the NEAT pilot  Refine project to establish the preferred methods of delivering NEAT projects and assess the capabilities of transposing it to other communities within the city.	Ongoing  Medium term	Seek to continue fund via Derwent New Deal for Communities	Head of Street Care and Waste Management
19	The various successful examples of working described in section 15 of the report need adopting, or adapting for elsewhere in Derby	Of the seven examples cited not all have been successful. Some have not maintained funding input because of poor quality. Two others are not Derby based but on at least one case, Bristol NDC, a Derby project has been modelled. The neighbourhood co-ordination and base pilot in Sinfin cited in response to recommendation 10 is building on the work already developed at the Old Sinfin Housing Office	Neighbourhood co-ordination and plans in priority neighbourhoods will help build on successful models of good practice elsewhere in the country and in Derby.  The integrated service planning networks highlighted in the response to item 10 have the objective of improving communication and sharing best practice between agencies.	See response to item 10	See response to item 10	Assistant Director Community Policy – along with other lead officers depending on the specific project
20	a) There is a need to mainstream successful approaches so that good work 1) survives changes in personnel and 2) is instigated in	Mainstreaming good practice is one of the key objectives of the Neighbourhood	See details of neighbourhood co-ordination and integrated service	See item 10	See item 10	Assistant Director Community Policy



	<p>c) Such a change in orientation probably necessitates the need is to “grow our own” through in-house training and encourage other linked agencies to do the same</p> <p>Anticipating new legislation, local social housing providers in Derby should jointly seek to achieve a convergence regarding policy on behaviour related sanctions in the near future.</p> <p>Council Cabinet should invite the social Care, Health and Housing OSC to give detailed comment 1) about what would be included in the citywide policy in the preceding recommendation and 2) about Derby Homes proposal for a two-tier landlord service, dependent on tenant behaviour.</p>	<p>working.</p> <p>Given the recruitment problems in key professional areas this is recognised as desirable in delivering neighbourhood renewal.</p> <p>It is agreed that a common approach is desirable.</p> <p>This is a matter for Council Cabinet to decide.</p> <p>The Derby Homes “gold” proposals are only in development and will be subject to agreement by the Derby Homes Board. They may not only be related to behaviour but to other issues such as length of tenancy and rent payment record.</p>	<p>Job swaps, secondments and mentoring, as well as formal training, are encouraged within the Council.</p> <p>Anti Social Behaviour Team to establish liaison group with Registered Social Landlords (RSLs) and Derby Homes to develop common approach.</p>	<p>Being implemented.</p> <p>Group already established and good practice being developed.</p>	<p>Corporate training budgets and also individual service budgets.</p> <p>Co-ordination by NRF funded ASB team but long-term resource implications to be identified.</p>	<p>Chief Personnel Officer</p> <p>Director Derby Community Safety Partnership</p> <p>Council Cabinet</p>
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21	Council Cabinet should require that an agreed exit strategy be in place before the commencement of time-limited area funding	<p>This is an issue for both Cabinet and Derby City Partnership programmes but much good practice already exists. Reports to Cabinet, of course, cover financial implications of proposals but time-limited funding is more usually associated with our regeneration programme.</p> <p>SRB programmes have a section on forward strategy written into in their first Delivery Plan, the strategy is implemented, reviewed and updated on an annual basis. The forward strategies include community capacity building to make sure that the communities are stronger at the end of the programme and have mechanisms in place to tackle future regeneration issues for themselves.</p>	<p>Continue to develop best practice in creating capacity within communities to deliver sustainable regeneration.</p> <p>Build into all time-limited funded projects exit strategy arrangements on the lines described.</p>	Medium term	Existing staff resources	Director of Finance; Chief Officers; External Funding Unit; DCP
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		<p>A good example of what we do now is Normanton where we have a Priority within the programme – “Priority 3 Owning, Celebrating and Developing our Community” – for securing the overall sustainability of the programme. It is about community capacity building so groups and individuals are able to get involved in making sure local services provide for local needs.</p> <p>Project funding is phased, this includes the NRF, whereby the maximum length of initial funding is 3 years. Each project has its individual exit strategy reviewed to assess future support needs in terms of the exit or forward strategy.</p>				
22	Council Cabinet should encourage Derby schools to weave anti-social and pro-social behaviour into delivery of Citizenship in the national curriculum; the Council Cabinet Member for Lifelong Learning should		Schools are required to ensure that they teach about legal and human rights, the legal system and pupil’s rights and	2003 – ongoing	Standards fund and schools delegated budgets	Schools and their governing bodies

	report progress back to Cabinet in twelve and twenty-four months time		responsibilities.			
			The PCAS team provides training to support schools.	2003 – ongoing	As above	PCAS team
			The PCAS team offers support to schools in running schools councils, peer mediation and supporting citizenship co-ordinators.	2003 – ongoing	As above	PCAS team
			Show Racism the Red Card Project	Annually from 2003	As above	PCAS team
			A young citizens passport for Year 11 pupils which helps young people understand their rights and responsibilities is offered annually through the PCAS team.	2003 – ongoing	As above	PCAS team
			Friends against Bully Project has commenced. This aims to build teams of young people to be peer educators. It also is aimed at developing skills and attitudes in young people to combat racism, bullying and prejudice.	2003 start	As above	PCAS team



			The Learning for Living awards are organised annually by the PCAS team.	2003 – ongoing	As above	PCAS team
23	The Council Cabinet is invited to investigate the feasibility of establishing a volunteer task force, with appropriate adult supervision and training, to encourage young unemployed persons to serve the local community	<p>The nature of a voluntary task force of unemployed young people is extremely problematic, and to some extent undermines the Government's requirements to get young unemployed people into work, training or education placements.</p> <p>Two key volunteer schemes already exist in Derby, the Millennium Volunteers Programme co-ordinated by CVS and the Duke of Edinburgh's Award Scheme co-ordinated by the Youth Service, which both provide service to the community for young people aged 14-25 without the stigma of being unemployed.</p> <p>New Deal for Communities has</p>	<p><b>Duke of Edinburgh's Award Scheme</b></p> <p>To consider a further expansion of the Award Scheme across the City to target asap young people at risk of becoming involved in disruptive and nuisance youth behaviour.</p> <p><b>Millennium Volunteers</b></p> <p>To enter in discussions with Millennium Volunteers to consider a possible expansion of the scheme to target young people at risk of becoming involved in disruptive and nuisance behaviour.</p>	<p>1 April 2004</p> <p>January 2004</p>	<p>£50,000</p> <p>Uncertain (at least £50,000)</p>	<p>Head of Youth Services</p> <p>Head of Youth Services</p>

		<p>established a “skills bank” where people exchange skills or tasks without the need for payment.</p> <p>The scheme recommended would be viewed by many young people as Community Service, in the same way as the YOS and Probation Service organise Community Service as a means of reparation for offenders.</p> <p>If there are jobs to be done in the community by young unemployed people it may be better to establish a Training Scheme linked to the LSC or City Training where young people could be paid a training allowance and gain vocational skills which could lead to permanent employment opportunities.</p> <p>Any scheme of this nature requires a substantial infrastructure to</p>	<p><b>Undertake a feasibility exercise</b> related to the establishment of a Derby City Council Training Scheme, delivering a range of community service type activities, to be undertaken by 16-18 year old unemployed young people. Identify the range of vocational qualifications that could be incorporated within such a scheme. Seek approval for the LSC to deliver.</p>	July 2004	Uncertain at this stage	To be decided by the Director of Education
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		<p>supervise young people, health and safety and work programmes require careful consideration. A scheme of this nature would require significant investment, whether it was a voluntary scheme or a regulated Training Provider scheme.</p> <p>If such investment was considered then it is recommended that it should be established as an LSC endorsed Training Scheme, where young unemployed people would receive a training allowance, gain vocational skills and qualifications and be seen as contributing positively to their communities.</p>				
24	Council Cabinet should request the Derbyshire Police to keep under review whether deployment is adequate in Normanton and other areas to provide sufficient vigilance against racist and general anti-social behaviour	The Leader of the Council and the Cabinet Member for Regeneration, Social Inclusion, Youth and Community have discussed community tensions	No further action required at this stage.			

		<p>in Normanton and other areas of the city, as provided under the Community Tensions Protocol. These discussions have included deployment of resources which the Police do keep constantly under review. The Police respond to heightened tensions by increasing their presence but they do not have sufficient funding to sustain this for a prolonged period. The Leader and Deputy Leader have started to meet regularly with the Derby Divisional Commander to receive community safety briefings. We are also in preliminary discussions to see whether it is possible under the URBAN programme to reallocate funding from one priority to another to support increased community cohesion activity in the</p>				
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		Normanton/Pear tree area.				
25	The City Council should seek legislation to clarify that when fly posting occurs, the beneficiary should be liable to prosecution and conviction subject to the defence that they did not sanction the fly posting and took all reasonable steps to prevent it occurring		Included in letter sent by the Leader to Deputy Prime Minister 5 August 2003.			
26	There should be periodic, unannounced campaigns to catch the perpetrators of fly posting and graffiti, using the CCTV cameras to assist street care staff to track and apprehend those responsible with a view to conviction	There is a particular problem of streetcare staff not having powers of arrest, and CCTV rarely picks up perpetrators. Also fly posting tends to occur in the dead of night.	Legislation referred to in 25. above would help. We have been working with CCMT to introduce Public Information Pillars which would provide a relatively cheap and legal way for venues to publicise events as an alternative to fly posting.	PIPs in 2004.	It is intended that the PIPs will be completely self-financing.	Assistant Director – Development
27	The policy of the City Council should be that appropriate staff be designated to issue fixed penalty tickets for littering	Officers from D&CS, city centre ranger and street cleansing and waste management and CSD parks met to discuss the implications. A similar policy had been implemented at Leicester City Council. This had been concentrated on the city centre and 3 litter wardens had been introduced. The	Defer a decision until the survey work has been undertaken and the results evaluated.  (Linked to recommendation 13, there is survey work to be undertaken and, it may be appropriate to defer a decision upon how to proceed, until the results of the survey are known)	Survey due in first quarter of 2004/05	None at this stage	Director of Commercial Services

		<p>wardens work in pairs and there is support from CCTV and the police. This had followed a MORI survey which had identified low satisfaction with street cleansing. Leicester City Council believe that the scheme has been successful and benefited from a high profile publicity campaign and being in a controlled area. Leicester City Council received additional resources as this work was related to their PSA targets.</p> <p>Officers in Derby felt that the city centre did not suffer from littering to the same extent as some other city centres and that the street cleansing contractor was efficient and timely in removing problems. Littering was not considered to be a high priority compared to other city centre management issues</p>				
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		such as beginning.  To implement the policy would require additional resources, as there is not the capacity currently to take this work.				
28	Anticipating new legislation, local social housing providers in Derby should jointly seek to achieve a convergence regarding policy on behaviour-related sanctions in the near future	This issue is being discussed at the Strategic Liaison meeting for registered social landlords in the city. This meeting is chaired by the Cabinet Member for Performance Management, Economic Development and Housing.	Action plan to be developed by Strategic Liaison meeting.			Director of Policy
29	Council Cabinet should invite the Social Care, Health and Housing O & SC to give detailed comment 1) about what should be included in the city-wide policy as envisaged at the preceding recommendation and 2) about Derby Homes proposal for a two tier landlord service, dependent on tenant behaviour	It is more appropriate for O & S to decide whether to tackle this through a topic review.	Social Care Health and Housing O & S to consider a topic review.  Report to Cabinet on Introductory Tenancies.	Report to Cabinet 16 December 2003		Director of Policy
30	Council Cabinet acknowledge the numerous ways in which housing associations can be partners in delivering the improved quality of life that this report seeks to deliver for the people of the City	Agree, acknowledged in Council Housing Strategy.	No further action.			Director of Policy
31	Legislation preventing apply for rate relief by neglect					