

| O & S Recommendation | | Response | Proposed Action | Timescale | Resource Implications | |
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| 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 | Short term Short term (by end 2003/04) Medium term | Staff time | Director of D & CS |
| Progress on this action: This is still being researched. Other authorities experiences are being assessed. The whole issue of giving discounts to those on benefits is complicated by data protection issues and is likely to create administration difficulties. The bulky collection service needs reviewing once the new Waste from Electrical and Electronic equipment (WEEE) Directive is clarified in 2005 | | | | | | |
| 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 |
| Progress on this action: No progress on this issue – aim to scope the issue by December 2004 | | | | | | |
| 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. Develop action plan and methodology for partnership working with a wide range of other agencies. Formalise links between Parks Liaison Service and Education | Long term Long term Short term | The Council will derive income from licence fees. | Director of Commercial Services |

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| | | | Youth Service. | | | |
| Progress on this action: The Parks Liaison Service and the Education Youth Service are working together on a number of projects. | | | | | | |
| 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 | Director of Corporate Services |
| Progress on this action: We have obtained a Blueprint Research Grant to fund the introduction of proof of age cards and subsequent test purchasing exercises. An LPSA bid is being prepared to carry on this work. | | | | | | |
| 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 bill, the Council should seek its incorporation into subsequent legislation | 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 | Director of D & CS |
| Progress on this action: No such obligation was included in the Anti-Social Behaviour Act | | | | | | |

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| 6 | The Council's public access points should all 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) | Director of Corporate Services | |
| Progress on this action: The final report of the Service Access BV Review did not include the proposal. It concentrates on the establishment of a virtual call centre to handle all service requests | | | | | | |
| 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 | Short term | Staff time (funding from E Derby Strategy may be available) | Director of D & CS |
| Progress on this action: These proposals will need to be given detailed consideration as part of the Council's Customer Services Strategy as we develop and roll out improved arrangements for "one stop" services | | | | | | |
| 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 Sinfen, Osmaston/Allenton and Normanton/Pearlton. The Unit also co-ordinates the Neighbourhood Renewal Strategy which encourages joint | Neighbourhood plans produced for Sinfen, Normanton and Osmaston. Draft profiles in place Neighbourhood bases developed in Sinfen, Osmaston and Austin Estate as joint service access points | Final plans April 2006 Christmas 2004 Sinfen base operational from June | Neighbourhood Co-ordinators funded by NRF. Long term resource implications contained in plans. Bases currently funded by NRF but will require | Director of Policy |

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| | | working across all the NRS neighbourhoods | Area planning networks of service providers put in place in each Area Panel area City-wide Integrated Services Development Network | 2003. Osmaston base development still underway. Austin base developed by 2005 Area link officers identified for all main agencies. Networks operational from January 2005 Agency leads identified – operational from September 2005 | mainstream budgets of £60k a base from March 2005/06. Co-ordinated by Area Panel Managers. Long term implications to be identified | |
| Progress on this action: Actions and timescales updated as indicated above. | | | | | | |
| 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 | | | | Director of D & CS |
| Progress on this action: No such powers were included in the Anti-Social Behaviour Act. Whilst in extreme cases action on land can and has been taken through the Town & Country Planning Acts, it does not extend to buildings | | | | | | |

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| 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 | Director of D & CS |
| Progress on this action: The proposal was examined as part of the BC/DC Best Value Review. As part of the action plan approved by Cabinet, a Quality-Award scheme is being developed for the Director of Development & Cultural Services to approve in April 2005. | | | | | | |
| 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">Survey of ward membersHousing officers | 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 | Director of D & CS |
| Progress on this action: The number of potential sites is minimal and would not bring about any significant benefits to the authority or the environment | | | | | | |
| 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 | Derby Evening Telegraph approached but were not responsive | Director of Policy |
| Progress on this action: Specific timescales now indicated above | | | | | | |
| 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 | 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 | Director of D & CS |

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| | <p>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.</p> <p>Schools and colleges could be enlisted, possibly by competition, to input to the design</p> | | | |
| <p>Progress on this action: The matter was raised at the Rail Forum. Whilst the principle is supported there are practical difficulties in that rolling stock can be located in any number of different locations on quite a few different sidings. It is our intention to raise this again through the Forum in the near future</p> | | | | |
| 17 | <p>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> | <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> | <p>Undertake a feasibility study of the resource implications of extending the East Midlands in Bloom competition process</p> | <p>Short term</p> <p>Staff time</p> <p>Director of D & CS</p> |
| <p>Progress on this action: This issue has not been progressed at this point in time as further staffing resources would be required to co-ordinate and manage the scheme</p> | | | | |
| 18 | <p>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</p> | <p>The DERWENT NEAT project is based on an approach similar to the Bristol scheme. It has had considerable success in improving conditions in the street scene</p> | <p>Continue the NEAT pilot</p> <p>Refine project to establish the preferred methods of delivering NEAT projects and assess the capabilities of transposing it to other communities within the city</p> | <p>Short term</p> <p>Medium term</p> <p>Seek to continue fund via Derwent New Deal for Communities</p> <p>Director of D & CS</p> |

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| | service managers and accountants to work out the costs of adopting a Bristol-style model in our City | | | | | |
| Progress on this action: Ongoing discussions about rolling out the NEAT concept are taking place with relevant officers. No projects have been developed to date due to a lack of funding opportunities. LPSA2 is considering the possibility of further improvement initiatives including options of further area-based arrangements | | | | | | |
| 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 Sinfen cited in response to recommendation 10 is building on the work already developed at the Old Sinfen 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 responses 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 | Director of Policy |
| Progress on this action: More specific response now included in information above. | | | | | | |
| 20 | a) There is a need to mainstream successful approaches so that good work 1) survives changes in personnel and 2) is instigated in other neighbourhoods for the benefit of residents. | Mainstreaming good practice is one of the key objectives of the Neighbourhood Renewal Strategy and of the Single Local Management Centre pilot being developed on behalf of Derby City Partnership by the External Funding Unit. The DCP Strategy Co-ordination | See details of neighbourhood co-ordination and integrated service networks under item 10. The development of the SLMC pilot will bring together different funding pots to support integrated development under a "Regeneration Plan" allowing a more joined up and sustainable approach to project development and sustainability. Endorsement of integrated service | See item 10 Common information and fund management systems will be piloted from January 2004. Longer term DCP Regeneration Plan and "single pot" funding to be developed | See item 10 | Director of Policy |

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| | | Group which comprises the Council's Chief Executive and Chief Officers of the Council and partner agencies, oversees the development and delivery of integrated services planning. | planning approach by DCP lead officers. | from April 2004 | |
| | b) That requires 1) organisational commitment from the apex of each service function's management structure and 2) that in future all appointments at the interface between a particular public service and the public should possess the necessary skills | <p>The DCP is developing a Learning Plan for Neighbourhood Renewal to make sure staff have the necessary awareness and skills to promote and delivery multi agency 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>Neighbourhood Renewal Learning Plan to be developed and delivered.</p> <p>Job swaps, secondments and mentoring, as well as formal training, are encouraged within the Council.</p> | <p>May 2004</p> <p>Draft plan complete November 2003</p> <p>Implementation from April 2004</p> | <p>None directly arising – to be identified in planning process</p> <p>To be identified in plan</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>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>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>Corporate training budgets and also individual service budgets</p> |
| Anticipating new legislation, local | | | | | |

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| | <p>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 city wide policy in the preceding recommendation and 2) about Derby Homes proposal for a two-tier landlord service, dependent on tenant behaviour</p> | | | Group already established and good practice being developed | Co-ordination by NRF funded ASB team but long term resource implications to be identified | |
| <p>Progress on this action: Progress now shown within updated information above</p> | | | | | | |
| 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 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</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 | Director of Finance | |

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| | <p>mechanisms in place to tackle future regeneration issues for themselves.</p> <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> | | | |
| <p>Progress on this action: The 2004/05 budget process approved by Cabinet includes the requirement for an exit strategy for all time limited funding areas</p> | | | | |
| 23 | <p>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> | <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</p> | <p>Duke of Edinburgh’s Award Scheme 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>Millennium Volunteers To enter in discussions with Millennium Volunteers to consider a</p> | <p>1 April 2004</p> <p>£50,000</p> <p>Director of Education</p> <p>January 2004</p> <p>Uncertain (at least £50,000)</p> |

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| | <p>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 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 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</p> | <p>possible expansion of the scheme to target young people at risk of becoming involved in disruptive and nuisance behaviour.</p> <p>Undertake a feasibility exercise 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 |

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| | | <p>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> | | | | |
| <p>Progress on this action:</p> <p>There has been little progress on each of the three actions due to the lack of staffing and funding capacity within the Service, to consider fully the three potential developments.</p> <p>Some progress has been made in encouraging young people with behaviour and attendance problems to participate in the Duke of Edinburgh's Award Scheme.</p> <p>5 young people within the Bemrose Attendance Project have successfully completed their Bronze Duke of Edinburgh Award – 6 young people within the Derwent Key Stage 4 Pupil Referral Unit are at present undertaking their bronze award.</p> | | | | | | |
| 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 | | | Director of D & CS |
| <p>Progress on this action:</p> <p>The Anti-Social Behaviour Act 2003 gives LAs power to serve fixed penalty notices but only on person who does the fly posting. It relies on the LA knowing the name and address of the person, and in the absence of any power of arrest it will be extremely difficult to gain that information. The Act did not extend to the beneficiaries of the fly posting.</p> | | | | | | |

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| 26 | There should be periodic, unannounced campaigns to catch the perpetrators of fly posting and graffiti, using the CCTV cameras to assist streetcare 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 | Director of D & CS |
| <p>Progress on this action:</p> <p>Public Information Pillars have been introduced in the City Centre and are being used by some venues which had previously generated fly posting. Whilst powers to serve fixed penalty notices were introduced in the Anti-Social Behaviour Act, in the absence of powers of arrest it is unlikely to prove effective</p> | | | | | | |

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| 27 | <p>The policy of the City Council should be that appropriate staff be designated to issue fixed penalty tickets for littering</p> | <p>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 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.</p> <p>Littering was not considered to be a high priority compared to other city centre management issues such as beginning.</p> <p>To implement the policy would require additional resources, as there is not the capacity currently to take this work.</p> | <p>Defer a decision until the survey work has been undertaken and the results evaluated.</p> <p>(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)</p> | Medium term | <p>None at this stage</p> <p>Director of D & CS</p> |

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| Progress on this action: The whole issue of waste enforcement is under review but it is recognised that additional staff with surveillance equipment would need to be identified to make further progress in this area. | | | | | | |
| 28 | 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 & Housing O & S to consider a topic review. Report to Cabinet on Introductory Tenancies | Report to Cabinet 16 December 2003 | | Director of Policy |
| Progress on this action: Matter is left with O & S | | | | | | |
| 29 | 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 |
| Progress on this action: No further action required | | | | | | |
| 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 |
| Progress on this action: No further action required | | | | | | |