

# Public Document Pack



**North East  
Derbyshire**  
District Council

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Date: Monday, 17 February 2025

To: **Members of the Services Scrutiny Committee**

Please attend a meeting of the Services Scrutiny Committee to be held on **Tuesday, 25 February 2025 at 10.00 am in Meeting Rooms 1 & 2**, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Yours sincerely

A handwritten signature in black ink that reads "Sarah Steuberg".

Assistant Director of Governance and Monitoring Officer

## **Members of the Committee**

<b><u>Labour Group</u></b>	<b><u>Conservative Group</u></b>	<b><u>North East Derbyshire Independents Group</u></b>
Councillor Kathy Clegg Councillor Carol Lacey Councillor Derrick Skinner Councillor Christine Smith Councillor Mick Smith – Chair	Councillor Neil Baker Councillor Michelle Emmens Councillor Mark Foster	Councillor Ross Shipman

**For further information about this meeting please contact: Thomas Scott 01246 217045**

# **AGENDA**

## **1 Apologies for Absence**

## **2 Declarations of Interest**

Members are requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

## **3 Minutes of Last Meeting (Pages 5 - 9)**

To approve as a correct record and the Chair to sign the Minutes of the Services Scrutiny Committee held on 19 November 2024.

## **4 Performance Management (Pages 10 - 19)**

Council Plan Targets Performance Update.

Kath Drury, Information, Engagement and Performance Manager/Amar Bashir, Improvement Officer

## **5 Second Green Bin Collections (Pages 20 - 23)**

To receive an overview of the data from the second green bin collections.

Joy Redfern, Assistant Director of Streetscene/Darren Mitchell, Streetscene & Waste Management Services Manager

## **6 Update on Gully/Drainage Works (Page 24)**

To receive an update on the Council's gully and drainage works.

Joy Redfern, Assistant Director of Streetscene/Darren Mitchell, Streetscene & Waste Services Manager

## **7 Medium Term Financial Plan Budget Monitoring Q3 2024/25 (Pages 25 - 40)**

To be presented with the Budget Monitoring Plan for Quarter 3.

Jayne Dethick, Director of Finance & Resources and S151 Officer/Justine Wells, Corporate Finance Manager

## **8 Annual Local Government Ombudsman Report (Pages 41 - 48)**

To receive and discuss the Annual Ombudsman Report.

Rachael Pope, Customer Service Manager

**9 Cabinet Business** (Pages 49 - 61)

To inform Committee of recent and forthcoming Cabinet business.

A digest of Cabinet decisions taken since 23 May 2024. This information is published by Cabinet meeting on the Council's website. Cabinet Agendas, Decisions and Minutes can be viewed at: [Cabinet](#)

The Forward Plan of Executive decisions.

[Plans](#)

These plans are updated to include new business.

Joe Hayden, Senior Scrutiny Officer

**10 Policy Development**

To contribute to major Policies being considered by the Council.

**11 'Horizon Scanning'**

To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example.

**12 Work Programme** (Pages 62 - 69)

To consider the Committee's Work Programme.

Joe Hayden, Senior Scrutiny Officer

**13 Additional Urgent Items**

To consider any other matter which the Chair of the Committee is of the opinion should be considered as a matter of urgency.

**14 Date of Next Meeting**

The next meeting of the Services Scrutiny Committee is scheduled to take place on 13 May 2025 at 10.00 am.

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**North East  
Derbyshire**  
District Council

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## SERVICES SCRUTINY COMMITTEE

### MINUTES OF MEETING HELD ON TUESDAY, 19 NOVEMBER 2024

#### Present:

Councillor Neil Baker (Vice-Chair) (in the Chair)

Councillor Kathy Clegg  
Councillor Ross Shipman

Councillor Carol Lacey

#### Also Present:

J Dethick	Director of Finance and Resources & (Section 151 Officer)
J Wells	Corporate Finance Manager / Deputy S151 Officer
A Bashir	Improvement Officer
P Kerry	Trainee Accountant
J Hayden	Senior Scrutiny Officer
T Scott	Governance and Scrutiny Officer

#### **SSC/ Apologies for Absence** **28/2**

**4-25** Apologies for absence were received from Councillors Michelle Emmens, Mark Foster, Derrick Skinner, Christine Smith and Mick Smith.

#### **SSC/ Declarations of Interest** **29/2**

**4-25** No Declarations of Interest were submitted.

#### **SSC/ Minutes of Last Meeting** **30/2**

**4-25** RESOLVED – That the Minutes of the Services Scrutiny Committee held on 17 September 2024 be approved as a correct record and signed by the Chair.

#### **SSC/ Performance Management** **31/2**

**4-25** The Improvement Officer presented a report setting out progress on the strategies underpinning the Council Plan objective 'A great place to access good public services' for the period ending 30 September 2024.

Members were updated on progress under the following objective sub-categories in Appendix 1 of the report:

- 1) Assist and influence other public partners to improve their services in the District.
- 2) Continually improve Council services to deliver excellence and value for money.

Members referred to the paragraph in Appendix 1 on the Leadership and Empowerment staff survey, which read "95% of respondents at line manager and

team manager level feel that they are involved in making decisions that affect their work”, and asked if officers had assessed how non-management staff felt about the subject. The Director of Finance and Resources confirmed that the subject of management was one of the topics covered in the Staff Survey that was issued to staff.

Members asked why Appendix 1 seemed to suggest there could be improvement of the complaints performance. The Director of Finance and Resources explained that frontline services such as Streetscene do get complaints, but also compliments. The review due to be undertaken aims to resolve the processes to ensure complaints are dealt with in specific timescales.

Members shared a few examples of residents having their bins missed from the weekly bin collection service on certain streets, and that often when they report it they are told that the Council are not aware of any missed bins. The Improvement Officer agreed to pass this on to the Assistant Director of Streetscene.

RESOLVED – That the report was noted.

**SSC/ Medium Term Financial Plan**

**32/2**

**4-25**

The Corporate Finance Manager presented a report on revisions to the 2024/25 budget, that was due to go to Full Council in January 2025 for approval.

Members referred to the Police & Crime Commissioner election and why it was showing as a variance in Appendix 2 to the report that was submitted to Cabinet. The Corporate Finance Manager explained that this showed as a variance because the full extent of the money spent would not have been known during the budget setting.

Members referred to Appendix 4 to the report that was submitted to Cabinet, and asked what ‘fuel island project’ involved. The Director of Finance and Resources explained that the depot at Eckington is near a river and often gets flooded, so this referred to a new type of barrel for fuel that prevents flood water entering the tanks.

The Committee discussed the current refurbishment work for the main reception at Mill Lane, and asked where this appeared in the Appendices. The Director of Finance and Resources explained that this came within the Mill Lane refurbishment budget, so was not in the Appendices.

Members stated that ‘investment in parking solutions’ used to appear in the Appendices, but did not appear on this occasion. The Director of Finance and Resources explained that the car parking solutions budget now formed part of the wider regeneration budget for housing and parking solutions and would be sought at the time of exploring regeneration options.

RESOLVED – That the report was noted.

**SSC/ The Council's Financial Resilience**

**33/2**

**4-25**

The Corporate Finance Manager delivered a presentation to Members about the

Council's financial resilience. The presentation gave detail on:

- Current financial climate
- Warning signs (financial difficulties)
- Lessons from S114 Notices at other Councils
- The Council's financial resilience
- Usable Revenue Reserves
- Council Tax

Member discussed usable revenue reserves and asked how many of reserves were actually usable. The Director of Finance and Resources advised that whilst all were usable, a large number of the reserves were grants or approved for a specific purpose so ring-fenced. The Resilience Reserve and General Fund balance are not ring-fenced so can be used for any purpose.

The Director of Finance and Resources explained that the Council's Financial Resilience was measured by the use of analysis and benchmarking. Members agreed that they would like to have a deeper look at the Financial Resilience in general and how it's measured. The Director of Finance and Resources stated that she would discuss this with the consultants who work with the team and arrange a future presentation to the committee

RESOLVED – That the presentation was noted.

**SSC/** **The Relationship between NEDDC and Rykneld Homes**

**34/2**

**4-25**

The Director of Finance and Resources presented a report to provide an oversight of the relationship between the Council and Rykneld Homes.

Members were informed that Local Authorities have to comply with housing standards and have been working with Rykneld Homes on the governance arrangements, and this has resulted in a stronger relationship. The Director of Finance and Resources also advised that there was a formal contract in place between the Council and Rykneld which ran for 5-year periods, and the contract was last reviewed in 2021.

Members referred to the chart in paragraph 2.7 of the report and asked what the 'Council Client Team' meant. The Director of Finance and Resources explained that this was a group of officers, and their role was to have an oversight of the work being undertaken by Rykneld Homes.

Members referred to paragraph 1.7 of the report and enquired what the meaning behind the 'tenancy standard' was. The Director of Finance and Resources explained that it was the regulator of social housing consumer standard and is a way of ensuring tenants have accountability over tenancy services.

RESOLVED – That the report was noted.

**SSC/** **Housing Inspectors Report**

**35/2**

**4-25**

The Director of Finance and Resources presented a report to provide an update on the recent inspection by the Regulator of Social Housing.

The Committee was informed that the conclusion of the inspection was the Council being granted a C2 grade after the Regulator for Social Housing considered all four of the consumer standards. C2 was the second-highest of the four grades. The judgment highlighted several areas of good practice as well as a couple of improvement areas, including stock condition surveys and categorising and learning from complaints. Members were informed that Rykneld Homes already had a lot of this work underway before the inspection.

The Director of Finance and Resources informed Members that the next step was to work with the Regulator towards a C1 grade and Rykneld Homes have this in progress.

Members asked if Rykneld Homes had their own tenancy agreements in place. The Director of Finance and Resources confirmed that all tenants have an agreement with the Council which Rykneld Homes manages on the Council's behalf.

RESOLVED – That the report was noted.

**SSC/ Cabinet Business**

**36/2**

**4-25**

The Senior Scrutiny Officer presented a digest of Cabinet decisions taken since the last Committee meeting on 17 September 2024. The digest set out key information for each decision.

The Senior Scrutiny Officer also presented Members with the Forward Plan of Executive Decisions for the period 15 October 2024 – 15 November 2024.

Members asked why there was a requirement for additional funding for the Whiteleas Avenue housing development. Members were informed that the Council had to pay the contractor more for the roads.

RESOLVED – That the update was noted.

**SSC/ Initial Reflections on the Government Budget**

**37/2**

**4-25**

The Senior Scrutiny Officer informed the Committee that there were a number of things to make Members aware of in light of the Government's recent Autumn Budget, and pointed them to the DCN Briefing that had been circulated at the meeting.

The Committee were informed that the Senior Management Team were working through the information and incorporating it into the Medium Term Financial Plan which would be presented to Members in due course.

RESOLVED – That the update was noted.

**SSC/ Policy Development**

**38/2**

**4-25**

The Senior Scrutiny Officer informed the Committee that there were no major policies for Members to consider.



RESOLVED – That the update was noted.

**SSC/** **'Horizon Scanning'**

**39/2**

**4-25**

The Senior Scrutiny Officer updated Members on potential significant changes in the Council's operating environment, including changes to national legislation and regulation.

The Senior Scrutiny Officer explained that there was nothing to bring to the attention of Members.

RESOLVED – That the update was noted.

**SSC/** **Work Programme**

**40/2**

**4-25**

The Senior Scrutiny Officer presented the draft Work Programme 2024/25 for the Committee to consider.

RESOLVED - That the Work Programme 2024/25 be approved.

**SSC/** **Additional Urgent Items**

**41/2**

**4-25**

None.

**SSC/** **Date of Next Meeting**

**42/2**

**4-25**

The next meeting of the Services Scrutiny Committee was scheduled to take place on 25 February 2025 at 10am.

**North East Derbyshire Council**

**Services Scrutiny Committee**

**Council Plan Objective – A Great Place to Access Good Public Services –  
Update October to December 2024**

**25<sup>th</sup> February 2024**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

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**PURPOSE / SUMMARY**

To report progress on the strategies underpinning the Council Plan objective - “A great place to access good public services” for the period ending 31<sup>st</sup> December 2024

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**RECOMMENDATIONS**

1. That progress against the Council Plan “A great place to access good public services” objective be noted.
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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details**

On Behalf of the Solicitor to the Council

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**Staffing:** Yes  No

**Details:**

On behalf of the Head of Paid Service

## DECISION INFORMATION

<b>Decision Information</b>	
<p><b>Is the decision a Key Decision?</b>  A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>NEDDC:</b>  <b>Revenue - £125,000</b> <input type="checkbox"/> <b>Capital - £310,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	N/A
<b>District Wards Significantly Affected</b>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<p><b>Stage 1 screening undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 1 to be appended if not required to do a stage 2</li> </ul>	N/A - information only report
<p><b>Stage 2 full assessment undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 2 needs to be appended to the report</li> </ul>	No, not applicable
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Cabinet</b> <input type="checkbox"/>  <b>SMT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Yes</p> <p>Details:</p>

### Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.

A great place to access good public services:

- Assist and influence other public partners to improve their services in the district.
- Continually improve Council services to deliver excellence and value for money.

## REPORT DETAILS

### 1 Background

1.1 The Council plan 2023-27 has four objectives:

- A great place to work.
- A great place to access good public services.
- A great place to live well.
- A great place that cares for the environment

Information on the work undertaken this quarter under the *access good public services* objective is contained at appendix one.

1.2 Under the good public services objective there are two strategies – Assist and influence other public partners to improve their services in the district and Continually improve Council services to deliver excellence and value for money. Underneath those sit tactics - our approaches to positively influence the strategies.

### 2. Details of Proposal or Information

2.1 The appendix notes under each strategy and tactic the significant work that has been undertaken during this period together with a suite of metrics.

2.2 Notable achievements include the reduction in homelessness and the associated spend on bed and breakfast, another set of great satisfaction results for Leisure Services, Dronfield Active swimming pool improvements and the significant improvement in formal complaints handling.

2.3 Regarding targeted metrics all are within or above targets.

2.4 Regarding the three metrics for trend monitoring, all are showing improved trends from Q2.

2.5 The report was taken to Senior Management team on 27<sup>th</sup> January 2025 for consideration and oversight.

### 3 Reasons for Recommendation

3.1 This is an information report to keep Members informed of progress against the council plan objective for good public services.

### 4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as providing an overview of progress against the council plan objective for good public services.

## DOCUMENT INFORMATION

Appendix No	Title
1	A summary of progress for the Council Plan objective – A Great Place to Access Good Public Services – for the period ending December 2024
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers)	



**North East  
Derbyshire**  
District Council

# Council Plan 2023 - 2027

A summary of progress for **a great place to access good public services** for the period October to December (Q3)





# A great place to access good public services



This quarter, the following progress has been made on ***assist and influence other public partners to improve their services in the district***

**Actively participate, nurture relationships, and maximise benefits for NEDDC residents in partnerships such as Health, Economy, Resilience, etc.**

- Through the Healthy North East Derbyshire Partnership, the Walking into Communities (led by NEDDC Leisure) has been awarded an additional £35,970 to extend the project for 4 years. Open grants round to reduce social isolation, called Social Connectedness, took place during Q3 and the successful applicant, Derbyshire Voluntary Action, will receive - £50,000 for 2025/26 to help reduce social isolation and build community capacity across the District.

- Annual grants to Voluntary and Community Infrastructure Support Organisations - provisional offer letters sent to Citizens Advice North East Derbyshire, Derbyshire Law Centre, Rural Action Derbyshire, Derbyshire Unemployed Workers Centre and Volunteer Centre. Grants totalling £135,377 awarded to support core funding

costs to these organisations that support residents and vulnerable households across the District. This included benefits, debt, energy, housing, legal and employment advice as well as supporting volunteering opportunities.

- 28 business attended the Business network events in Dronfield and Clay Cross in quarter 3.
- 5 business attended the Tourism networking event and 5 business attended the Manufacturing Supply Chain Cluster meeting.
- 5 businesses and 6 support organisations attended the Baileys Square business.

## Collate and analyse district wide data to inform improvements

- HUQ average weekly footfall data is showing a lower footfall this quarter compared with the same time in 2023 - Clay Cross 2457 (-1004) Eckington 618 (-816) Killamarsh 2240 (-994) Dronfield 3303 (+577).

- Residents' Survey red and amber priorities for improvement reviews completed by end of December - 79 actions listed in total (not unique actions as some appear in several reviews). Work commenced on You Said, We Did informing document.

## Progress against our objective:



This quarter, the following progress has been made on ***assist and influence other public partners to improve their services in the district***

### Directly assist residents and businesses to access all available public services and support

- Implementing new GovTech online portal with the Revenues and Benefits team to improve the customer experience and introduce additional automation for processing of Council Tax.
- Monthly business ezine sent to 2896 each month and the weekly recruitment ezine was sent to 2900 each week.

## A great place to access good public services



This quarter, the following progress has been made on ***continually improve Council services to deliver excellence and value for money***

### Fiscally responsible and efficient

- Budget has been revised to reflect unavoidable delays to the opening of Clay Cross Active. Some of this has been offset by the increase in income from other leisure sites.

• **B&B spend is £30k down as at the same time last year with further savings expected.** (As at 31.12.24 there was only one applicant in B&B and only 13 in total in temporary accommodation).

- Overseen several grant agreements to external organisations providing a variety of service including on benefits, debt, energy, housing, legal and employment advice as well as reducing social isolation.

• **Continue to oversee UKSPF programme and monitoring financial profiles to ensure spend is on track.** No underspend expected, full programme value is £2.568m.







## This quarter, the following progress has been made on *continually improve Council services to deliver excellence and value for money*

### Listen to customers (Residents and Businesses) to improve services

- Customer Services community events finished in this quarter and were well received. More will be scheduled in 2025/26 due to demand.
- The new Housing Strategy has been out to consultation with the public and stakeholders and feedback incorporated into the final document.

- **Leisure Customer satisfaction survey completed and achieved a score of 89.07% which is above the 80% target.**

### Ensure good governance and transparency in all we do

- Cyber Assessment Framework (CAF) completed and £15k funding received. Updated ICT Information and Cyber Security policy and published on the intranet. Replacement of old devices ready for Windows 11 upgrades progressing well. New web-based firewalls installed to improve security.
- The revised budget 2024/25 (General Fund and HRA) was presented to Cabinet in November. The Annual Financial Resilience review was presented to Scrutiny in November.
- Two enquiries received from the Local Government and Social Care Ombudsman (LGSCO). One has been closed down as the LGSCO have determined that they will not be investigating the complaint, the other is still being reviewed.

- **Significant improvement achieved this quarter in handling formal complaints within timescale - 98% compared with 80% in the previous quarter.**

- 123 Freedom of Information requests received this quarter, all except one was administered within the statutory timescale.
- Standards Committee has started the process for the annual review of the Constitution to ensure it is up to date and user friendly. This is on track for completion and presentation at the Annual Meeting in May.

### Modernise and innovate services to continually improve

- New core switch infrastructure procured and being configured to improve network performance. Improving mailboxes and email to provide additional resilience and improved features. New Servicedesk tool being configured to improve the ICT service customer experience.
- Transfer of Coney Green Business Centre's telephony to new supported telephony in progress.

- **Swimming Pool upgrades have been completed at Dronfield Active to include pool tank refresh, new drain covers, décor and refurbishment of pool plant filters to improve water quality.**

- Manager Essentials Programme launched and Brilliant at the Basics library continues to be progressed.

- **Reception Re-vamp - Ongoing and on schedule, due to be completed by 31.01.2025.**



This quarter, the following progress has been made on *continually improve Council services to deliver excellence and value for money*

**Maintain a motivated and skilled workforce**

- Housing Options & SART Team are involved in reflective practice training funded via County. This is a 4-month long programme and will help the team's resilience and ability to deal with often challenging circumstances.

- **Housing Options Team performance regarding outcomes for clients remains in the top 3 of all local authorities in England.**

- Economic Development Team held an away day to update their service plan, discuss projects and upcoming workshop.
- Brilliant at the Basics - a project being coordinated by a small number of Service Managers to deliver an information resource for new managers has started in this quarter.
- Employee appraisals and review undertaken in this quarter. Service review discussions taking place with developing career pathways within service areas as a priority.
- One Team Christmas engagement event took place with over 100 employees in attendance, positive feedback received from the Leader, Senior Management Team and employees.



## A great place to access good public services

Metric	Target	Quarter 3 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	14.29	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	3.58	
Council Tax collected %.	Annual target 96.14%	83.65%	
NNDR Collected %.	Annual target 96.66%	82.38%	
Total number in Temporary Accommodation.	Decrease	13	↓ Q2 - 18
Total number in Bed & Breakfast.	Decrease	1	↓ Q2 - 5
% of Customers dealt with at first point of contact.	80%	79%	Q2 - 77%
% of formal complaints responded to within 15 working days.	100%	98%	Q2 - 80%
% of internal reviews responded to within 20 working days.	100%	100%	Q2 - 70%
Capital receipts to be achieved from disposal of surplus land and property assets (£).	Increase	£391,000	↑ Q2 - £147,000

## **2024 Additional Green Bins**

Before 1<sup>st</sup> April 2024 any household could have one extra green bin for food/garden waste. These bins were issued free of charge to 1,480. The cost to NEDDC of supplying these bins over the years equates **£28,638**.

The number of properties subscribing to the extra green bin last year was **862**. In total, 904 bins are being serviced.

<b>Additional Green Bin</b>	<b>Number of properties</b>
1 bin	825
2 bin	32
3 bin	5
<b>Total</b>	<b>904</b>

Last year **58%** of the properties who originally had two bins have subscribed to the service. This has generated an income of **£36,200**.

In total **67** residents asked us to bring in their bins as they do not wish to pay for the extra bin to be emptied. These bins are reused and saved over £1000 in ordering new bins. Any that cannot be used are recycled for which we receive approx. **£500** per 250-300 bins.

<b>Additional Green Bins 2024</b>	<b>Costs (£)</b>
Call Centre Admin	594
Streetscene Admin	965
Material Costs (inc Postage)	1109
Cost and delivery of Green bin	5152
Income	-36200
<b>Total</b>	<b>-28380</b>

Comments from residents last year included:

- We never use the bin anyway.
- It was here when we moved in
- Want Service over 12 months
- Don't agree with paying anything extra for service should come out of council tax (4 complaints received)
- 6 comments received majority were to extend service over full year

Based on garden waste tonnages in the more affluent areas of NEDDC there is an average of 15kg per garden/food waste per household per bin over summer. Less than 2% of all NEDDC waste is sent to Landfill following a change in DCC disposal contracts therefore the impact of Carbon emissions is vastly reduced.

Clearly, not all customers use their bin each time but below is an indication on the possible impact.

Participation Rate Assumption	25%	50%	75%	100%
Tonnes of green waste not collected	64.9	129.81	194.7	259.63

### **2025 Additional Green bins**

Letters and emails have been sent out to all residents who subscribed to last years extra green bin service on 23<sup>rd</sup> January 2025. The cost of subscribing to this years extra green bin service is £45 for each bin, but we are offering an “early bird” discount. Renewal before 1<sup>st</sup> April and the charge would be the same as last year which is £40 for each extra bin.

To date (6<sup>th</sup> February 2025), the number of properties subscribing to the extra green bin emptying service for the 2025 season is **301** properties, this is **35.08%** of the properties who subscribed last year (858 properties). The 301 properties have paid for **321** bins altogether.

<b>Additional Green Bins 2025</b>	<b>Costs (£)</b>
Streetscene Admin	500
Material Costs stickers (inc Postage)	1140
Cost and delivery of Green bin	unknown
Income	-37105
<b>Total</b>	<b>-35,461</b>

This year there will be an added saving as green bins have already been delivered.

Below is a table of original second bin list compared to bins purchased last year by area:

	No of properties up to 31.3.24 Original 2 bin list	Total No of properties from 1.4.24 to 4.11.24	No of props paid for 2 bins emptying	No of props paid for 3 bins emptying	No of props paid for 4 bins emptying
Alton	9	4	4	0	0
Apperknowle	9	5	5	0	0
Arkwright	2	1	1	0	0
Ashover	47	35	32	2	1
Barlow	8	4	4	0	0
Brackenfield	6	4	4	0	0
Calow	27	11	10	1	0
Clay Cross	60	27	25	1	1
Coal Aston	9	4	3	1	0
Corrbriggs	2				
Cutthorpe	19	10	10	0	0
Danesmoor	34	8	8	0	0
Dronfield	89	59	55	3	1
Dronfield W'hse	55	44	41	3	0
Duckmanton	7	3	3	0	0
Eastmoor	1	1	1	0	0
Eckington	59	29	29	0	0
Grassmoor	41	12	12	0	0
Hasland	23	10	10	0	0
Heath	19	13	12	1	0
Higham	19	14	14	0	0
Holmesfield	14	11	10	1	0
Holmewood	27	12	12	0	0
Holymoorside	27	18	18	0	0
Killamarsh	56	31	29	2	0
Littlemoor	1				
Lower Pilsley	28	12	12	0	0
Marsh Lane	31	13	11	2	0
Middle Handley		6	5	1	0
Millthorpe	1				
Morton	15	15	14	1	0
New Tupton	48	20	19	1	0
Newbold	2	1	1	0	0
North Wingfield	49	27	27	0	0
Old Brampton	29	17	17	0	0
Old Tupton	84	57	52	4	1
Owler Bar	1				

Pilsley	45	<b>21</b>	21	0	0
Renishaw	8	<b>3</b>	3	0	0
Ridgeway	10	<b>11</b>	10	1	0
Shirland	61	<b>37</b>	35	2	0
Spitewinter	1				
Stonebroom	24	<b>13</b>	13	0	0
Stretton	34	<b>12</b>	12	0	0
Sutton Scarsdale	8	<b>5</b>	5	0	0
Tansley	2	<b>1</b>	1	0	0
Temple Normanton	13	<b>9</b>	7	1	1
Unstone	3	<b>4</b>	4	0	0
Wadshelf	1	<b>1</b>	1	0	0
Walton	14	<b>10</b>	10	0	0
Wessington	13	<b>7</b>	7	0	0
Wigley	1				
Wingerworth	278	<b>186</b>	181	5	0
Woolley Moor	6	<b>4</b>	4	0	0
	<b>1480</b>	<b>862</b>	<b>824</b>	<b>33</b>	<b>5</b>

## Gully Cleansing update

In May 2024, a briefing note was presented to the Scrutiny panel describing the service and our arrangements with Derbyshire County Council (DCC). At the time a new system was being introduced, Alloy, by DCC to monitor and record performance of the gully cleansing activities.

The performance for the periods are listed below:

Date	Gully's cleansed	Average per month
May 2023 – Jan 2024	8162	907
May 2024 – Jan 2025	*7371	921

\*there was no data recoded for routine work in June due to a system error not assigning work.

During this period staff focused on known flooding hotspots throughout the District alongside reactive works passed through daily by DCC colleagues.

With any new system there are implementation issues and these have been addressed through regular communication between DCC, Alloy system operators and NEDDC.

At a meeting held on 13 February, DCC were satisfied that the contract is working well with roads that require traffic management being achieved due to the extra staff resource. However, when staff are off sick or on leave there is limited resilience for the service.

DCC have introduced a new frequency of inspections:

**6 monthly** – All gully's in flood risk zones

**Annual** – All arterial roads

**2 years** – Estate roads (Unless a known problem area)

The mapping of the new frequencies' is in progress as the new circuit of work has yet to be properly mapped on the system. This will take a full programme which is designed over a year.



## North East Derbyshire District Council

### Services Scrutiny Committee

25 February 2025

### Medium Term Financial Plan

### Budget Monitoring Report April – December 2024 Q3

### Report of the Director of Finance and Resources

Classification: This report is public

Report By: Justine Wells, Corporate Finance Manager (Deputy S151 Officer)

Contact Officer: Justine Wells

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#### PURPOSE / SUMMARY

To inform the Services Scrutiny Committee of the budget position for the third quarter of 2024/25 which will be presented to Cabinet on 27 February 2025.

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#### RECOMMENDATIONS

1. That the Services Scrutiny Committee note the report and make any comments that they believe to be appropriate with regards to the attached report.

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#### IMPLICATIONS

**Finance and Risk:** Yes  No

**Details:**

These are detailed in the attached report.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details:**

These are no legal issues arising directly from this report.

On Behalf of the Solicitor to the Council

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**Staffing:** Yes  No

**Details:**

These are no staffing issues arising directly from this report.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<b>Decision Information</b>	
<b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:  <b>NEDDC:</b> <b>Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<b>Stage 1 screening undertaken</b> <ul style="list-style-type: none"> <li>Completed EIA stage 1 to be appended if not required to do a stage 2</li> </ul>	No, not applicable, report is for noting only.
<b>Stage 2 full assessment undertaken</b> <ul style="list-style-type: none"> <li>Completed EIA stage 2 needs to be appended to the report</li> </ul>	No, not applicable.
<b>Consultation:</b> <b>Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input type="checkbox"/></b> <b>SMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/></b> <b>Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></b>	Yes  Details:

<b>Links to Council Plan priorities;</b> <ul style="list-style-type: none"> <li>A great place that cares for the environment</li> <li>A great place to live well</li> <li>A great place to work</li> <li>A great place to access good public services</li> </ul>
All

## REPORT DETAILS

### 1 Background

1.1 To inform the Services Scrutiny Committee of the contents of the attached Budget Monitoring Report for April-December 2024/25 (Q3).

### 2. Budget Monitoring Quarter 3 2024/25

2.1 To update Members of the Services Scrutiny Committee concerning the Council's budgetary position for April – December of the 2024/25 financial year.

2.2 The attached report to be taken to Cabinet on 27 February 2025 is accordingly brought to Services Scrutiny for its consideration.

### 3 Reasons for Recommendation

3.1 These are detailed in the attached report.

3.2 To ensure that the Services Scrutiny Committee are kept informed of the Council's latest financial position concerning budget monitoring.

### 4 Alternative Options and Reasons for Rejection

4.1 These are detailed in the attached report.

## DOCUMENT INFORMATION

Appendix No	Title
1	Cabinet Q3 Budget Monitoring 2024/25 27 February 2025
<b>Background Papers</b>	
None	

**North East Derbyshire District Council**

**Cabinet**

**27 February 2025**

**Medium Term Financial Plan**

**Budget Monitoring Report April – December 2024 (Q3)**

**Report of Cllr P Kerry Deputy Leader with responsibility for Finance**

Classification: This report is public

Report By: Jayne Dethick, Director of Finance & Resources (S151 Officer)

Contact Officer: Jayne Dethick

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**PURPOSE / SUMMARY**

To update Cabinet of the financial position of the Council following the third quarter's budget monitoring exercise for the General Fund, Housing Revenue Account and the Capital Programme.

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**RECOMMENDATIONS**

1. That Cabinet note the report and make any comments that they believe to be appropriate with regards to the budget monitoring position outlined.

Approved by the Portfolio Holder – Cllr Kerry, Deputy Leader with responsibility for Finance

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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

It is important that the Council maintains robust budgetary control and monitoring processes in order to safeguard both its reserves and financial resilience.

The issue of financial risk and resilience is covered throughout the report. In addition, it should be noted that not achieving a balanced budget is outlined as a key risk within the Council's Strategic Risk Register.

Members should note that the budgets against which we have monitored the 2024/25 quarter one position were those agreed within the Council's Medium Term Financial Plan.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

There are no legal issues arising directly from this report.

On Behalf of the Solicitor to the Council

**Staffing:** Yes  No

There are no staffing issues arising directly from this report.

On behalf of the Head of Paid Service

## DECISION INFORMATION

Decision Information	
<b>Is the decision a Key Decision?</b> A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:  <b>NEDDC:</b> <b>Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<b>Stage 1 screening undertaken</b> <ul style="list-style-type: none"><li>Completed EIA stage 1 to be appended if not required to do a stage 2</li></ul>	No, not applicable, report is for noting only.
<b>Stage 2 full assessment undertaken</b> <ul style="list-style-type: none"><li>Completed EIA stage 2 needs to be appended to the report</li></ul>	No, not applicable.
<b>Consultation:</b> <b>Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input type="checkbox"/></b> <b>SMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/></b> <b>Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></b>	Yes  Details:

**Links to Council Plan priorities;**

- **A great place that cares for the environment**
- **A great place to live well**
- **A great place to work**
- **A great place to access good public services**

All

## **REPORT DETAILS**

### **1 Background**

- 1.1 To update Cabinet on the financial position of the Council following the third quarter's budget monitoring exercise for the General Fund, Housing Revenue account, and the Capital Programme.

### **2. General Fund**

- 2.1 The position in respect of the General Fund as at 31 December 2024 is summarised in **Appendix 1** attached to the report. The appendix shows the Original Budget that was set in January 2024, together with the Current Budget compared to the 31 December position.
- 2.2 As at quarter three the overall forecast is for the General Fund to underspend by £0.383m. Variances of note by Directorate are detailed at 2.4 - 2.6 below. **Appendix 2** provides a more detailed breakdown by directorate.
- 2.3 The budget approved by Council in January 2025 increased the required contribution from the Resilience Reserve from £0.101m to £0.664m, as detailed in the Medium Term Financial Plan Report. Further, the report stated that subsequent underspends be transferred to the Resilience Reserve to 'pay back' contributions this year, increasing resilience for future years. Based on the quarter three forecasts the underspend of £0.383m reduces the use of the reserve to £0.263m at outturn this year. This will depend on the actual financial performance out-turning in line with the budgets as the year progresses.
- 2.4 The Organisation and Place Directorate is £0.134m lower than the original forecast. The main variances are in relation to fuel underspend of £0.074m, and underspend on waste collection and recycling costs totalling £0.072m. There is also an underspend on members allowances of £0.046m and grounds maintenance costs of £0.015m which is offset by a £0.060m overspend on Transport materials. Income variances include greater income than budgeted for legal and land charges (£0.020m) and Cemeteries (£0.010m) offset by a reduction MOT testing fees of £0.026m.
- 2.5 The Finance and Resources Directorate is £0.047m lower than the original forecast. The main variances are in relation to salary underspend of £0.066m and underspends on mobiles and telephones totalling £0.010m. These underspends are offset by an overspend of £0.015m for an increased contribution to the Apprenticeship Levy and £0.014m less income than budgeted from Crematorium Fees.

- 2.6 The Growth and Assets Directorate is £0.202m lower than the original forecast. The main variances are in relation to a salary underspend of £0.158m, (of which £0.078m is leisure services), and underspend on utilities of £0.100m. There is also an underspend of £0.040m in relation to equipment purchases across the directorate. These underspends are partially offset by lower income than forecast of £0.017m and £0.019m for Midway Business Centre and Coney Green Business Centre respectively. Income is also lower than forecast by £0.083m across leisure services, however this is offset by the salary underspend noted above.

### **Financial Reserves**

#### 2.7 Transfers from Earmarked Reserves

The use of earmarked reserves is 2024/25 to date is £1.279m comprising:

- £1.017m from revenue grants.
- £0.525m from earmarked reserves

The transfers from earmarked reserves also relates to resilience reserves, see 2.11 below.

#### 2.8 Transfers to Earmarked Reserves

The transfers to earmarked reserves to date is £1.029m, wholly transferred to revenue grant reserves.

- 2.9 There are ongoing commitments against the earmarked reserves which will continue in 2024/25 and future years. Should any of the reserves prove unnecessary in the light of subsequent events then they will be moved back into unallocated General Fund resources.

### **Invest to Save**

- 2.10 The Invest to Save Reserve had an opening balance of £2.554m at 1 April 2024. Commitments already made against this reserve for 2024/25 and future years amount to £0.484m leaving £2.069m uncommitted and available for future innovations and spend to save initiatives.

### **Resilience Reserve**

- 2.11 The Resilience Reserve had an opening balance of £2.514m at 1 April 2024, and planned commitments in the current financial year were forecast to reduce this to £2.413m. However, the revised budget increased the use of this reserve to £0.664m. The quarter three forecast underspend will reduce the use of the Resilience Reserve to £0.263m depending on actual outturn. This reduction will help to provide financial resilience to the General Fund in future years as required by the Medium Term Financial Plan.

## **General Fund Balances**

- 2.12 The level of General Fund Balances has been maintained at £2.000m. The General Fund balances are considered to be at an acceptable level rather than generous. The General Fund balance needs to be considered against the background of ongoing reductions in the level of Government funding together with the range of risks facing the Council. With only a limited level of General Fund reserves it is crucial that the Council continues to maintain robust budgetary control while securing its ongoing savings targets in order to safeguard both its reserves and its financial sustainability.

## **Housing Revenue Account (HRA)**

- 2.13 Appendix 3 shows the HRA position at quarter three. To date the HRA has remained relatively stable with income above budget by £0.080m and expenditure slightly below budget by £0.011m resulting in an overall income position of £0.091m. The income variance is mainly due to lower than forecast right to buy sales meaning a small increase in rental income received. The expenditure variance includes £0.037m underspend in across repairs and maintenance offset by overspend of £0.026m in supervision and management which mainly relates to pay.

## **Capital Investment Programme**

- 2.14 Appendix 4 shows the capital position at quarter three which is currently £13.154m lower than the forecast.
- 2.15 The HRA capital programme is £2.977m under the profiled budget at quarter three largely due to the North Wingfield New Build project (£1.111m) and the stock purchase programme (£1.261m) but this budget is committed.
- 2.16 The general fund programme is lower than forecast by £10.177m at quarter three. The Clay Cross Town programme and Low Carbon Challenge funds are £5.773m and £1.101m lower than profile respectively and but they are expected to be on track by the end of the year. There are also delays in the vehicle replacement programme (£0.704) and Clay Cross Active 3G Pitch (£0.718m) against budget profile. As is the norm with capital budgets, any underspends remaining at year end will be rolled into 2025/26 to meet future committed spend.

## **3 Reasons for Recommendation**

- 3.1 The report summarises the financial position of the Council following the first quarter's budget monitoring exercise for the General Fund, the Housing Revenue Account and Capital Programme.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 This report is concerned with monitoring the position against the Council's previously approved budget. Accordingly, the report does not set out any options where a decision is required by Members.



## DOCUMENT INFORMATION

Appendix No	Title
1	General Fund Summary Monitoring Q3 2024/25
2	General Fund Detail Monitoring Q3 2024/25
3	HRA Monitoring Q3 2024/25
4	Capital Expenditure Monitoring Q3 2024/25
<b>Background Papers</b>	
None	

## GENERAL FUND ACCOUNT - SUMMARY BUDGET MONITORING 2024/25 (QUARTER 3)

	Original Budget 2024/25 £	Current Budget 2024/25 £	Q3 Profiled Budget 2024/25 £	Actuals £	Variance £
Organisation & Place Directorate	8,270,273	8,798,973	7,158,812	7,024,424	(134,389)
Finance & Resources Directorate	4,917,782	4,823,504	4,168,062	4,120,964	(47,098)
Growth & Assets Directorate	3,021,457	3,196,142	(1,569,086)	(1,771,155)	(202,069)
Recharges to Capital and HRA	(618,350)	(618,350)	(463,825)	(463,763)	63
<b>Net Cost of Services</b>	<b>15,591,162</b>	<b>16,200,269</b>	<b>9,293,963</b>	<b>8,910,470</b>	<b>(383,493)</b>
Investment Properties	(465,220)	(465,220)	(363,182)	(380,454)	(17,272)
Bad Debt Provision	40,000	40,000	30,000	30,000	0
Interest	(616,538)	(686,118)	(514,658)	(514,658)	0
Debt Repayment Minimum Revenue Provision	56,000	56,000	42,000	42,000	0
Parish Precepts	3,556,306	3,835,198	2,876,399	2,876,399	0
Transfer To Earmarked Reserves	0	1,028,571	1,028,571	1,028,571	0
Transfer From Earmarked Reserves	(471,367)	(1,279,503)	(1,279,503)	(1,279,503)	0
Transfer Shortfall From Resilience Reserve	(100,850)	(664,057)	(664,057)	(263,292)	400,765
<b>Total Spending Requirement</b>	<b>17,589,493</b>	<b>18,065,140</b>	<b>10,449,533</b>	<b>10,449,533</b>	<b>0</b>
Business Rates	(5,948,100)	(6,148,100)	(4,611,075)	(4,611,075)	0
New Homes Bonus	(600,583)	(600,583)	(450,437)	(450,437)	0
3% Funding Guarantee	(389,000)	(389,000)	(291,750)	(291,750)	0
Collection Fund (Surplus)/Deficit - Council Tax	(139,347)	(139,347)	0	0	0
Collection Fund (Surplus)/Deficit - NNDR	0	0	0	0	0
NEDDC Council Tax Requirement	(6,952,912)	(6,952,912)	(5,214,684)	(5,214,684)	0
Parish Council Council Tax Requirement	(3,556,306)	(3,835,198)	(2,876,399)	(2,876,399)	0
<b>Council Tax Requirement</b>	<b>(17,586,248)</b>	<b>(18,065,140)</b>	<b>(13,444,345)</b>	<b>(13,444,345)</b>	<b>0</b>

		Revised Budget 24/25 £	Q3 Actuals 24/25 £	Variance £
<b><u>Organisation &amp; Place Directorate</u></b>				
<b>Managing Director &amp; Head Of Paid Service</b>				
4500	Managing Director - Operations & Head of Paid Service	128,196	126,395	(1,801)
5720	Supporting PA's	82,381	82,374	(7)
		<u>210,577</u>	<u>208,769</u>	<u>(1,808)</u>
<b>Assistant Director Environmental Health</b>				
3400	Environmental Protection	150,809	173,066	22,257
3401	Food, Health & Safety	108,255	104,695	(3,560)
3402	Environmental Enforcement	130,727	123,731	(6,996)
3403	Community Outreach	18,436	21,916	3,480
3404	Licensing	67,133	65,110	(2,023)
3405	Pollution	124,840	117,943	(6,897)
3407	Pest Control	34,164	29,212	(4,952)
3408	Home Improvement	25,575	25,749	174
3409	EH Technical Support & Management	277,846	274,954	(2,892)
3410	Private Sector Housing	82,072	78,078	(3,994)
3419	Destitute Funerals	1,413	1,588	175
3420	Fly Tipping	3,000	0	(3,000)
3426	Covid Enforcement Team	5,861	5,861	0
3427	Private Water Supply Contract	0	1,501	1,501
3429	Joint Assistant Director Environmental Health	50,881	50,825	(56)
3726	Works In Default	(1)	4,412	4,413
		<u>1,081,011</u>	<u>1,078,641</u>	<u>(2,370)</u>
<b>Assistant Director Streetscene</b>				
3174	Street Scene	253,982	221,351	(32,631)
3227	Materials Recycling	504,170	444,198	(59,972)
3282	Eckington Depot	146,911	143,788	(3,123)
3285	Dronfield Bulk Depot	2,880	3,842	962
3511	Hasland Cemetery	(27,100)	(31,367)	(4,267)
3513	Temple Normanton Cemetery	(3,438)	(2,782)	656
3514	Clay Cross Cemetery	(43,942)	(48,857)	(4,915)
3516	Killamarsh Cemetery	(15,026)	(17,946)	(2,920)
3918	Dog Fouling Bins	(59,468)	(59,468)	(0)
3921	Street Cleaning Service	478,042	473,129	(4,913)
3922	Gully Emptying Service	25,940	25,940	(0)
3943	Transport	593,933	715,762	121,829
3944	Grounds Maintenance	380,215	327,700	(52,515)
3945	Domestic Waste Collection	1,393,903	1,387,065	(6,838)
3946	Commercial Waste Collection	(348,429)	(364,878)	(16,449)
3947	Assistant Director Streetscene	70,038	69,766	(272)
		<u>3,352,611</u>	<u>3,287,243</u>	<u>(65,368)</u>
<b>Assistant Director Planning</b>				
4111	Applications And Advice	(466,564)	(485,771)	(19,207)
4113	Planning Appeals	26,860	26,860	0
4116	Planning Policy	377,191	377,228	37
4119	Neighbourhood Planning Grant	(15,387)	(15,387)	(0)
4311	Environmental Conservation	37,670	37,670	0
4511	Assistant Director Planning	69,657	68,921	(736)
4513	Planning	551,606	535,075	(16,531)
4515	Building Control	(270)	0	270
		<u>580,763</u>	<u>544,597</u>	<u>(36,166)</u>
<b>Assistant Director Governance</b>				
1121	Member's Services	415,623	368,817	(46,806)
1123	Chair's Expenses	5,327	2,579	(2,748)

1131	District Elections	17,214	34,102	16,888
1133	Parish Elections	0	(0)	(0)
1134	Combined County Authority Mayoral Election	0	(32,571)	(32,571)
1137	Parliamentary Elections	277,143	277,143	0
1138	Police & Crime Commissioner Elections	104,795	104,795	(0)
1139	County Council Elections	0	0	0
1231	Corporate Training	48,233	51,186	2,953
1259	Corporate Groups	1,466	8,057	6,591
1311	Human Resources	226,437	223,440	(2,997)
3121	Health & Safety Advisor	58,934	56,690	(2,244)
5273	Brass Band Concert	0	0	0
5313	Register Of Electors	135,555	140,847	5,292
5321	Assistant Director Governance	83,838	82,397	(1,441)
5353	Legal Section	256,667	322,833	66,166
5354	Land Charges	33,015	11,628	(21,387)
5392	Scrutiny	34,967	35,091	124
5711	Democratic Services	234,636	218,140	(16,496)
		<b>1,933,850</b>	<b>1,905,174</b>	<b>(28,676)</b>
<b>Total for Organisation &amp; Place Directorate</b>		<b>7,158,812</b>	<b>7,024,424</b>	<b>(134,389)</b>

### **Finance & Resources Directorate**

#### **Director of Finance & Resources**

1312	Payroll	87,848	87,240	(608)
1315	Design & Print	102,437	101,545	(892)
1321	Communications & Marketing	102,722	102,558	(164)
1323	NEDDC News	19,125	18,312	(813)
1329	Corporate Web Site	0	0	0
3135	Drainage	11,089	7,716	(3,373)
3512	CBC Crematorium	0	14,000	14,000
5113	Unison Duties	9,397	77	(9,321)
5611	External Audit	135,671	135,671	0
5615	Bank Charges	108,763	104,249	(4,514)
5621	Contribution to/from HRA	0	0	0
5713	Audit	73,371	73,356	(15)
5714	Financial Support Services	2,250	912	(1,338)
5715	Procurement	27,826	24,041	(3,785)
5716	Director of Finance & Resources	50,507	49,916	(591)
5721	Financial Services	282,110	285,011	2,901
5724	Insurance	412,545	411,275	(1,270)
5725	Apprenticeship Levy	33,753	48,377	14,624
5727	Cost Of Ex-Employees	98,385	96,572	(1,813)
5728	Covid-19 Response	0	0	0
5745	Covid New Burdens	0	0	0
		<b>1,557,799</b>	<b>1,560,827</b>	<b>3,028</b>

#### **Assistant Director ICT**

5215	Telephones	15,900	10,394	(5,506)
5216	Mobile Phones and Ipads	20,693	16,950	(3,743)
5701	Joint ICT Service	3,332	3,332	(0)
5734	NEDDC ICT Service	506,010	483,656	(22,354)
5735	Cyber Security	1,512	2,016	504
5736	Business Development	169,092	183,512	14,420
5737	Corporate Printing Costs	12,526	9,780	(2,746)
		<b>729,065</b>	<b>709,640</b>	<b>(19,425)</b>

#### **Assistant Director Communities**

1218	Community Safety	68,276	71,662	3,386
1220	Assistant Director Communities	34,717	34,642	(75)
3165	Housing Options Team	292,952	260,733	(32,219)
3176	Pool Car	0	0	0
3740	Strategic Housing	195,909	159,294	(36,615)
3745	Household Support Fund	0	0	0

3746	Homelessness Prevention Grant	0	0	0
3747	Homeless Temp Accomodation	28,785	28,640	(145)
3748	Homelessness Grant	(8,942)	(8,942)	(0)
3749	Empty Properties	1,125	242	(883)
3750	Housing Growth	0	1,270	1,270
3754	Rough Sleepers	(85,034)	(85,034)	0
3756	Supported Housing Improvement Programme	(28,033)	(28,033)	0
3759	Emergency Welfare Assistance Grant	37,872	37,872	(0)
3760	Asylum Dispersal	(76,500)	(76,500)	0
5221	Customer Services	305,437	312,166	6,729
5223	Franking Machine	35,927	41,623	5,696
5224	Hybrid Mail	12,752	10,944	(1,808)
5741	Housing Benefit Service	518,182	522,964	4,782
5742	Test & Trace	0	(0)	(0)
5747	Debtors	51,832	51,856	24
5751	NNDR Collection	91,513	93,352	1,839
5759	Council Tax Administration	404,428	422,835	18,407
5775	Council Tax Rebate	0	0	0
5778	Energy Bills Support AF	0	0	0
5825	Concessionary Bus Passes	0	(1,091)	(1,091)
		<u>1,881,198</u>	<u>1,850,497</u>	<u>(30,701)</u>
<b>Total for Finance &amp; Resources Directorate</b>		<b>4,168,062</b>	<b>4,120,964</b>	<b>(47,098)</b>

### Growth & Assets Directorate

#### **Director of Growth & Assets**

1283	Emergency Planning	0	0	0
4600	Director of Transformation	99,821	99,230	(591)
		<u>99,821</u>	<u>99,230</u>	<u>(591)</u>

#### **Assistant Director Property, Estates & Assets**

3172	Engineers	73,397	51,004	(22,393)
3241	Car Parks	46,243	37,743	(8,500)
3247	Street Names/Lights	11,624	3,969	(7,655)
3249	Footpath Orders	(301)	(1,000)	(699)
3265	Dams And Fishing Ponds	3,190	(1,433)	(4,623)
3281	Clay Cross Depot	0	(10)	(10)
3283	Northwood	0	980	980
4412	Midway Business Centre	(62,634)	(42,031)	20,603
4425	Coney Green Business Centre	(64,525)	(46,741)	17,784
4519	The Avenue, Wingerworth	0	0	0
4523	Estates Administration	163,812	137,479	(26,333)
4525	Miscellaneous Properties	13,465	12,772	(693)
5204	Assistant Director Property, Estates & Assets	69,897	69,403	(494)
5205	Mill Lane	521,439	519,467	(1,972)
5206	Mill Lane Land	80,012	80,012	0
5209	Facilities Management	160,266	153,037	(7,229)
5210	Pioneer House	181,167	173,863	(7,304)
		<u>1,197,052</u>	<u>1,148,513</u>	<u>(48,539)</u>

#### **Assistant Director Regeneration & Programmes**

1255	Strategy and Performance	134,696	136,148	1,452
1256	Corporate Consultation	0	0	0
1331	Strategic Partnerships	182,973	171,825	(11,148)
1333	Healthy North East Derbyshire	(7,161)	(7,161)	0
1336	UK Shared Prosperity Fund	(1,534,008)	(1,534,008)	0
3284	Wingerworth OPE	0	0	0
4211	Tourism Promotions	33,464	27,419	(6,045)
4238	Working Communities Strategy	57,454	56,839	(615)
4351	Alliance	2,795	3,725	930
4443	Elderly Peoples Clubs	3,001	1,358	(1,643)
4512	Growth Agenda	15,750	8,261	(7,489)

4517	Economic Development	188,994	193,716	4,722
4520	Killamarsh/Eckington OPE	3,312	4,413	1,101
4524	New Towns Fund - Clay Cross	(3,248,939)	(3,248,939)	0
5748	Ukrainian Guests	2,028	2,753	725
5750	Assistant Director Economic Development, Regeneration & Housing	74,592	73,963	(629)
5785	Contributions	130,316	126,591	(3,725)
		<u>(3,960,733)</u>	<u>(3,983,099)</u>	<u>(22,365)</u>

#### Assistant Director Leisure

4561	Leisure Centre Management	135,599	117,181	(18,418)
4720	Sportivate	(25,424)	(25,424)	(0)
4722	Physical Inactivity Fund	0	0	0
4723	Generation Games	3	799	796
4724	Walking into Communities	(22,408)	(22,408)	(0)
4726	Walking For Health	(13,333)	(13,334)	(1)
4727	Five 60	5	1,084	1,079
4729	Active Neighbourhood Pilot	0	(636)	(636)
4730	Seated Dancing for Health	0	(1,600)	(1,600)
4731	Promotion Of Recreation And Leisure	27,974	27,930	(44)
4732	Schools Promotion	6	2,078	2,072
4736	Derbyshire Sports Forum	0	0	0
4740	Parkinsons UK Physical Activity Programme	436	580	144
4742	Arts Development	1,931	945	(986)
8441	Eckington Swimming Pool	8,545	416	(8,129)
8445	Eckington Pool Cafe	7,307	17	(7,290)
8451	Dronfield Sports Centre	(2,948)	(40,516)	(37,568)
8455	Dronfield Café	(10,499)	(8,889)	1,610
8461	Sharley Park Sports Centre	761,628	683,572	(78,056)
8465	Sharley Park Sports Centre Outdoor	(751)	(435)	316
8466	Sharley Park Sports Centre Café	9,081	0	(9,081)
8471	Killamarsh Leisure Centre	217,197	242,404	25,207
8475	Killamarsh Outdoors	(13,229)	(14,523)	(1,294)
8476	Killamarsh Café	13,654	14,959	1,305
		<u>1,094,775</u>	<u>964,201</u>	<u>(130,574)</u>

#### Total for Growth & Assets Directorate

**(1,569,086) (1,771,155) (202,070)**

#### Corporate Charges

5790	Savings Target	0	0	0
0001	Recharges to Capital and HRA	(463,825)	(463,763)	63

#### Total for Corporate Charges

**(463,825) (463,763) 63**

#### Net Cost of Services

**9,293,963 8,910,470 (383,493)**

#### Investment Properties

4411	Stonebroom Industrial Estate	(40,635)	(43,324)	(2,689)
4413	Clay Cross Industrial Estate	(63,795)	(87,711)	(23,916)
4415	Norwood Industrial Estate	(168,315)	(168,092)	223
4417	Eckington Business Park	2,776	3,765	989
4418	Rotherside Court Eckington Business Unit	(29,288)	(28,669)	619
4423	Pavillion Workshops Holmewood	(69,808)	(65,568)	4,240
4432	Miscellaneous Properties	5,883	9,146	3,263

#### Total for Investment Properties

**(363,182) (380,454) (17,272)**

## HOUSING REVENUE ACCOUNT: SUMMARY 2024/25

## APPENDIX 3

	Current Budget 2024/25 £	Profiled Qtr 3 Budget £	Actuals with Accruals £	Variance £
<b>INCOME</b>				
Dwelling Rents	(35,732,575)	(26,803,006)	(26,881,165)	(78,159)
Non-Dwelling Rents	(527,835)	(395,939)	(382,379)	13,560
Charges for Services and Facilities	(62,250)	(46,697)	(62,296)	(15,599)
Contributions Towards Expenditure	(50,000)	(37,500)	(37,500)	0
<b>INCOME TOTAL</b>	<b>(36,372,660)</b>	<b>(27,283,142)</b>	<b>(27,363,339)</b>	<b>(80,197)</b>
<b>EXPENDITURE</b>				
Repairs & Maintenance	6,013,769	4,510,911	4,473,559	(37,352)
Supervision and Management	8,804,223	6,604,062	6,630,191	26,129
Rents, Rates & Taxes	113,000	84,761	84,761	0
Capital Charges - Depreciation	8,555,485	6,417,471	6,417,471	0
Provision for Bad Debts	250,000	187,500	187,500	0
Debt Management Expenses	11,500	8,625	8,625	0
<b>EXPENDITURE TOTAL</b>	<b>23,747,977</b>	<b>17,813,330</b>	<b>17,802,107</b>	<b>(11,223)</b>
<b>NET COST OF SERVICES</b>	<b>(12,624,683)</b>	<b>(9,469,812)</b>	<b>(9,561,232)</b>	<b>(91,420)</b>
Corporate & Democratic Core	185,450	139,088	139,088	0
<b>NET COST OF HRA SERVICES</b>	<b>(12,439,233)</b>	<b>(9,330,725)</b>	<b>(9,422,145)</b>	<b>(91,420)</b>
Interest Payable	7,439,050	5,580,031	5,580,031	0
Interest Receivable	(2,722,974)	(2,042,504)	(2,042,504)	0
Revenue Contribution to Capital	7,299,615	5,475,441	5,475,441	0
Contribution to Development Reserve	448,730	336,593	336,593	0
Contribution to/(from) Resilience Reserve	0	0	0	0
Contribution to Insurance Reserve	50,000	37,505	37,505	0
Capital Grant	0	0	0	0
Water Litigation Liability (Reducing)	(75,188)	(56,399)	(56,399)	0
<b>(Surplus)/Deficit on HRA Services</b>	<b>0</b>	<b>(58)</b>	<b>(91,478)</b>	<b>(91,420)</b>

Project/Scheme	Current Programme 2024/25 £000	Profiled Budget £000	Actual and Commitments £000	Variance £000
<b>Housing Investment</b>				
HRA Capital Works	21,677	16,258	16,335	77
Garage Demolitions	40	30	32	2
Parking Solutions	0	0	0	0
Stonebroom Regeneration Project	598	449	101	(348)
North Wingfield New Build	9,455	7,091	5,980	(1,111)
Stock Purchase Programme	3,831	2,873	1,612	(1,261)
Private Sector Spending	894	671	334	(337)
<b>Total Housing Investment</b>	<b>36,495</b>	<b>27,371</b>	<b>24,394</b>	<b>(2,977)</b>
<b>Other Capital Projects</b>				
Asset Refurbishment - General	604	453	251	(202)
Asset Refurbishment - Mill Lane	481	361	15	(346)
Dronfield LC Carbon Efficiencies Programme	100	75	97	22
Coney Green Telephony System	103	77	10	(67)
Fuel Island Project	450	338	47	(291)
Clay Cross Active 3G Pitch	1,000	750	32	(718)
Lottery Funded Schemes	9	7	0	(7)
Replacement Vehicles	4,325	3,244	2,540	(704)
Contaminated Land	42	32	0	(32)
ICT Schemes	525	394	136	(258)
CX Town Market Street Regeneration	10,824	8,118	2,345	(5,773)
CX Town Sharley Park Active Community Hub	10,875	8,156	7,472	(684)
CX Town Low Carbon Housing Challenge Fund	1,724	1,293	192	(1,101)
CX Town Rail Station Feasibility	44	33	0	(33)
CX Town Programme Management	361	271	209	(62)
UK Shared Prosperity Fund	1,069	802	879	77
<b>Total Other Capital Projects</b>	<b>32,536</b>	<b>24,402</b>	<b>14,225</b>	<b>(10,177)</b>
<b>Total Capital Expenditure</b>	<b>69,031</b>	<b>51,773</b>	<b>38,619</b>	<b>(13,154)</b>
<b>Housing Investment Funding</b>				
Major Repairs Reserve	(16,445)	(12,334)	(15,368)	(3,034)
HRA Capital Investment Reserve	(397)	(298)	152	450
Usable Capital Receipts	(3,273)	(2,455)	(124)	2,331
External Grant	(3,005)	(2,254)	0	2,254
Prudential Borrowing	(12,481)	(9,361)	(8,720)	641
	(35,601)	(26,701)	(24,060)	2,641
<u>Private Sector Spending</u>				
Disabled Facilities Grant	(894)	(671)	(334)	337
<b>Total Housing Investment Funding</b>	<b>(36,495)</b>	<b>(27,371)</b>	<b>(24,394)</b>	<b>2,977</b>
<b>Other Capital Projects Funding</b>				
Prudential Borrowing	(14,269)	(10,702)	(8,742)	1,960
External Grant	(14,823)	(11,117)	(3,658)	7,459
RCCO	(584)	(438)	(25)	413
Useable Capital Receipts	(2,860)	(2,145)	(1,800)	345
<b>Other Capital Project Funding</b>	<b>(32,536)</b>	<b>(24,402)</b>	<b>(14,225)</b>	<b>10,177</b>
<b>Total Capital Financing</b>	<b>(69,031)</b>	<b>(51,773)</b>	<b>(38,619)</b>	<b>13,154</b>



**North East Derbyshire District Council**

**Services Scrutiny Meeting**

**19th November 2024**

**Local Government & Social Care Ombudsman Annual Review Letter**

**Report of the Assistant Director of Communities**

**This report is public**

**Report By: Lee Pepper**

**Contact Officer: Rachael Pope**

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## **PURPOSE / SUMMARY**

To review the Annual Review letter of the Local Government & Social Care Ombudsman (LG&SCO) **Appendix 1** attached to this report.

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## **RECOMMENDATIONS**

That Services Scrutiny Meeting acknowledge the report and findings of the Local Government & Social Care Ombudsman.

Approved by the Portfolio Holder -  
Cllr Birkin – Cabinet Member for Customer Services

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## **IMPLICATIONS**

**Finance and Risk:**                      Yes                       No

The Council is at risk of reputational damage by recommendations or decisions by the Local Government & Social Care Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government & Social Care Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental information requests, the Information Commissioner's office can issue decision notices and impose significant fines.

On behalf of the Section 151 Officer

**Legal (including Data Protection):** Yes  No

The policy allows compliance with the Local Government Act 1974 and guidance set out by the Local Government & Social Care Ombudsman. It is also in line with the requirements of the General Data Protection Regulations 2018. Freedom of Information Act 2000 and Environmental Information Regulations 2004.

On behalf of the Solicitor to the Council

**Staffing:** Yes  No

On behalf of the Head of Paid Service

## DECISION INFORMATION

<b>Decision Information</b>	
<p><b>Is the decision a Key Decision?</b>  A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>NEDDC:</b>  <b>Revenue - £125,000</b> <input type="checkbox"/> <b>Capital - £310,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	No
<p><b>District Wards Significantly Affected</b></p>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<p><b>Stage 1 screening undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 1 to be appended if not required to do a stage 2</li> </ul>	N/A
<p><b>Stage 2 full assessment undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 2 needs to be appended to the report</li> </ul>	N/A
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Cabinet</b> <input type="checkbox"/>  <b>SMT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Yes</p> <p>Details:</p>

**Links to Council Plan priorities, including Climate Change, Economic and Health implications.**

Continually improve Council services to deliver excellence and value for money – Good Governance.

**REPORT DETAILS**

**1 Background**

1.1 The Council received its Annual Review letter from the Local Government & Social Care Ombudsman on the 17<sup>th</sup> July 2024. It contains information on how many complaints and enquiries had been referred to the Local Government & Social Care Ombudsman and how many complaints were upheld or referred back for local resolution.

1.2 There were 14 complaints and enquiries received in total by the Local Government & Social Care Ombudsman.

To provide context the Council received 244 complaints in total during the period 01<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 this consists of 218 Formal complaints and 26 Internal Reviews.

Ref	Authority	Category	Decided	Decision
23000167	NEDDC	Environmental Services & Public Protection & Regulation	05/06/2023	Referred back for local resolution
23000219	NEDDC	Housing	21/11/2023	Upheld
23000979	NEDDC	Planning & Development	24/05/2023	Closed after initial enquiries
23001882	NEDDC	Housing	18/05/2023	Closed after initial enquiries
23002276	NEDDC	Planning & Development	13/06/2023	Closed after initial enquiries
23002911	NEDDC	Environmental Services & Public Protection & Regulation	29/06/2023	Closed after initial enquiries
23005269	NEDDC	Planning & Development	06/02/2024	Not Upheld
23006139	NEDDC	Planning & Development	03/08/2023	Closed after initial enquiries
23006820	NEDDC	Planning & Development	09/02/2024	Upheld
23009773	NEDDC	Housing	02/10/2023	Referred back for local resolution
23010807	NEDDC	Corporate & Other Services	02/11/2023	Closed after initial enquiries

23012429	NEDDC	Housing	19/12/2023	Upheld
23016212	NEDDC	Planning & Development	08/03/2024	Closed after initial enquiries
23018016	NEDDC	Planning & Development	14/02/2024	Referred back for local resolution

1.3 From the 14 complaints and enquiries received by the Local Government & Social Care Ombudsman

- 3 Complaints were UPHELD by the LG&SCO
- 3 Complaint were referred back for local resolution
- 1 Complaint was not upheld
- 7 Complaints were closed after initial enquiries

1.4 The UPHELD complaints and recommendations were as follows:

- Complaint 23000219 was UPHELD by the LG&SCO this relates to a delay in progressing disabled works by Rykneld Homes on behalf of the Council.
  - The Council were ordered to apologise to the complainant in writing. Make a payment of £300 to the complainant in recognition of the avoidable distress caused by the delay in completing the works to her kitchen.
  - Remind relevant staff that works agreed as part of a disabled adaptation should include details of any works necessary to achieve the adaptation.
  - Remind relevant staff that the extent of disabled adaptation works should be clearly recorded and communicated to the applicant in writing.  
The Council should tell the Ombudsman about the action it has taken within eight weeks of the final decision.
- Complaint 23006820 was UPHELD by the LG&SCO this relates to an extension approved by the Council to a neighbouring property which has caused significant loss of light to her property.
  - The Council was at fault for the way it considered a planning application, however this has caused no injustice.
- Complaint 23012429 was UPHELD by the LG&SCO this relates to a failure by the Council to tell its tenants they can apply for a Disabled Facilities Grant if refused an adaptation under its separate policy.
  - The Council should tell tenants refused a disabled adaptation how to apply for a DFG.
  - Review its adaptations policy.
  - Write to the tenants refused an adaptation in the last two years and invite them to apply for a DFG, explaining the means test and other relevant differences to the adaptations policy.

- 1.5 This year's performance falls short of previous years where complaints and enquiries were referred to the Local Government & Social Care Ombudsman as 3 were referred back for local resolution, 7 were closed after initial enquiries and 1 complaint was not Upheld.
- 1.6 This year's data will be uploaded to the LG&SCO website where all Councils performance can be seen on: <https://www/lgo.org.uk/your-councils-performance>

## **2 Reasons for Recommendation**

- 2.1 Ensuring we have a customer friendly and robust Compliments, Comments and Complaints process which aims to resolve matters prior to referral to the Ombudsman is the key priority. To continually improve this, we:
- Deliver face to face training to individual departments when requested. This provides a consistent approach in the way that all officers effectively deal with all Compliments, Comments and Complaints.
  - Ensure all officers dealing with complaints complete quality assurance documentation confirming they have put suitable monitoring arrangements in place as part of our learning from complaints process.
  - Arrange for officers that deal with all stages of the complaints process to attend training delivered by the LG&SCO. It is recommended that officers attend training bi-annually. The next corporate training session will be held on the 16<sup>th</sup> January 2025.
  - A review of the Compliments, Comments and Complaints Policy and Procedure takes place every three years the next review is due in 2025.

## **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
Appendix A	Letter from the Local Government & Social Care Ombudsman
<p><b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet, you must provide copies of the background papers)</p>	

17 July 2024

*By email*

Mr Hickin  
Managing Director  
North East Derbyshire District Council

Dear Mr Hickin

### **Annual Review letter 2023-24**

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2024. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to ensure effective ownership and oversight of complaint outcomes, which offer valuable opportunities to learn and improve. In addition, this year, we have encouraged Monitoring Officers to register to receive the letter directly, supporting their role to report the decisions we uphold to their council.

For most of the reporting year, Paul Najsarek steered the organisation during his tenure as interim Ombudsman, and I was delighted to take up the role of Ombudsman in February 2024. I look forward to working with you and colleagues across the local government sector to ensure we continue to harness the value of individual complaints and drive and promote systemic change and improvement across the local government landscape.

While I know this ambition will align with your own, I am aware of the difficult financial circumstances and service demands that make continuous improvement a challenging focus for the sector. However, we will continue to hold organisations to account through our investigations and recommend proportionate actions to remedy injustice. Despite the challenges, I have great confidence that you recognise the valuable contribution and insight complaints, and their swift resolution, offer to improve services for the public.

### **Complaint statistics**

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

**Complaints upheld** - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic. This year, we also provide the number of upheld complaints per 100,000 population.

**Compliance with recommendations** - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

**Satisfactory remedy provided by the authority** - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and give credit to organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 24 July 2024. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

### **Supporting complaint and service improvement**

In February, following a period of consultation, we launched the [Complaint Handling Code](#) for councils, setting out a clear process for responding to complaints effectively and fairly. It is aligned with the Code issued to housing authorities and landlords by the Housing Ombudsman Service and we encourage you to adopt the Code without undue delay. Twenty councils have volunteered to take part in an implementation pilot over the next two years that will develop further guidance and best practice.

The Code is issued to councils under our powers to provide guidance about good administrative practice. We expect councils to carefully consider the Code when developing policies and procedures and will begin considering it as part of our processes from April 2026 at the earliest.

The Code is considered good practice for all organisations we investigate (except where there are statutory complaint handling processes in place), and we may decide to issue it as guidance to other organisations in future.

Our successful complaint handling training programme continues to develop with new modules in Adult Social Care and Children's Services complaint handling available soon. All our courses include practical interactive workshops that help participants develop their complaint handling skills. We delivered 126 online workshops during the year, reaching more than 1,700 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training) or get in touch at [training@lgo.org.uk](mailto:training@lgo.org.uk).

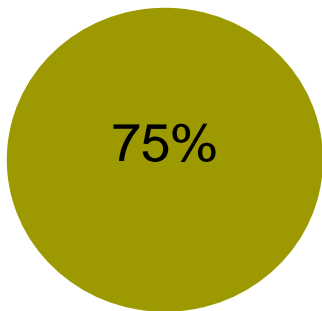
Returning to the theme of continuous improvement, we recognise the importance of reflecting on our own performance. With that in mind I encourage you to share your view of our organisation via this survey: <https://www.smartsurvey.co.uk/s/ombudsman/>. Your responses will help us to assess our impact and improve our offer to you. We want to gather a range of views and welcome multiple responses from organisations, so please do share the link with relevant colleagues.

Yours sincerely,



Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

### Complaints upheld



**75%** of complaints we investigated were upheld.

This compares to an average of **63%** in similar organisations.

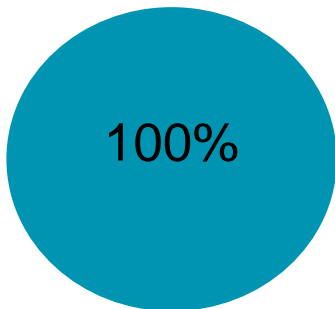
**3**  
upheld decisions

This is 2.9 upheld decisions per 100,000 residents.

The average for authorities of this type is 1.2 upheld decisions per 100,000 residents.

Statistics are based on a total of **4** investigations for the period between 1 April 2023 to 31 March 2024

### Compliance with Ombudsman recommendations



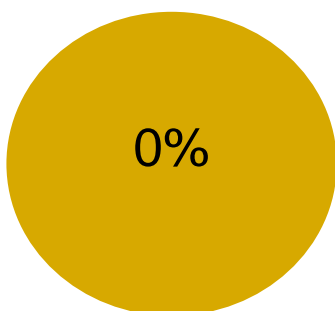
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **99%** in similar organisations.

Statistics are based on a total of **2** compliance outcomes for the period between 1 April 2023 to 31 March 2024

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

### Satisfactory remedy provided by the organisation



In **0%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **21%** in similar organisations.

**0**  
satisfactory remedy decisions

Statistics are based on a total of **3** upheld decisions for the period between 1 April 2023 to 31 March 2024



**CABINET DECISIONS 2024/25**

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
21 Nov 2024	Council Plan 2023-2027 Performance Report - Update July to September 2024 – <b>Relevant to all Scrutiny Committees</b>	Councillor N Barker, Leader of the Council	Non Key & Open	That progress against the Council Plan 2023-2027 objectives, be noted.	This was an information report to keep Cabinet informed of progress against the Council plan objectives.
21 Nov 2024	Medium Term Financial Plan - Revised Budget 2024/25 – <b>Relevant to Services Scrutiny</b>	Councillor P R Kerry, Deputy Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	<p>That the following recommendations be made to Council:</p> <p>the budget in respect of the General Fund as set out in Appendix 1 of the report be approved as the Current Budget for 2024/25.</p> <p>the budget in respect of the HRA as set out in Appendix 3 of the report be approved as the Current Budget for 2024/25.</p> <p>the Capital Programme as set out in Appendix 4 of this report be approved as the Current Budget for 2024/25.</p>	The purpose of the report was to prepare revised budgets as early as possible within the financial year to provide sufficient time to allow any planned changes to be delivered. The Council had faced some specific financial challenges this year putting pressure on the ability to set a balanced General Fund budget but, use of reserves ring fenced for providing resilience when needed had mitigated this.

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
21 Nov 2024	New Local Plan - Proposed Timetable for Preparation including New Local Development Scheme – <b>Relevant to Environment Scrutiny</b>	Councillor S Pickering, Portfolio Holder for Environment & Place	Non Key & Open	<p>That the challenging timescales set out in the report, and that this relied upon maintaining the necessary resources, securing input from third parties and both timely and efficient decision making at key stages, be noted.</p> <p>the timetable for the preparation of the new Local Plan be approved and tasks the Local Plan Working Group with regular monitoring and reporting on progress against key milestones.</p> <p>the Local Development Scheme take effect, authorising its publication and that it shall have effect from 25 November 2024.</p>	To enable the Council to progress with plan making with the aim of achieving submission of the Local Plan by December 2026 in line with the Government's proposed transitional arrangements. This would enable the Council to get an up-to-date plan in place at the earliest opportunity and limit the Council's exposure to ad hoc speculative development. In order for the scheme to take effect Cabinet must formally resolve that the scheme was to have effect and specify the date from which it was to have effect.
21 Nov 2024	Complaint Performance and Service Improvement Report for Housing – <b>Relevant to Services Scrutiny</b>	Councillor N Barker, Leader of the Council	Non Key & Open	<p>That the publication of the annual Complaints Performance and Service Improvement Report for Housing be noted and agreed.</p> <p>Cabinet provide a governing body's response to the report.</p> <p>Councillor N Barker be elected as the Member Responsible for Complaints ('the MRC').</p>	To comply with legislation and the Housing Ombudsman's regulatory requirements. To ensure the complaints procedures were working in practice and compliant with the Code. To ensure complaints were open and transparent to the public in line with legislation.

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
21 Nov 2024	Clay Cross Active Update – <b>Relevant to Communities Scrutiny</b>	Councillor K Rouse, Portfolio Holder for Health and Leisure	Key & Exempt	<p>That the report and associated impacts be noted.</p> <p>That authority be delegated to the Assistant Director of Leisure, in consultation with the Portfolio Holder for Health &amp; Leisure and the Director of Finance and Resources (Section 151 Officer), to enter any agreements as was necessary to progress the Clay Cross Active development through to completion, both construction related and financial.</p> <p>That authority be delegated to the Assistant Director of Leisure, in consultation with the Portfolio Holder for Health &amp; Leisure and the Director of Finance and Resources (Section 151 Officer), to enter any agreements as was necessary to progress the 3G pitch development through to completion, both construction related and financial.</p> <p>To agree to fund the £1.56m increased project cost from existing resources with the intention that additional funding from partners would reduce this figure considerably.</p> <p>That authority be delegated to the Director of Finance and Resources (S151 Officer) following approval by the Town Deal Board, to submit a project access request to the</p>	To continue with the leisure facilities centre development, which contribute to the Council Plan objectives.

				Ministry of Housing, Communities and Local Government along with any associated documentation.	
23 Jan 2025	Communities Scrutiny Review on Leisure Activities for Older Children/Teenagers – <b>Relevant to Communities Scrutiny</b>	Councillor M Durrant, Chair of the Communities Scrutiny Committee	Non Key & Open	<p>That the recommendations of the review into leisure activities for older children/teenagers by the Communities Scrutiny Committee be approved as set out below:</p> <ol style="list-style-type: none"> <li>1) Review fees and charges around young person activities to ensure activities are inclusive and accessible for all young people, reporting the outcome to committee.</li> <li>2) Increase the offering to open up the membership to allow access to more activities such as Tag Active, soft play or access to other fitness classes.</li> <li>3) Increase engagement with older children/teenagers, this includes targeting non-users as well as current users, by way of questionnaire/survey out to schools within the District and using social media channels. Reporting the outcome back to committee.</li> <li>4) Targeted promotion of the activities we have on offer</li> </ol>	The Review had enabled the Council to develop further its Plan Objectives as being a Great Place to Live Well and a Great Place to Access Good Public Services.

				<p>to children, specifically older children/teenagers.</p> <p>5) Encourage young people to engage in sports and leisure activities, not just within our Leisure Centres but also outside the Leisure Centres such as Extreme Wheels, Climbing Walls, outdoor sports i.e. football and running.</p>	
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Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
23 Jan 2025	Medium Term Financial Plan 2024/25 - 2028/29 – <b>Relevant to Services Scrutiny</b>	Councillor P R Kerry, Deputy Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	<p>That the following recommendations are made to Council on 27 January 2025:</p> <p>(1) That the view of the Director of Finance Resources, that the estimates included in the Medium-Term Financial Plan 2024/25 to 2028/29 are robust and that the level of financial reserves are adequate at this time, be accepted.</p> <p>(2) That officers report back to Cabinet and the Services Scrutiny Committee on a quarterly basis regarding the overall position in respect of the Council's budgets.</p> <p><u>General Fund</u></p> <p>(3) A Council Tax increase of £6.29 will be levied in respect of a notional Band D property (2.99%).</p> <p>(4) The MediumTerm Financial Plan in respect of the General Fund as set out in Appendix 1 of this report be approved as the Current Budget 2024/25, as the Original Budget 2025/26, and as the financial</p>	Cabinet sought to recommend budgets to Council in respect of the General Fund, the Housing Revenue Account, and the Capital Programme.

projections in respect of 2026/27 to 2028/29.

- (5) That the shortfall in the General Fund budget for 2025/26 as set out in Appendix 1 be met from reserves at this time.
- (6) That the General Fund Capital Programme as set out in Appendix 4 be approved as the Current Budget in respect of 2024/25, and as the Approved Programme for 2025/26 to 2028/29.
- (7) That any under spend in respect of 2024/25 be transferred to the Resilience Reserve to provide increased financial resilience for future years of the plan.

Housing Revenue Account (HRA)

- (8) That Council sets its rent levels for 2025/26 in consideration of the Social Housing Rent Standard increasing rents by 2.7% from 1st April 2025.
- (9) The Medium Term Financial Plan in respect of the Housing Revenue Account as set out in Appendix 3 of

this report be approved as the Current Budget in respect of 2024/25, as the Original Budget in respect of 2025/26, and the financial projection in respect of 2026/27 to 2028/29.

(10) That the HRA Capital Programme as set out in Appendix 4 be approved as the Current Budget in respect of 2024/25, and as the Approved Programme for 2025/26 to 2028/29.

(11) That the Management Fee for undertaking housing services at £12.81m and the Management Fee for undertaking capital works at £1.1m to Rykneld Homes in respect of 2025/26 be approved.

(12) That Members note the requirement to provide Rykneld Homes with a 'letter of comfort' to the company's auditors and grant delegated authority to the Council's Director of Finance & Resources (S151 Officer) in consultation with the Deputy Leader of the Council to agree the contents of that letter.



Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
23 Jan 2025	Housing Strategy 2024 – <b>Relevant to Communities Scrutiny</b>	Councillor N Barker, Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	That Cabinet agreed to adopt the Housing Strategy for implementation.	The Housing Strategy provides a strategic framework for meeting the districts housing needs and sets out a clear plan of how this will be implemented.
23 Jan 2025	Private Sector Housing Strategy – <b>Relevant to Communities Scrutiny</b>	Councillor N Barker, Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	That Cabinet adopted the Private Sector Housing Strategy for implementation.	The Private Sector Housing Strategy provides a strategic framework and sets out a plan which considers the different solutions the council may be able to offer to support private sector households and landlords.

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
23 Jan 2025	Derbyshire County Council Preparation of Consultation Draft Local Nature Recovery Strategy – <b>Relevant to Environment Scrutiny</b>	Councillor S Pickering, Portfolio Holder for Environment & Place	Non Key & Open	<p>(1) That the update on the preparation of the Local Nature Recovery Strategy for Derbyshire set out in the report be noted;</p> <p>(2) That Cabinet agrees to raise no objection with Derbyshire County Council about:</p> <p>(a) the proposed consultation draft Local Nature Recovery Strategy for Derbyshire; or</p> <p>(b) their preparation of the proposed consultation draft Local Nature Recovery Strategy for Derbyshire, including the extent to which the responsible authority has involved the supporting authority in that preparation.</p>	The proposed consultation draft Local Nature Recovery Strategy for Derbyshire is considered to set out appropriate priorities and proposals with regard to North East Derbyshire District to help nature to thrive and provide wider environmental benefits in the future.



North East Derbyshire  
District Council

## **Forward Plan of Executive Decisions for the period 15 January 2025 – 15 February 2025**

This Forward Plan sets out all of the decisions that are expected to be taken over the next four months by either: (i) The Cabinet, or (ii) an officer on an Executive function of the Council.

Some of the decisions listed in this plan are 'Key Decisions'. A Key Decision is one that is likely to:

- (a) Result in the Council spending or receiving income of over £125,000 revenue or £310,000 capital, or
- (b) Have a significant impact on two or more wards in the Council's area.

At least 28 calendar days' notice must be given before they are due to be taken by the Cabinet or an officer under delegated powers.

The Cabinet can make urgent decisions which do not appear in the Forward Plan. A notice will be published at the District Council Offices and on the Council's website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

The Forward Plan also lists those 'Exempt' Decisions which are going to be taken over the next four months. Exempt Decisions are those decisions which have to be taken in private. This is because they involve confidential or exempt information which cannot be shared with the public.

The contact details for the officers or senior employees responsible for producing the reports and reports for these decisions are included in the plan. Please contact them if you would like more information. If you have any queries about why something is a Key Decision or is going to be taken in private then please contact the Governance Team on 01246 217391 or email: amy.bryan@ne-derbyshire.gov.uk.

Published under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Sarah Sternberg  
Assistant Director of Governance & Monitoring Officer

**Published on: 15 January 2025**

### **Cabinet members and their responsibilities**

<b>Member</b>	<b>Portfolio of responsibilities</b>
Councillor N Barker	Leader and Portfolio Holder for Strategic Leadership & Finance
Councillor P R Kerry	Deputy Leader and Portfolio Holder for Strategic Leadership & Finance
Councillor J Barry	Portfolio Holder for Growth & Assets
Councillor J Birkin	Portfolio Holder for Council Services
Councillor S Pickering	Portfolio Holder for Environment & Place
Councillor K Rouse	Portfolio Holder for Health & Leisure

DECISION TO BE TAKEN	DECISION-MAKER	DATE OF DECISION	KEY DECISION	EXEMPT DECISION (INCLUDING GROUNDS FOR EXEMPTION)	RESPONSIBLE PORTFOLIO HOLDER	RESPONSIBLE OFFICER
Strategic Asset Management Plan – <b>Relevant to Business Scrutiny</b>	Cabinet	27 Feb 2025	Non-Key	Open	Councillor Jayne Barry	Director of Growth and Assets

**SERVICES SCRUTINY WORK PROGRAMME 2024/25**  
**TUESDAY/10:00HRS**  
**CHAIR: CLLR MICK SMITH**  
**VICE CHAIR: CLLR NEIL BAKER**

<b>AGENDA ITEM</b>	<b>BRIEF DESCRIPTION</b>	<b>LEAD OFFICER/ORGANISATION</b>
<b>Meeting Date: 23 July 2024</b>		
Scrutiny— A Practical Overview	Overview of Scrutiny and remit of the Committee	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Gained insight into the role of Scrutiny</i>	
Update on Combined Authority	An update on the Combined Authority – who’s who and NEDDC’s role	Lee Hickin, Managing Director
	<b>Outcomes:</b> <i>Gained a better understanding of EMCA</i>	
MTFP Financial Outturn 2023/24	To receive the financial outturn for 2023/24	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager — <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding of the Council’s financial outturn position for 2023/24</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	• Joint Information & Cyber Security Policy	Nicki Astle, Assistant Director of ICT
	<b>Outcomes:</b> <i>To have contributed on new/revised policies and strategies</i>	

Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	<b>Outcomes:</b> <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Agreed a Work Programme going forward for the year</i>	
<b>Meeting Date: 17 September 2024</b>		
Performance Management	Council Plan Targets Performance Update	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement Officer
	<b>Outcomes:</b> <i>Gained an insight into the quarterly targets to date, and how areas are performing</i>	
4-Day Working Week Update	Update on the 4-day working week	Sarah Sternberg, Assistant Director of Governance and Monitoring Officer – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Informed of the current position of a 4-day working week. To come back at a later date when/if Government change their views</i>	
Medium Term Financial Plan Budget Monitoring Q1 2024/25	To be presented with the Budget Monitoring Plan for Q1	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding of the current position of the budget at Q1</i>	

Pre-Planning Application Fees	To be presented with the business case for implementing the fees	David Thompson, Assistant Director of Planning – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding of the rationale for implementing the fees</i>	
Productivity Plan	To be presented with the Council's Productivity Plan	Jayne Dethick, Director of Finance & Resources (S151 Officer) – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding of the Council's current position and future aspiration with regards to its service delivery</i>	
People Strategy Action Plan	To receive the People Strategy Action Plan	Lee Hickin, Managing Director – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding of the actions in place to help towards achieving the Council's objective of "A great place to access good public services"</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <i>Contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	<b>Outcomes:</b> <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer



	<b>Outcomes:</b> <i>Agreed the Work Programme going forward for the year</i>	
<b>Meeting Date: 19 November 2024</b>		
Performance Management	Council Plan Targets Performance Update	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement Officer
	<b>Outcomes:</b> <i>Gained an insight into the quarterly targets to date, and how areas are performing</i>	
Medium Term Financial Plan	To receive the revised Medium Term Financial Plan	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>To understand the changes made to the revised Council budget</i>	
The Council's Financial Resilience	To receive a presentation and discuss the Council's Financial Resilience	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>To understand the Council's financial resilience</i>	
The Relationship between NEDDC and Rykneld Homes	An overview of Rykneld Homes Management Agreement, Management Fee and Financial Reporting	Jayne Dethick, Director of Finance & Resources (S151 Officer) – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained an understanding and insight into the working relationship between NEDDC and RHL</i>	
Housing Inspectors Report	To receive and discuss the Housing Inspectors Report on Rykneld Homes	Jayne Dethick, Director of Finance & Resources (S151 Officer) – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Understood the outcomes of the Inspectors Report and what the next steps are.</i>	

Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <i>Contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	<b>Outcomes:</b> <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>Agreed the Work Programme going forward for the year. Would like to hear more about financial resilience – what it looks like across Councils</i>	
<b>Meeting Date: 25 February 2025</b>		
Performance Management	Council Plan Targets Performance Update	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement Officer
	<b>Outcomes:</b> <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Second Green Bin Collections	To receive an overview of the data from the second green bin collections	Joy Redfern, Assistant Director of Streetscene / Darren Mitchell, Streetscene & Waste Services Manager - <b>ACCEPTED</b>

	<b>Outcomes:</b> <i>To get an understanding of what the charging of a second green bin has meant for the Council, including financially, any issues and increase in disposable green waste</i>	
Update on Gully/Drainage Works	To receive an update on the Council's gully and drainage works	Joy Redfern, Assistant Director of Streetscene / Darren Mitchell, Streetscene & Waste Services Manager - <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>To get an update and understanding on the works being undertaken on the gullies and drains across the District</i>	
Medium Term Financial Plan Budget Monitoring Q3 2024/25	To be presented with the Budget Monitoring Plan for Q3	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager - <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>To understand the current position of the budget at Q3</i>	
Annual Local Government Ombudsman Report	To receive and discuss the Annual Ombudsman Report	Rachael Pope, Customer Service Manager – <b>MOVED FROM NOV - ACCEPTED</b>
	<b>Outcomes:</b> <i>To understand the findings of the report and raise any concerns</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <i>To have contributed on new/revised policies and strategies</i>	

Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	<b>Outcomes:</b> <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>To agree a Work Programme for the year</i>	
<b>Meeting Date: 13 May 2025</b>		
Performance Management	Council Plan Targets Performance Update	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement Officer
	<b>Outcomes:</b> <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Update on Pre-Planning Application Fees	To receive an update on the pre-planning application fees	David Thompson, Assistant Director of Planning - <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>To understand what has happened since the implementation of the fee i.e. amount of fees achieved, staff time, speed of approving applications etc</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	

Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	<b>Outcomes:</b> <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <i>To agree a Work Programme for the year</i>	

### Notes

- Access to Health Services – Doctors and Dentists
- Generative Artificial Intelligence
- Engagement & Improvement Strategy
- 4-day Working Week
- People Strategy Update (Feb/May 2025)