

# Public Document Pack



**North East  
Derbyshire**  
District Council

Contact: Thomas Scott

Tel: 01246 217045

Email: [thomas.scott@ne-derbyshire.gov.uk](mailto:thomas.scott@ne-derbyshire.gov.uk)

Date: Friday, 2 May 2025

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

Please attend a meeting of the Services Scrutiny Committee to be held on **Tuesday, 13 May 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 cursive script 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 25 February 2025.

## **4 Performance Management (Pages 10 - 20)**

Council Plan Targets Performance Update.

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

## **5 People Strategy Action Plan Update (Pages 21 - 36)**

Update on progress made against the Action Plan.

Lee Hickin, Managing Director

## **6 Update on Pre-Planning Application Fees (Pages 37 - 43)**

To receive an update on the pre-planning application fees.

David Thompson, Assistance Director of Planning

## **7 Cabinet Business (Pages 44 - 48)**

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

## **8 Policy Development (Pages 49 - 69)**

To contribute to major Policies being considered by the Council.

- Equality Policy

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

**9     '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.

**10    Work Programme (Pages 70 - 77)**

To consider the Committee's Work Programme.

Joe Hayden, Senior Scrutiny Officer

**11    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.

**12    Date of Next Meeting**

The next meeting of the Services Scrutiny Committee is scheduled to take place in the new Municipal Year.

---



## North East Derbyshire District Council

### Access for All statement

You can request this document or information in another format such as **large print** or **language** or contact us by:

- Phone - [01246 231111](tel:01246231111)
- Email - [connectne@ne-derbyshire.gov.uk](mailto:connectne@ne-derbyshire.gov.uk)
- Text - [07800 00 24 25](tel:07800002425)
- BSL Video [Call](#) – a three way video call with us and a BSL interpreter. It is free to call North East Derbyshire District Council with [Sign Solutions](#) or call into the offices at Wingerworth.
- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888)– a free phone service
- Visiting our [offices](#) at Wingerworth – 2013 Mill lane, [S42 6NG](#)

## **SERVICES SCRUTINY COMMITTEE**

### **MINUTES OF MEETING HELD ON TUESDAY, 25 FEBRUARY 2025**

#### **Present:**

Councillor Mick Smith (Chair) (in the Chair)

Councillor Neil Baker (Vice-Chair)

Councillor Kathy Clegg  
Councillor Christine Smith

Councillor Ross Shipman

#### **Also Present:**

J Wells	Corporate Finance Manager / Deputy S151 Officer
J Redfern	Assistant Director of Streetscene
A Bashir	Improvement Officer
J Hayden	Senior Scrutiny Officer
D Mitchell	Streetscene and Waste Services Manager
T Fuller	Governance Officer

#### **SSC/ Apologies for Absence**

**43/2**

**4-25** Apologies for absence were received from Councillors M Emmens, M Foster, C Lacey and D Skinner.

#### **SSC/ Declarations of Interest**

**44/2**

**4-25** None.

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

**45/2**

**4-25** RESOLVED – That the Minutes of the Services Scrutiny Committee held on 19 November 2024 be approved as a correct record and signed by the Chair.

#### **SSC/ Performance Management**

**46/2**

**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 31 December 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.

Committee considered the report. Some Members sought further information in regard to homelessness in the district. It was suggested that more detailed figures could be obtained from the Homelessness Team. It was felt that the team had been working well to reduce homelessness across the district.

Members had questions around the total cost for the renovation of reception and the funding that Rykneld Homes Ltd had provided for the project. The cost was detailed, and it was clarified that funding the project was the Council's responsibility as Landlord.

**RESOLVED** – That progress against the Council Plan "A great place that cares for the environment" objective was noted.

## **SSC/ Second Green Bin Collections**

**47/2**

**4-25**

The Assistant Director of Streetscene presented an overview of the data from the second green bin collections scheme that was introduced last year. This included a breakdown of the costs of the extra bins, where they had been requested across the District, and the expected income as a result of the scheme.

Committee considered the overview. Members discussed the growing season and the 3-month winter suspension, in which green bins aren't collected. Some Members questioned how the growing season dates are dictated. Committee heard that it was a historical arrangement, and the suspension was utilised to train crews and support other services. Committee heard that operating a year-round service was being looked into. In this context, Members discussed the positives and negatives of the winter suspension, and were of the view that a full year service would be more beneficial

Committee considered the upcoming reforms to waste legislation that would update how food waste is collected. Members heard that this was a topic on the radar of Environment Scrutiny Committee and were updated on the conversations, relating to food waste collection, that took place at a recent meeting. Committee discussed the update, some Members felt that frequent updates were needed on the topic going forward i.e. issue of caddies, changes in schedules etc.

Some Members queried how the costs and incomes set out in the report had been calculated, and whether the money could be spent elsewhere. In this context, it was suggested that going back to the system where second green bins were offered for free would provide environmental benefits. The economic impacts of that approach were highlighted, the benefits of the current scheme were discussed, and it was suggested that the incoming waste reforms would lead to environmental targets being met.

Some Members sought clarification as to how green waste is disposed of. Committee were updated on how green waste was composted and the benefits of the different methods of composting. In this context, it was felt that there needed to be higher publicity around how green waste is disposed of. Members discussed the benefits of home composting and considered how the Council could promote home composting to residents across the district.

Some Members questioned why the bulky waste service forms had been removed from the website. Committee heard the changes to the service and the difficulties in scheduling POPs, WEEE and bulky waste collections. Committee heard that the IT team were working with the Streetscene team to resolve this issue. It was shared that this would also lead to administrative efficiencies.

**RESOLVED –**

That the report was noted.

**SSC/ Update on Gully/Drainage Works**

**48/2**

**4-25**

The Assistant Director of Streetscene presented an update on the Council's gully and drainage works. This included an overview of the new system introduced by DCC to monitor and record performance of the gully cleansing activities.

Committee welcomed the update. It was felt that this was an important issue for residents across the district. Members discussed specific locations where gulleys get blocked and why that is. Members heard that a street cleaning review was taking place which may help in this regard, and that the Council were working with DCC on cleaning frequencies.

Committee discussed the contract between DCC and NEDDC for gully/drainage works. Members heard that the new system had increased collaboration between the two authorities. Members were updated on the terms of the contract and how the schedule of the team that operates the service is managed. Committee discussed concerns around staffing issues within the team. Members heard that resilience was low at the current moment but there was collaboration going on with DCC to address the issue.

**RESOLVED –**

That the update was noted.

**SSC/ Medium Term Financial Plan Budget Monitoring Q3 2024/25**

**49/2**

**4-25**

The Corporate Finance Manager presented a report that detailed the budget position for the third quarter of 2024/25. This included an update on the General Fund, Financial Reserves, Housing Revenue Account and Capital Investment Programme. The report was set to go to Cabinet at its meeting on 27 February 2025.

Committee considered the report. Some Members sought clarification in regard to Capital Charges Depreciation in the Housing Revenue Account. In this context, it was suggested that a detailed breakdown be provided in future.

**RESOLVED –**

That the report was noted.

**SSC/ Annual Local Government Ombudsman Report**

**50/2**

**4-25**

Committee received a report that detailed the annual review letter of the Local Government & Social Care Ombudsman attached at appendix 1 in the report. This included an overview of complaints received and a breakdown of the complaints upheld.

Committee considered the report. It was felt that the Customer Service Manager should attend a future meeting to provide more detail on the complaints upheld.

RESOLVED –

That the update was noted.

**SSC/ Cabinet Business**

**51/2**

**4-25**

The Senior Scrutiny Officer presented a digest of Cabinet decisions taken since the last Committee meeting on 19 November 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 up to 15 February 2025.

Some Members had questions around the position 'Member Responsible for Complaints' and how it was appointed. It was suggested that an answer would be researched and circulated after the meeting.

RESOLVED –

That the update was noted.

**SSC/ Policy Development**

**52/2**

**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'**

**53/2**

**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**

**54/2**

**4-25**

The Senior Scrutiny Officer presented the draft Work Programme 2024/25 for the



Committee to consider.

Members requested that the Councils complaint system and an update on the system for reporting/tracking missed bins be added to the work programme 2025/26

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

**SSC/ Additional Urgent Items**

**55/2**

**4-25** None.

**SSC/ Date of Next Meeting**

**56/2**

**4-25** The next meeting of the Services Scrutiny Committee was scheduled to take place on 13 May 2025 at 10.00 am.

**North East Derbyshire District Council**

**Services Scrutiny Committee**

**Council Plan Objective – A Great Place to Access Good Public Services –  
Update January to March 2025**

**13<sup>th</sup> May 2025**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

---

**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> March 2025

---

**RECOMMENDATIONS**

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

---

**IMPLICATIONS**

---

**Finance and Risk:** Yes ☐ No ☒

**Details:**

On Behalf of the Section 151 Officer

---

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

**Details**

On Behalf of the Solicitor to the Council

---

**Staffing:** Yes ☐ No ☒

**Details:**

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)	N/A
<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>	N/A - information only report
<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 type="checkbox"/> Cabinet <input type="checkbox"/></b> <b>SMT <input checked="" 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, including Climate Change, Equalities, and Economics and Health implications.</b>
A great place to access good public services: <ul style="list-style-type: none"> <li>Assist and influence other public partners to improve their services in the district.</li> <li>Continually improve Council services to deliver excellence and value for money.</li> </ul>

## 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

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

2.1.2 Notable achievements include increased subscriptions to the business ezines, 660 issues dealt with through the Citizen Advice sessions held at Killamarsh Active, UK Shared Prosperity Fund 2022-25 confirmed as fully allocated to local delivery, disposal of surplus land and property assets surpassed its £1m annual target, completion of head office reception and timeliness targets exceeded for processing new benefit and council tax claims and change in circumstances, complaint internal reviews and freedom of information requests.

2.1.3 The Housing Strategy team has proactively reduced the duration homeless applicants spend in temporary accommodation, leading to a substantial decrease in bed and breakfast costs. An initial estimate indicates savings of £85,000 compared to last year's annual expenditure on such accommodation. Additionally, the Housing Options service has demonstrated outstanding performance by achieving settled accommodation outcomes for individuals facing homelessness or at risk. With a remarkable 90% success rate, the team's achievements rank among the highest recorded by local authorities across England.

2.1.4 Regarding targeted metrics, two of the seven are at exception this quarter:

- % of customers dealt with at first point of contact achieved an outturn of 73% against a target of 80%. Whilst this is a good indicator it can no longer be monitored accurately since PCI DSS (Payment Card Industry Data Security Standard) compliance as calls requiring a payment are transferred for data compliance

purposes however this skews the number of calls dealt with at first contact by Customer Services. The KPI will be replaced with another telephony target for 2025/26 performance reporting.

- % of formal complaints responded to within 15 working days - 59 complaints received of which 56 were responded to within timescale (95%). 3 late responses – one each for Environmental Health, Licensing and Planning.

2.1.5 Regarding the three metrics for trend monitoring, the two homeless metrics have remained the same as Q3 and the capital receipts metric has seen a significant increase from Q3 which is very positive.

2.1.6 The report was taken to Senior Management team on 22<sup>nd</sup> April 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 March 2025
<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 January to March 2025 (Q4)





# 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.**

- Chesterfield Canal Partnership Masterplan Launch attended to develop linkages with strategic plans and operational activities, and meeting held with Chesterfield Football Club Community Trust to develop collaborative opportunities.
- Actively involved with the East Midlands Combined County Authority in developing homelessness priorities for the region including the development of a homelessness taskforce.

- **Breast screening unit at Dronfield**, Killamarsh and Eckington Active from mid-November through to January.

- A fortnightly book club meet in the café at Killamarsh Active. Also, Cuppa with a Coppa events.
- Attendance at two business forums to publicise opportunities for public engagement in the development of the Local Plan.

- Through the Healthy North East Derbyshire Partnership, funding has been secured for a project that trains volunteers to provide free cost-of-living and debt advice to Clay Cross residents. This initiative is delivered by the Derbyshire Unemployed Workers Centre.

## Collate and analyse district wide data to inform improvements

- Call for biodiversity sites information being analysed by Intelligence software to support the site selection process.

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

- Monthly business ezine subscribers increased to 2896 and weekly recruitment ezine subscribers has increased to 2962.

- **Citizens Advice sessions are available at Killamarsh Active twice a week.** Between October 2024 and March 2025, 77 clients have attended, with 660 issues addressed. The top concerns raised include benefits, energy, and employment.



## 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***

- Communications have been issued to all commercial trade waste customers regarding the new government initiative, Simpler Recycling. Currently, this initiative applies only to businesses with 10 or more full-time employees (FTEs). As a result, a new waste stream for food waste has been introduced for businesses to make use of.

## 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



- **NEDDC 2022-2025 UK Shared Prosperity Fund (UKSPF) programme budget confirmed as fully allocated to local delivery.** No funding to be returned to Ministry of Housing, Communities and Local Government (MHCLG).

- Investment Plan submission prepared for East Midlands Combined County Authority (EMCCA) to access the 2025-26 NEDDC UKSPF allocation of £1,050,067.
- Made residents aware of council tax and rent increases to ensure we have a balanced budget.

- External audit for 2023/24 was concluded at the end of February 2025 with an unqualified opinion issued from Mazars. Work began in March on the interim audit for 2024/25 and early planning for the full external audit later in the year.
- The Revised Budget 2024/25, Original Budget 2025/26 and Medium-Term Financial Plan (MTFP) 2026/27 to 2028/29 was presented to Joint Scrutiny and Cabinet in January and was approved by Council in January. Council





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

also approved the Council Tax and Rent increase for 2025/26.

- **Actively worked to reduce the length of time homeless applicants are in temporary accommodation** and as a result significantly lowered the expenditure on bed and breakfast accommodation. The early estimate is a saving of £85,000 compared to the annual spend on bed and breakfast last year.

- Leisure memberships price review to be implemented from 1st April 2025.
- Completed first application through Planning Performance Agreement process. This is a project management tool used by local planning authorities and applicants to agree on timescales, actions, and resources for handling planning applications. A collaborative framework that enhances communication and transparency throughout the planning process, particularly for large or complex applications.
- Secured a total of £159,003 covering 2025/26 and 2026/27 from Derbyshire County Council Public Health to continue with the Healthy North East Derbyshire Partnership.
- Pioneer House, Wingerworth has been let to Clay Cross Food Bank reducing the financial burden to the Council of managing and maintaining an unoccupied building in the short term (pending a decision on the future of Pioneer House).

- **Disposal of surplus land and property assets capital receipts target of £1m surpassed at £1,044,250.**

- Council Tax collection rate exceeded for 2024/25 and business rate collection within target. Exceeded timeliness targets for processing new benefit and council tax claims and changes in circumstances.

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

- Views being sought on two play area consultations out for views (Heath and Holmewood Parish) to help inform Streetscene and the parish council about priorities for improvement.

- **Planning have consulted on their customer charter, seeking feedback from regular service users on proposals to streamline the planning application process.**

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

- **95% of formal complaints dealt within standard this quarter, 59 complaints received. All requests for Internal Review, 5 this quarter, were dealt within standard.**

- Three Ombudsman complaints received this quarter of which two were responded to within timescale.
- Preparations for the May County Council election is well underway. An innovation this time is the availability of ballot papers in braille.
- Accounting Policies for 2024/25 Statement of Accounts were approved by Audit Committee in January. An update is being presented to



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

Audit Committee in early April due to an update to leases published by Chartered Institute of Public Finance and Accountancy (CIPFA) in March.

- An extraordinary Standards Committee was held on 23 January 2025, this considered the Strengthening the Standards and Conduct Framework for Local Authorities in England Consultation.
- Parish and Town Council Conference was held on 7 April 2025. Updates were provided on Local Government Reorganisation and Planning.
- 179 requests received under the Freedom of Information Act and Environmental Information Regulations. Of those more than 95% (target) have been administered within 20 working days.

### Modernise and innovate services to continually improve

- Discussing the implementation of digital mail with Rykneld Homes after a successful roll-out at the Council.
- Procurement of new HR & Payroll System underway, which will radically change and improve service provision.

- **The Gov Tech online Revenues and Benefits portal is being implemented to commence the project** to enhance the customer experience while incorporating further automation in the processing of Benefits and Council Tax.

- Employee mailboxes have been moved to Microsoft Exchange Online cloud to provide additional resilience and improved features.
- Software to replace paper processes in the Land Charges team is being considered. The

timing would need to align with the HM Land Registry project.

- Clay Cross Active development due for completion June 2025 and 3G pitch completion Summer 2025.

- **Head Office reception refurbishment completed February 2025 improving public access** including wheelchair friendly reception counter, improved access to meeting rooms and waiting area, self-service counter, food bank drop-off point, customer information screens, improved lighting and installation of VADs (visual alarm devices).

### Maintain a motivated and skilled workforce

- Establishment of a NEDDC only Information and Improvement Team commenced February 2025, to be fully NEDDC focused from April 2025.

- **Housing Options performance in terms of settled accommodation outcomes for those homeless and threatened with homelessness are at 90%** and is amongst the best performance of all local authorities in England.

- Success in Focus (Revised Appraisal and Succession Management Scheme) approved by Senior Management Team and ready for roll out in May. Encourages career development conversations and long-term thinking by managers through provision of additional tools and training.



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

• **Successfully promoted a temporary trainee into a vacant ServiceDesk position,** demonstrating the effectiveness of the Talent Pipeline approach.

• Green thumbs club has been launched to tend to the green space at the head office at Mill lane, Wingerworth. The old jetty site in the quadrant is now a bed currently growing a range of vegetables and fruit.

• £20k funding secured to provide Leisure Training (Lifeguard, Swim Teacher and Gymnastic Coach) for both internal and external candidates.

Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	16.24	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	1.45	
Council Tax collected %.	Annual target 96.14%	96.8%	
NNDR Collected %.	Annual target 96.66%	95.6%	
Total number in Temporary Accommodation.	Decrease	13	↔ Q3 - 13
Total number in Bed & Breakfast.	Decrease	1	↔ Q3 - 1
% of Customers dealt with at first point of contact.	80%	73%	
% of formal complaints responded to within 15 working days.	100%	95%	
% of internal reviews responded to within 20 working days.	100%	100%	
Capital receipts to be achieved from disposal of surplus land and property assets (£).	Increase	£1,044,250	↑ Q3 - £391,000



## *A great place to access good public services*

<p>% of Customers dealt with at first point of contact</p>	<p>Whilst this is a good indicator it can no longer be monitored accurately since PCI DSS (Payment Card Industry Data Security Standard) compliance as calls requiring a payment are transferred for data compliance purposes however this skews the number of calls dealt with at first contact by Customer Services. The KPI will be replaced with another telephony target for 2025/26 performance reporting.</p> <p>(Q1 79%, Q2 77% Q3 79%)</p>
<p>% of formal complaints responded to within 15 working days</p>	<p>59 complaints received this quarter of which 56 were responded to within timescale. 3 late responses - one each for Environmental Health, Licensing and Planning.</p> <p>(Q1 91%, Q2 80%, Q3 98%)</p>

Our ONE TEAM People Strategy Action Plan May 2024

RAG: Achieved/Ongoing  Progressing  Failing  Not yet started

Ref:

N1

Nurturing a great culture																		
Action	Brief Description	Year 1				Year 2				Year 3				Expected Outcome	How we will measure our success	Lead	Update	RAG
		2024-2025				2025-2026				2026-2027								
		May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr					
Introduce a 'living the leadership behaviours' programme	A bespoke leadership training package aimed at SMT - aligned with this strategy								●					Identified SMT members are further developed in respect of their leadership capabilities	Development of the programme and successful completion - Employee survey - quality of leadership	HR	March 25 - Initial scoping exercise undertaken - will revisit again at end of 2025	

**N2**

You said and together we fixed' approach	Similar to the outward facing version for customer complaints and comments - this faces internally for staff - perhaps delivered through Sharepoint			●									Improved awareness and engagement	Employee Liaison Group and JCG. Employee survey - work well together as ONE TEAM and feeling of being informed and input counts	COMMS	22 July 24 - comms working on an area on the extranet to provide feedback to staff. October 24 - within next 9 months feedback from all surveys and action plans to be updated and sent to Group, ELG and JCG. November 24 - Employee Deeper Dive Survey results on new Sharepoint - <a href="https://salliance.sharepoint.com/sites/NEDDCStaffIntranet/SitePages/September-2024-Employee-Deeper-Dive-Survey-results.aspx">https://salliance.sharepoint.com/sites/NEDDCStaffIntranet/SitePages/September-2024-Employee-Deeper-Dive-Survey-results.aspx</a> - Sara to work with Comms to produce a page with a breakdown of 'you said we did in future' March 25 - Draft version ready for consideration by group	
--	---	--	--	---	--	--	--	--	--	--	--	--	-----------------------------------	--	-------	---	--

N3

Introduce succession planning model	A model for all service areas to follow with a common process and format	●														More successful internal appointments with improved vacancy management. Reduced negative impact of 'brain-drain' scenarios	Actual internal vs external appointments each year vs baseline of May 2024	HR	22. 7.24 - draft circulated to SMT and SMF. Attach to Action Plan and link to Talent Pipeline. 11 November 24 - Directorate Workshops arranged for January/February 25, to link to appraisals and Management Dashboard. New HR and Payroll system will assist with modelling succession planning. NEDDC developing our own management course in association with the University of Derby. Talent Pipeline presented to EMCCA who were interested in creating a regional talent pipeline. March 25 -Included within review of appraisal process, currently being considered by SMT. Meetings taken place at Directorate level to go through workforce planning process and tools to apply within service areas	
Introduce team activities model	Aimed at highlighting the importance of team building along with options to consider			●												Improved morale	Employee survey - feeling of belonging	HR	March 25 - work to commence on this in the Autumn	

N4

N5	Internal communications and feedback development	A fundamental review of the mechanisms used currently and an exploration of the 'art of the possible'- perhaps delivered through Sharepoint		●										Improved two way communication leading to more frequent and effective dialogue - leading to improved morale	Employee survey - feeling of being informed and input counts	COMMS	New Sharepoint intranet has helped create 2 way feedback - ability to like and comment on posts & reply to other commenters. Creating the bulletin is now quicker and more efficient using the in built bulletin feature March 25	
N6	Introduce schedule of SMT roadshows	SMT to hold such events regularly for staff to attend with Q&A style format including visiting service areas throughout the year			●									Improved visibility / awareness and engagement	Employee survey - feeling of being kept informed, involved and aware of our objectives	SMT	March 25 - Events are held within Streetscene & Leisure, need to commence at other sites	
N7	SMT 'back to the floor' schedule	To ensure SMT have their finger on the pulse of the organisation and are aware of other service areas other than their own				●								Improved visibility / awareness and engagement	Employee survey - feeling of being informed and input counts	SMT	March 25 - To discuss at SMT later this year	
N8	Introduce a 'service area' and 'ONE TEAM working together' showcase mechanism	A regular shop window into all areas of the Council for all staff to see - perhaps delivered through Sharepoint		●										Improved visibility / awareness and engagement	Employee survey - work well together as ONE TEAM	HR/COMMS	11 November 24 - service managers requested to provide Team details for publishing on extranet. Specific Team to be featured each month. March 25 - Spotlight focus on specific service area	
N9	Link desired behaviours to recognition and achievements process	Review the current categories and align with desired organisational behaviours			●									Improved morale and increased awareness and presence of the behaviours we see as key to our success	Employee survey - understands how work impacts on success of Council	HR	11 November 24 - to be linked into other work. March 25 - Included within refreshed appraisal and succession planning processes & tools	



N10	Introduce 'employee shining star of the month' scheme	A more regular ongoing addition to the annual mechanisms, highlighted via SMT - perhaps delivered through Sharepoint				●										Employee recognition leading to Improved morale	Employee survey - receive recognition	HR/COMMS	11 November 24 - Further consideration being given to the best way to achieve the desired outcome e.g. individual service area or across whole council. Link to behaviours and joint working between teams. March 25 - to be discussed	
N11	Undertake long service awards review	To see if still relevant, or could be improved	●													Employee recognition leading to Improved morale	Employee survey - receive recognition	HR	22 July 24 - consider different lengths of service to be acknowledged. Reward whilst employee/s are still working at NEDDC. March 25 - Plans to review	
N12	Undertake a review of JE scheme	To see if fit for purpose								●						To ensure that we have an equality compliant scheme	Employee survey - Council is a fair employer	HR	exercise being undertaken with work on similarities and differences between posts	
N13	Introduce a People Strategy working group schedule and review throughout the strategy period	To have oversight of the strategy implementation, ensuring representation from different areas of the Council including differing seniority levels	●		●		●		●		●		●			Increased level of ownership, inclusivity and ollaboration amongst the workforce	Employee survey - feeling of being informed and input counts and inclusive approach	SMT	22 July 24 - Meetings to be arranged avery two months. March 25 - meetings are continuing	

## Ensuring wellbeing

	Action	Brief Description	Year 1 2024-2025				Year 2 2025-2026				Year 3 2026-2027				Expected Outcome	How we will measure our success	Lead	Update	RAG
			May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr					
E1	Undertake a mental health framework and working group review	To see if still fit for purpose or could be improved	●												Good mental health and wellbeing is embedded with managers and in our culture with staff knowing how they can access help	Employee survey - work environment is safe and healthy and access to services/support stats	HR	22. 7.24 - Chloe Hunt to be added to the Mental Health Group. October 24 - initial report drafted for SOD Group consideration. November 24 - work ongoing	

E2	Introduce a quarterly mental health update on the extranet	Sharing opportunities for learning, access to resources and contacts - perhaps delivered through Sharepoint			●										Good mental health and wellbeing is embedded with managers and in our culture with staff knowing how they can access help	Employee survey - work environment is safe and healthy and access to services/support stats	HR/COMMS	22 July 24 - mental health and wellbeing. K Massey to highlight James Green's emails at Mental Health Group meetings. October 24 - established and incorporated into OD Plan. March 24 - Support and advice placed on sharepoint in line with awareness days and hot topics	
E3	Schedule a programme of mental health events throughout the year	Sharing opportunities for learning, access to resources and contacts			●										Good mental health and wellbeing is embedded with managers and in our culture with staff knowing how they can access help	Employee survey - work environment is safe and healthy and access to services/support stats	HR/COMMS	22 July 24 - consider in Autumn 24. Focus on specific days e.g. wellbeing walks, yoga sessions. October 24 - established and incorporated into OD Plan. Monthly Yoga, suicide awareness day, code of conduct and harassment refresh guidance issued. 11 September 24 - Mental Health included in training courses and Manager Essentials training. March 25 - Christmas celebration event held. Employee appreciation day. Spotlight on particular topics by the Improvement Team.	
E4	Develop and introduce a 'buddy-up' scheme	An informal mentoring option - aimed at new starters in particular but not limited to this				●									More efficient integration into the organisation for new starters along with better knowledge and experience sharing more widely	Employee survey - opportunities for personal development. And Establishment of the scheme, take up and feedback	HR	March 25 - To be incorporated within the revised Induction process	

E5	Introduce a 'study-buddy' scheme	An informal support for people studying particular types of courses provided by those who have experience of undertaking similar previously			●									Better knowledge and experience sharing	Employee survey - opportunities for personal development. And Establishment of the scheme, take up and feedback	HR	22 July 24 - pick up at next cohort. 11 November 24 - to be considered for ILM3 and ILM5 courses. March 25 - in place for Leadership Academy, need to consider further for other employees undertaking training (overlaps with mentor?)	
E6	Further promote health referral through our leisure facilities for staff	Along the lines of social prescribing where a staff member with illness/condition etc could benefit through physical activity			●									Good physical and mental health and wellbeing is embedded with managers and in our culture with staff knowing how they can access help	Employee survey - work environment is safe and healthy and access to services/support stats	HR/COMMS /Leisure	22 July 24 - being considered when progressing sickness cases/OH. October 24 - incorporated within refreshed Sickness Absence Management practices. 11 November 24 - two cases referred	
E7	Explore potential of a volunteering days programme for staff	Support the idea that volunteering adds value to the community - based upon a given period of time off (eg 1 day per year) to volunteer in the community			●									Improved morale	Employee survey - Council is a fair employer	HR/COMMS	22 July 24 - maybe one day per year in district in works time. Draft to be circulated. October 24 - Volunteer Policy in development. 11 November 24 - consultation to be undertaken with trade unions in 2025. March 25 Proposal within draft leave of absence policy	
E8	Explore the potential for extension of social activities calendar for staff	Aimed at establishing a regular social event for staff to engage in - outside of the business setting			●									Improved morale	Establishment of the calendar, take up and feedback + Employee survey	HR/COMMS	March 25 - Sought employee views and asked for suggestions	

E9

Explore potential of 'green lease car' scheme	Similar to standard car leasing but with EV only options - no cost to Council but perhaps discounted by volume of staff taking up offers - potentially via Vivup				●										Improved morale - improved sense of personal conbtribution to tackling climate change	Exploration and analysis undertaken - potentially leading to a scheme - take up and feedback	HR/COMMS	22 July 24 - S Gordon to request update from Vic/Sylvia. October 24 - discussed at SOD, not currently practicable/viable. 11 November 24 - not pursuing at the moment due to implications on individuals and the organisation. Continue to explore alternative options. March 25 - As current	
Always improving																			
Action	Brief Description	Year 1 2024-2025				Year 2 2025-2026				Year 3 2026-2027				Expected Outcome	How we will measure our success	Lead	Update	RAG	
		May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr						

A1

Introduce Service Manager 'essentials' training programme	Identify a 'basket' of must have training for service managers - over and above level required for induction purposes - to be undertaken within first 6 months of appointment	●												Managers are confident and capable in their roles - leading to improved leadership and management of people	Employee survey - my manager cares about me. + feedback from participants	HR	22. 7.24 - Work progressing to identify essential training for service managers. To be linked with the Brilliant @ The Basics work. S Gordon to discuss at SOD and provide update. Use of iPads at leisure centres being considered since some leisure staff have difficulty accessing HR21. Sept 24 - Management Essentials Training session held and first draft of the Brilliant @ The Basics booklet produced. Currently with SOD Group. March 25 - Brilliant @ Basics launching in April	
A2	Include workforce planning into annual service review process	To make workforce planning a systemic process for all service areas so the organisation has full oversight of organisational need			●									Increased awareness from a workforce planning perspective leading to improved vacancy management	Actual vacancy length per year vs baseline vacancy length at May 2024	SMT/HR	22 July 24 - suggestions taken to SMT. HR to filter/cascade to managers. October 24 - achieved.	
A3	Add workforce profile data to management dashboard	To ensure organisational oversight and awareness on an ongoing basis	●											Increased awareness from a workforce planning perspective leading to improved vacancy management	Actual vacancy length per year vs baseline vacancy length at May 2024	HR	22 July 24 - work commenced. September 24 - workforce stats presented to SMT and workshop sessions taking place in January and February 2025. March 2025 - will be included at end of year	

A4

Develop skills and capability matrix - present and future need	To ensure organisational oversight and awareness on an ongoing basis			●										Increased awareness from a workforce planning perspective leading to improved vacancy management	Actual vacancy length per year vs baseline vacancy length at May 2024	HR	22 July 24 - to be linked into Manager Essentials training. Skills in view of AI. October 24 - commencing soon. March 25 - Discussed in Directorate Team meetings identified top 5 skills across workforce	
Undertake bi-annual employee 'deeper dive' surveys	To delve into single issue areas brought out in the wider employee survey	●		●	●	●	●	●	●					Improved morale by ensuring that feedback shapes action - staff are seen and heard	Employee survey - at work my opinion counts. Successful schedule, take up and feedback	HR	22 July 24 - employee survey to be undertaken in every 2 year period. September 24 - Leadership and Engagement Survey undertaken and Agile Working Survey being undertaken in November 24. October 24 - incorporated into OD Plan and full survey scheduled to take place Autumn 25.	

A6

Recruitment process review	To see if can be improved			●											More efficient and productive process leading to increased number of applicants	Increased number of applications for job roles	HR	22 July 24 - improve marketing of the council. All service areas to develop their own recruitment packs. One Stop Shop for all recruitment information on website. October 24 - ongoing and progress being made on an incremental basis. 11 November 24 - An increase in enquiries/applications has been reported. Positive feedback had been received to the onboarding video. A £20 cost had received numerous clicks on enforcement post. Me Learning produced case study on NEDDC. March 25 Review commenced in February 25	
Induction process review	To see if can be improved			●											More efficient and productive process leading to better informed and supported new starters	Actual successful completions per new starter vs baseline successful completions at May 2024 + Employee survey	HR	22 July 24 - HR progressing. Onboarding video being produced. October 24 - Onboarding video launched. Online learning platform covers corporate training. March 25 - Reviewed as part of recruitment process	
Appraisal process review	To see if can be improved				●										A scheme better aligned to the People Strategy and the behaviours we see as key to our success	Review of the process and improvements implementation + feedback from participants and the wider Employee survey	HR	March 25 - Review undertaken, new process to be launched March 25	

A9	Create onboarding videos	To better use this medium in the recruitment process	●												More efficient and productive recruitment process	Increased number of applications for job roles	HR/COMMS	11 November 24 - onboarding video launched and incorporated into induction process. New starter information on intranet. Important to ensure managers promote this. Mechanism to be in place to confirm when induction process completed. New HR and Payroll system will provide workflows and send reminder emails. March 25 - Videos used for some key aspects	
A10	Develop a schedule and mechanism for improving links with education	To better use this source as an entry point into our organisation and in the recruitment process		●											Helping fulfill our talent pipeline ambitions	Increased number of job / apprenticeship applicants from the education system	HR/Econ dev	22 July 24 - HR progressing with economic development. Link with street scene and K Massey November 24 - supporting schools to do litter picks etc. March 25 - Collaboration meeting with EDU, Comms, HR taken place and action plan developed	
A11	Start Digital training platform roll-out	The platform is quite extensive with many training opportunities for staff to undertake at their own pace and time	●												Improved completion of training requirements, reduced administration, greater flexibility for managers and teams	Improved completion rates, year on year growth in online training options, user feedback and Employee survey	HR	March 25 - LMS System launched	
A12	Establish formal coaching and mentoring training for SMT and service managers	A mechanism established or sourced to support leaders to develop their skills in this area			●										Better equipped senior staff to better fast track knowledge sharing and individual development	Employee survey - quality of leadership and management	HR	March 25 - Not yet commenced	





A18	Roll-out a 'tell us once' exit monitoring process for leavers	A programme designed to improve the exit process			●									Better insight as to why people leave and a streamlined process ensuring all notifications and organisational 'must-do's' are done	Successful programme design, rollout, implmentation and embedding	HR	22 July 24 - link into HR and Payroll System tender. October 24 - included in tender. March 25 - To be incorporated into new HR System	
	Effectively communicating and engaging																	
	Action	Brief Description	Year 1 2024-2025			Year 2 2025-2026			Year 3 2026-2027			Expected Outcome	How we will measure our success	Lead	Update	RAG		
			May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr				
EC1	Establish an informal schedule of themed meetings and workshops with trade unions	Relevant SMT and managers along with Trade Union local and regional reps		●										Improved knowledge sharing in the interests of staff and the organisation capitalising on best practice from elsewhere when possible to do so	Schedule embedded and learning being shared	SMT/HR	22 July 24 - dates arranged. Discussions taking place with NED union reps. October 24 - meetings established for next 12 months. March 25 - Not yet commenced	
EC2	Develop internal communications strategy	Utilising the various mediums and mechanisms to our greatest advantage to improve overall organisational awareness - utilising sharepoint amongst other.			●									Improved awareness and engagement	Employee survey - feeling of being informed and input counts	COMMS	Done - live on intranet (Dec 24)	

EC3	Develop ONE TEAM bulletin to be more interactive and have ability for staff to respond	Aimed at the idea that two way interaction is better than top down only - perhaps through Sharepoint				●									Improved awareness and engagement	Employee survey - feeling of being informed and input counts	COMMS	November 24 - Sharepoint now rolled out. Achieved. March 25 - You can leave a comment and a like on the articles! Continuing to develop the Sharepoint site to include new things like 'Brilliant at the Basics' and a new section focusing on 'Procurement'	
EC4	Roll-out 'learning lens' publication	This is a publication sent organisational wide to highlight training and learning opportunities	●												Increased awareness of opportunities - Helping fulfill our talent pipeline ambitions	Employee survey - More development opportunities	HR	October 24 - two issues launched. March 25 - Three issues circulated	
EC5	Further develop digital 'chat space' and teams channels	Aimed at the idea that informal and lateral two way interaction is better than top down only - perhaps through Sharepoint				●									Improved awareness and engagement	Employee survey - work well together as ONE TEAM	COMMS	March 25 - Not yet commenced - Viva Engage has been requested to IT but not yet implemented - in progress	
Complimentary activity																			
C1			Year 1			Year 2			Year 3				How we will measure our success						
	Action	Brief Description	2024-2025			2025-2026			2026-2027			Expected Outcome		Lead	Update	RAG			
			May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr	May - July	Aug - Oct	Nov - Jan	Feb - Apr					
	Measure of workforce diversity	Analysis to gauge if diversity has increased	●			●				●				●	Increased diversity in the workplace	Actual year on year vs baseline at May 2024	HR	March 25 - To take place as part of annual workforce stats exercise	

C2	Measure of staff turnover	Analysis to gauge retention rates	●		●			●			●	Improved retention rates overall	Actual year on year vs baseline at May 2024	HR	March 25 - Included within management dashboards key trends to be reviewed at end of financial year	
C3	Measure of increased training and qualifications gained by workforce	Analysis to gauge if more opportunities and success rates achieved in relation to this	●		●			●			●	Increased training and qualifications undertaken	Actual year on year vs baseline at May 2024	HR	November 24 - New HR and Payroll system to be implimented. Further work to be undertaken. March 25 - To be incorporated within annual workforce stats review	

## North East Derbyshire District Council

### Services Scrutiny Committee

Tuesday 13 May 2025

#### Review of chargeable pre-application advice service to date.

#### Report of the Assistant Director for Planning

Classification: This report is public

Report By: David Thompson – Assistant Director of Planning

---

#### **PURPOSE / SUMMARY**

To update Members on early performance, issues arising and feedback received following the introduction of a chargeable pre-application advice service, which came into effect on 02 September 2024 (following approval by Cabinet at their meeting on 18 July 2024.)

---

#### **RECOMMENDATIONS**

1. That Members note the contents of the report.
- 

#### **IMPLICATIONS**

---

Finance and Risk: Yes ☒ No ☐

##### **Details:**

Charging for pre-application advice provides an income stream to support proposals for additional resources within the Planning Service and will reduce the reliance on the general fund to subsidise the cost of delivering pre-application advice.

On Behalf of the Section 151 Officer

---

Legal (including Data Protection): Yes ☒ No ☐

##### **Details:**

Powers are delegated to Assistant Directors under section 22 (Delegation of Council Function and Executive Functions to Officers), paragraph 9.9 of the constitution to 'decide the terms upon which services will be provided to the public (which may

include providing services on different terms to different individuals or classes of individuals.)' The introduction of a chargeable pre-application advice service was covered by this delegation but Cabinet approval was advisable given that this would be a new charge.

On Behalf of the Solicitor to the Council

---

**Staffing:**     **Yes** ☐            **No** ☐

**Details:**

No significant adverse staffing implications directly arise from charging for pre-application advice, other than a shift towards time spent negotiating with developers at this stage rather than during the determination of formal applications. This shift in culture is ongoing but will not require additional resource within the Development Management team to deliver.

On behalf of the Head of Paid Service

---

## REPORT DETAILS

### 1     **Background** *(reasons for bringing the report)*

1.1     As Members will recall from a report presented to the September 2024 meeting of the Scrutiny Committee, a chargeable pre-application advice service was introduced by the Planning Service on 02 September 2024. A structured, chargeable service was introduced to address the following 'weaknesses' in the pre-existing informal pre-application advice offer:

1. No clear expectations in terms of how much time officers will spend providing pre-application advice and what information is required from customers to be able to provide appropriately detailed advice; and
2. The cost of officer time to provide the service is borne entirely by the General Fund.

1.2     The chargeable service aimed to resolve the above issues through the following:

1. A fee for each category of pre-application advice based on the actual cost associated with providing the advice (based on a time-recording exercise);
2. A list of documents required to 'validate' a pre-application advice request which is included within the published fee schedule, allowing customers to submit as much information as they would like feedback on;

3. A set of service standards that outline what the customer can expect from the Council and a target response time for each category (this being determined on a case by case basis for larger schemes); and
  4. A system that allows clear monitoring of performance through the registration of all pre-application advice requests on the department's document management system and the introduction of Key Performance Indicators in relation to response times.
- 1.3 An Agent's Forum was held in July 2024, to seek feedback from a group of approximately 25 people/companies who regularly submit planning applications to the District Council on behalf of developers and landowners. The principle of introducing a charging schedule was discussed at that meeting, along with indicative fees, but the full details of the service were not available for discussion at that time.
- 1.4 The feedback on the pre-existing service was positive and some concerns were raised about not being able to get instant, free advice from a planning officer. There was, however, generally positive or neutral feedback on the proposal to introduce a more structured and fee based service, reflecting the fact that the vast majority of the Councils both in Derbyshire and the wider region already charged for this advice.

## **2 Overview of the first 6 months of the chargeable service.**

- 2.1 The Service received a total of 76 pre-application advice requests that incurred a fee in the first 6 months following the launch of the service, generating an income of approximately £18,500 (once VAT accounted for.) This was below the 'indicative' target of £20,000 for the period when officers were considering budget setting.
- 2.2 For context however, planning application fee income was £50,000 below the £620,000 budget target, similar (but slightly higher) than the pre-application advice deficit and indicative of the enduring economic climate, which has seen planning application numbers reduce nationwide. It is also important to note that planning application fee income went from being 5% over target in September 2024 to 20% below the £620,000 target by the end of the financial year (the same period for which we have been charging for pre-application advice).
- 2.3 In the 3 years that preceded pre-application advice charging, the average number of enquiries submitted was approximately 250 per annum, about 40% more (pro rata) than the number of enquiries submitted in the first 6 months of the chargeable service.
- 2.4 A drop in the number of enquiries was expected, this has been the case at other Councils once a chargeable service has been introduced. A more structured service means that people are less likely to ask non-specific questions of case officers, the likes of which were being recorded as informal enquiries previously and took up a lot of officer time, without being detailed enough to influence the content of a planning application. The significant drop in application fee income

over the 6 month period is also indicative of a decline in overall activity and it is reasonable to assume that pre-application advice requests would follow a similar trend.

- 2.5 What we need to avoid is a situation where the fees for pre-application advice are seen as prohibitive and lead to an increase in the submission of poorer quality planning applications. Taking householder enquires (charged at £60 unless a listed building, in which case £160), we received 47 enquiries during the first 9 months of 2024. We received 22 householder enquiries in the first 6 months of the chargeable service, representing a 38% reduction pro rata. There was a 25% drop in the number of householder applications received during the same period.
- 2.6 These figures suggest a need to continue monitoring, but they do not indicate to officers that the cost of pre-application advice has been a significant deterrent to customers who are keen to pursue a householder development. The fee of £60 was approximately £10 below the average charge for householder pre-application advice in the EMCA region at the time of the benchmarking exercise in late 2023.
- 2.7 At the other end of the spectrum, there are 4 categories covering various scales of major development, reflecting the difference in resources required to provide pre-application advice on a scheme for 10 dwellings compared to one of several hundred dwellings and equivalent differences in the size of commercial schemes.
- 2.8 Taking major scale pre-application advice requests as a whole, 16 were submitted in the first 9 months of 2024, with an average of 28 enquiries submitted in 2021 and 2022 (full years). A figure of 9 major pre-application advice requests since charging was introduced represents a 25% decrease, commensurate with the fee income drop during the same period.
- 2.9 Again, therefore, officers consider that this is a situation that needs ongoing monitoring, but there is no evidence to suggest that poor quality major schemes are being submitted at application stage to avoid paying for pre-application advice.

### **3 Feedback from service users:**

- 3.1 Officers are mindful that a key measure of how the department is performing is the feedback that we receive from the regular users of the service. A second Agent's Forum was held in March 2025, with an agenda sent out in advance that included an opportunity for feedback on the new pre-application advice service.
- 3.2 The overwhelming response from the 20 or so attendees was positive. There was no negative feedback in relation to the amount that we charge for each category, or the nature of the categories between small and large scale schemes. Very positive feedback was given in terms of the standard and detail of planning officer responses.



- 3.3 The main area of concern was around the input from consultees and officers are aware that this is an issue on which we need to make progress. We have an informal arrangement with Derbyshire County Council (DCC) that their officers will provide a brief 'in principle' comment in relation to their area of expertise (e.g. as Local Highway Authority) and that officers will relay this as part of our overall response to the pre-application submission, with the caveat that, where appropriate, further advice will need to be sought from DCC on those matters, prior to the submission of a planning application. DCC charge for some of those services and we make that clear in our response letter. Feedback from the Agent's Forum indicated that overall, this approach is working well.
- 3.4 We need to get to the same point with some other consultees and officers are in dialogue with them about how this might be achieved. Where Service Level Agreements are in place, for example, we are exploring how these can be expanded to include expectations around pre-application advice and potentially whether we introduce additional charges for the input of those consultees on relevant cases, as we currently do for the District Council's Arboricultural and Conservation Officers.
- 3.5 The Assistant Director will continue to lead these discussions, with the aim of being able to form these arrangements with the affected consultees and communicate these back to a meeting of the Agent's Forum later this year.
- 3.6 Reference was also made at the March Forum to the validation criteria for pre-application advice. This differs from the validation of planning applications in that the submission of more technical information at the pre-application stage is voluntary, with the scope of the officer response narrowed down (and acknowledged as such) according to the information provided.
- 3.7 Specifically, the issue of design reviews being required on major schemes at the pre-application stage was raised. It was however also made clear that the Forum overall agreed that the value of pre-application discussions is that they (should) translate to quicker decisions at the application stage. On a major application, design will be one of the main risks to a quicker decision and as such, officers consider that the current approach is proportionate, given that the Local Planning Authority's performance is measured in terms of the timelines of decision making on applications.
- 3.8 An action that officers have however taken away from the Forum is to discuss the structure of design reviews with our delivery partner. In particular, we are exploring whether we can promote more widely the use of focussed sessions that reduce the cost to the applicant, but still allow officers and prospective applicants to benefit from the expert design advice. The results of this process will also be fed back to a future meeting of the Agent's Forum.

## **4 Monitoring of performance**

- 4.1 In the last quarter of 2024/25, we issued 67% of major scale pre-application enquiries within the 10 weeks from receipt, or within an extended timeframe (which must be agreed in writing between the pre-applicant and the case

officer). For minor scale proposals (including householders), 88% of the responses were within the target timescales. The Service Plan target for both categories is that 95% would be within time.

- 4.2 Performance in relation to major pre-application advice requests does need to put into context as only 3 responses to pre-application requests on that scale were issued during that quarter. Other enquiries were also only 7% below target. Nevertheless, we want to be in a position where performance targets are routinely met, not least because any extension over the target does need to be agreed by the customer, to ensure that we are delivering a good service.
- 4.3 There is, therefore, some work to be done to make sure that there is an agreed approach between all officers to when extensions of time will be sought and how they are recorded. At this stage however, this is not a cause for concern and this matter has not been the subject of formal complaints. However, the necessary steps to deliver improved results, which mirror those currently established for recording extensions of time on planning application decisions, have been discussed within the team and should result in an improvement in the coming quarters.

## **5 Conclusion:**

- 5.1 Officers consider that the early signals from the first 6 months of the structured and fee based pre-application advice service are overwhelmingly positive. There is a more consistent approach to the timeliness and detail of the advice given by officers across the team and use of the document management system to record the responses allows for both continuity of officer between pre-application and application stages but also allows for more accurate performance monitoring.
- 5.2 The feedback from the recent Agent's Forum also indicates that the decision to charge and the extent of the pre-application offer are broadly in line with what is common practice across the region and beyond. Discussions about re-investing the income raised from charging for pre-application advice and Planning Performance Agreements into providing more resource and capacity within the service are at an advanced stage.
- 5.3 Both the income levels and the timeliness of responses (both to the overall enquiries but also the input of technical consultees) need to be closely monitored, as set out in the main body of this report.
- 5.4 The conclusion of officers at this stage is that the decision to charge for and improve the clarity pre-application advice offer was a positive decision the financially but also in relation to modernising the Service, empowering officers and forming the basis for further, smarter ways of working in the future.

## **5.0 Reasons for Recommendation**

- 5.1 To ensure that Members are aware of the changes that have been implemented to the provision of pre-application advice by the Planning Service.

## CABINET DECISIONS 2024/25

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
27 Feb 2025	Corporate Plan 2023-2027 Performance Report – Update October to December 2025 – <b>Relevant to Services</b>	Councillor N Barker, Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	That progress against the Council Plan 2023-2027 objectives be noted.	This is an information report to keep Cabinet informed of progress against the Council Plan objectives.
	Treasury Management Strategy Update April to December 2024 (Q1 to Q3) – <b>Relevant to Services</b>	Councillor P R Kerry, Deputy Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	That Cabinet note the report concerning the Council's Treasury Management report for Quarter 3.	To ensure that the Cabinet is kept informed of the latest position concerning treasury management.
	Medium Term Financial Plan – Budget Monitoring Report April to December 2024 (Q3) – <b>Relevant to Services</b>	Councillor P R Kerry, Deputy Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Open	That Cabinet note the report and make any comments that they believe to be appropriate with regards to the budget monitoring position outlined.	The report summaries 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.
	North East Derbyshire UK Shared Prosperity Fund Programme 2025-26 – <b>Relevant to Business</b>	Councillor J Barry, Portfolio Holder for Growth & Assets	Key & Open	<p>(1) That Cabinet approve the proposed North East Derbyshire 2025-26 UKSPF Programme.</p> <p>(2) That approval of variations to the final Investment Plan is delegated to the Director of Finance &amp; Resources and Section 151 Officer, in consultation with the Leader, Portfolio Holder for Growth &amp; Assets and Managing Director, should amendments be required by EMCCA.</p>	<p>(1) Approval of the Investment Plan will enable timely submission of a balanced programme of activity that can respond at pace to meet the needs of the District and access additional investment of £1,050,067 UKSPF resources for local determination.</p>

Date	Title	Portfolio Holder	Status	Decision	Reasons for Decision
27 Feb 2025				(3) That Cabinet agree that NEDDC remains the accountable body for the multi Authority Derbyshire Accelerator contract for 2025-26, subject to receiving a 4% administrative contribution from participating local authorities.	<p>(2) Delegating responsibility to the Director of Finance &amp; Resources and Section 151 Officer, in consultation with the Leader and Managing Director, to approve any amendments to the final Investment Plan submission enables any requirements raised by EMCCA to be addressed at pace.</p> <p>(3) Extending the Council's leadership of the Derbyshire Accelerator contract to ensure continuity of the business advisors and programme currently working in the localities, derisking the concern that skilled and experienced support will be lost to the local business base.</p>
27 Feb 2025	The Management of Corporate Debt – Write Off of Outstanding Amounts – <b>Relevant to Services</b>	Councillor P R Kerry, Deputy Leader of the Council & Portfolio Holder for Strategic Leadership & Finance	Non Key & Exempt	That Cabinet agrees to write off the amounts in respect of Council Tax, Business Rates and Rents.	All available options to recover this debt have been explored with write off being the final option in the debt management process.



## **Forward Plan of Executive Decisions for the period 15 April 2025 – 15 May 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 April 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</b>	Cabinet	15 May 2025	Non-Key	Open	Councillor Jayne Barry	Director of Growth and Assets
Release of Loan to Rykneld Homes Limited – <b>Relevant to Services</b>	Cabinet	15 May 2025	Key	Fully exempt  Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Councillor Pat Kerry	Director of Finance and Resources, Section 151 Officer



**North East Derbyshire District Council**

**Services Scrutiny Committee**

**New Equality and Diversity Policy**

**13th May 2025**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

---

**PURPOSE / SUMMARY**

- To inform Scrutiny and seek comments on the refreshed Equality and Diversity Policy
- 

**RECOMMENDATIONS**

1. To seek comments on the refreshed Equality & Diversity Policy
- 

**IMPLICATIONS**

---

**Finance and Risk:** Yes ☐ No ☒

**Details:**

On Behalf of the Section 151 Officer

---

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

**Details**

On Behalf of the Solicitor to the Council

---

**Staffing:** Yes ☐ No ☒

**Details:**

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>	Yes
<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>	N/A
<b>Consultation:</b> <b>Leader / Deputy Leader <input type="checkbox"/> Cabinet <input type="checkbox"/></b> <b>SMT <input checked="" 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: SMT/Service Managers, Equality representatives

<b>Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.</b>
---

This policy cuts across the council plan as an underpinning foundation.
---

## REPORT DETAILS

### 1 Background

- 1.1 The purpose of the policy is to ensure a consistent approach to our legal obligations with regards to equality and help us to treat people and staff fairly. It sets out what our responsibilities are and the systems and mechanisms we have in place to help us to:

- Eliminate discrimination, harassment, victimisation and any other prohibited conduct
  - Advance equality of opportunity
  - Foster good relations between different groups
- 1.2 Responsibilities under the policy are clearly set out. A good understanding of the policy will ensure that equality considerations are given 'due regard' as required by the Equality Act 2010 and applied consistently throughout the Councils' functions as an employer and service provider.
- 1.3 When the previous equality and diversity policy came up for review, it provided an opportunity to incorporate our approach as an employer also and have one council wide policy.

## **2. Details of Proposal or Information**

- 2.1 Previously the Council had two Equality and Diversity policies, one outward facing for customers and residents, and one inward facing for employees. This new policy combines both and provides an overarching policy for residents and employees.
- 2.2 With the growing awareness of mental illness and hidden disabilities, this policy includes a section on neurodiversity and emphasises that our obligations under reasonable adjustments include all disabilities – physical and hidden.
- 2.3 Under this policy we have expanded the responsibilities section to make it clearer and function specific - In plans, policies and practices, In service delivery, In employment and In partnership, contracting and commissioning.
- 2.4 The policy has been shared with service managers, SMT and staff members on the Council's Equality TEAMS channel. Comments have been considered with most being incorporated into the final draft policy notably making the hidden disability and reasonable adjustments section clearer.
- 2.5 The report was presented to SMT on 22<sup>nd</sup> April 2025 and endorsed to move forward for approval. The policy will twin track covering an informal consultation with the Unions and consideration by the Joint Consultative Group, and presentation to Cabinet. After approval the policy will be publicised internally and externally.

## **3 Reasons for Recommendation**

- 3.1 The Equality and Diversity Policy is essential to fostering an inclusive working environment and demonstrating as a public service provider that every individual is valued and respected. This policy demonstrates compliance with legal obligations, including the Equality Act 2010, and demonstrates the Council's commitment to creating a workplace and community free from discrimination, harassment, and inequality.

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

- 4.1 None, the Council requires an up-to-date Equality and Diversity policy to demonstrate its compliance with the Equality Act 2010.

## DOCUMENT INFORMATION

Appendix No	Title
1	Draft Equality and Diversity Policy V5 Final Draft – March 2025
<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

# **Equality and Diversity Policy**

**March 2025**

**Final Draft**

## **Equalities Statement**

North East Derbyshire District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

### **Access for All statement**

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone** - [01246 231111](tel:01246231111)
- **Email** - [connectne@ne-derbyshire.gov.uk](mailto:connectne@ne-derbyshire.gov.uk)
- **Text** - [07800 00 24 25](tel:07800002425)
- **BSL Video Call** – a three-way video call with us and a BSL interpreter. It is free to call North East Derbyshire District Council with Sign Solutions, you just need Wi-Fi or mobile data to make the video call or call into the offices at Wingerworth.
- Call with [Relay UK](#) – it is a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting** our [offices](#) at Wingerworth – 2013 Mill lane, [S42 6NG](#)

## CONTROL SHEET FOR EQUALITY AND DIVERSITY POLICY

Policy Details	Comments / Confirmation (To be updated as the document progresses)
Policy title	Equality and Diversity Policy
Current status – i.e. first draft, version 2 or final version	Final draft
Policy author	Information & Improvement Manager, HR & OD Manager
Location of policy (whilst in development)– i.e. L-drive, shared drive	S: Drive
Relevant Cabinet Member (if applicable)	Cllr Barry and Cllr Birkin
Equality Impact Assessment approval date	
Final policy approval route i.e. Cabinet/Council	Cabinet
Date policy approved	
Date policy due for review (maximum three years)	
Date policy forwarded to Information & Improvement and Communications (to include on Intranet and Internet if applicable to the public)	

<b>CONTENTS</b>	<b>Page</b>
1. Introduction	5
1.1 Legal obligations	
1.2 General duty	
1.3 Specific duty	6
1.4 Reasonable adjustments	
2. Responsibilities	7
3. Principles	8
3.1 In plans, policies and practices	
3.2 In service delivery	
3.3 In employment	
3.4 In partnership, contracting and commissioning	
4. Our approach	10
4.1 Equality plan	
4.2 Equality impact assessment	
4.3 Equality monitoring	
4.4 Consultation and engagement	11
4.5 Information provision	
4.6 British Sign Language charter	
4.7 Customer service standards	
4.8 Hate incidents and hate crime	12
As an employer	
4.9 Our commitment to you	
4.10 Recruitment	13
4.11 Equality and diversity training	
4.12 Equality monitoring	
4.13 Neurodiversity	
5. Raising concerns	14
Appendix 1 – Prohibited behaviours	
Appendix 2 – Due regard	



## 1. Introduction

The Council cares about promoting and providing equality, diversity, and inclusion in all our areas of responsibility. The Council believes in treating everyone equally and with respect. The Council wishes to continue to support our diverse community and workforce and encourage everyone to reach their full potential.

Our communities and organisation are made up of brilliant people. Each of us is unique, whether in terms of background, personal characteristics, experience, skills and motivation, and the Council values our people.

Everyone has a right to be treated fairly and with dignity and respect. Everyone is responsible for ensuring that our own actions and behaviours show respect to others.

This policy applies to all: -

- Council Members
  - Employees,
  - Customers and those applying to access our services
  - Contractors, sub-contractors and consultants
  - Partners delivering commissioned services
  - Students, volunteers, interns and apprenticeships, etc.
- Job applicants and is relevant to all stages of the employment relationship.

### 1.1 Legal obligations

The [Equality Act 2010](#) aims to reduce inequality across a range of *protected characteristics*. These are: -

- |                       |                                  |
|-----------------------|----------------------------------|
| • Age                 | • Marriage and civil partnership |
| • Disability          | • Pregnancy and maternity        |
| • Race                | • Religion or belief             |
| • Sex                 | • Sexual orientation             |
| • Gender reassignment |                                  |

See appendix one for the behaviours prohibited under the Equality Act.

### 1.2 General Duty

The general duty requires the Council to consider equality in every aspect of our work. To meet the general equality duty, the Council must demonstrate it has due regard to:

- Eliminating discrimination, harassment, victimisation and any other prohibited conduct.
- Advancing equality of opportunity.
- Fostering good relations between different groups.

See appendix two for further detail on 'due regard'.

### 1.3 Specific Duty

To meet the public sector specific equality duty the Council must:

- Publish information to demonstrate how the organisation is complying with the Public Sector Equality Duty.
- Prepare and publish equality objectives at least every four years.
- Publish data about our workforce, service provision, equality objectives and engagement with protected groups when setting equality objectives

This policy reinforces our responsibilities under the Equality Act 2010 to ensure equality of opportunity for all sections of the community and in particular our due regard to the general and specific equality duties.

The equality objectives contained within the Equality Plan outlines the specific steps the Council will take to achieve these duties. The Equality plan can be found on the Council's website: <http://www.ne-derbyshire.gov.uk>

### 1.4 Reasonable Adjustments

The Equality Act requires the Council to consider reasonable adjustments as a way of reducing or removing any barriers to ensure no individual is placed at a substantial disadvantage.

This applies as follows:

- To ensure Council facilities are accessible, in line with relevant legislation, to disabled people or that reasonable adjustments where practicable are available to support disabled people.
- Where a physical feature puts disabled people at a substantial disadvantage compared with people who are not disabled to avoid that disadvantage or adopt a reasonable alternative method of providing the service or exercising the function.
- Where not providing an auxiliary aid puts disabled people at a substantial disadvantage compared with people who are not disabled, to provide that auxiliary aid.
- Where the provision, criterion or practice, or the need for an auxiliary aid or service, relates to the provision of information, the steps which it is reasonable to take include steps to ensure that the information is provided in an accessible format.

**This duty applies regardless of whether someone's impairment is visible or not.**

The Council's approach to reasonable adjustments is as follows: -

- To ensure Council facilities are accessible to disabled people or that reasonable adjustments are available to support disabled people.
- To use alternative premises for meetings/events, checking these are suitable for disabled individuals wherever reasonably possible.

- To offer a system whereby disabled individuals can register their specific format requirements, such as large print documents, braille or telephone interpretation services. This information is available on our website and through Customer Services or for employees via the HR Team.
- Creating an inclusive culture where employees feel happy to disclose their disability should they wish to.
- Being a Disability Confident Employer.

The Council acknowledges that not all disabilities are visible and raises awareness of the **Hidden Disabilities** Sunflower Scheme within its workforce to better understand and assist individuals with hidden disabilities. Reasonable adjustments (1.4) will also be considered to support individuals. Similarly, these principles are applied to employees, providing them with the necessary support to thrive in their roles within the Council.

## 2. Responsibilities

### **Leader of the Council, Cabinet Members and Councillors**

- To promote the Council's approach and commitment to equality and diversity across the organisation and in the wider community, recommending changes and improvements where necessary.
- To publicly advocating the Council's approach to equality and diversity and to directly challenge prejudice, discriminatory behaviour and attitudes.
- To give genuine and conscientious consideration to equality issues and impact when considering any proposals and making decisions.

### **Managers**

- To develop a culture that promotes equality and values diversity in employment and in service delivery and making sure this policy is fully implemented.
- To ensure equality and diversity is a key consideration in relation to service delivery and leadership practices.
- To ensure equality and diversity considerations are reflected in business and service plans.
- To give genuine and conscientious consideration to equality issues and to consider any equality impact when considering any proposals and making decisions.
- To ensure partners, agency workers and contractors are aware of and comply with this Equality and Diversity Policy.
- To undertake relevant training as requested by the Council.
- To seek advice from your line manager if you are in any doubt.

## **Employees**

- To take personal responsibility for observing, upholding, promoting and applying this policy, creating the right work environment.
- To treat colleagues and third parties (including customers, suppliers, contractors, agency staff and consultants) fairly and with dignity, trust and respect. Sometimes, this may mean allowing for different views and viewpoints and making space for others to contribute.
- To constructively challenge inappropriate comments or ways of working or raising any occurrences with your manager at the earliest opportunity.
- To ensure any dealings that you have with colleagues, or third parties must be free from any form of discrimination, harassment, victimisation or bullying.
- To be aware and understand that you can be personally liable for discrimination and harassment.
- To undertake relevant training as requested by the Council.
- To seek advice from your line manager if you are in any doubt.

If any employee is found to have committed, authorised or condoned an act of discrimination, harassment, victimisation or bullying, the Council will take action under the Council's Disciplinary policy.

**Information and Improvement and Human Resources teams** develop and monitor our equality related policies and practices, supported by the Senior Management Team and our Employee Networks.

## **3. Principles**

### **3.1 In plans, policies, and practices the Council will: -**

- design services that meet the needs of our communities and workforce by using detailed research, consultation and good practice.
- ensure our plans, policies, and practices do not unfairly discriminate against people with protected characteristics by undertaking equality impact assessments and acting on the results.
- ensure all our workforce, volunteers, customers, residents, partners, and contractors are made available of this Equality and Diversity Policy.

### **3.2 In service delivery the Council will: -**

- ensure services are relevant to the people of North East Derbyshire and consider, individuals' and communities' different needs.
- actively engage with as many sections of the community as possible when consulting about our services.
- encourage and support our communities to engage in community life and public duties.
- celebrate the variety of lifestyles and cultures in North East Derbyshire.
- take all steps possible to review and monitor our services to ensure they do not discriminate unfairly and identify where services can be improved.

- ensure service provision complies with relevant legislation and statutory codes of practice.
- continue developing good practice policies and practices.
- treat all customers positively, with dignity and respect.
- act promptly, investigate and respond to complaints of discrimination, harassment, victimisation and bullying.
- analyse and understand findings when outcomes are not as intended and where potential improvements could be implemented.
- listen to all stakeholders and ensure all viewpoints are taken into consideration when shaping decisions.

### **3.3 In employment the Council will: -**

- foster an inclusive culture to help everyone benefit from a wider range of different perspectives, experiences and skills.
- promote a working environment based on dignity, trust and respect.
- do everything reasonably possible to ensure the workplace is free from discrimination, bullying, harassment, and victimisation and will act promptly on any complaints through our policies.
- aim to recruit and retain a workforce that is as diverse as the community the Council serve in all our services and at every level.
- treat all employees, volunteers and job applicants fairly and provide reasonable adjustments when required without delay.
- ensure all our employees and volunteers receive equality and diversity training.
- provide employees with clear information about job selection, development and encourage everyone to reach their full potential.
- provide a safe working environment and demonstrate the Council care about the health and wellbeing of our colleagues.
- ensure the Council adhere to relevant legislation and statutory codes of practice.
- continue to develop good practice employment policies and practices.
- listen to employees and ensure all viewpoints are taken into consideration when shaping decisions.
- Implement reasonable adjustments to improve access to services.

### **3.4 In partnerships, contracting and commissioning the Council will: -**

- aim to work with partners, contractors and those we commission our services to have the same values and principles and approach to equality and diversity as the Council.
- share our knowledge of our communities, their requirements, and aspirations, with our partners and contractors to help shape and improve the services they provide.

- listen to the views of our partners and contractors to help us to improve our work and practice.

## **4. Our approach**

### **4.1 Equality Plan**

The Council has an Equality Plan which sets out our equality objectives and the steps the Council will take to achieve them. The Plan also contains information about our communities which helps inform our service planning. The Equality plan can be found on the Council's website.

The Equality Plan is supported by an action plan which sets out the steps the Council will take to deliver its equality objectives. The action plan is updated regularly and progress against our equality objectives are published on the Council's website.

### **4.2 Equality Impact Assessment**

The Council will carry out Equality Impact Assessment (EIA) of relevant policies, plans and procedures to ensure that they do not impact unfairly on individuals and/or groups because of their equality characteristics. The impact assessment process consists of two stages – all relevant policies, plans and procedures are screened (stage one) for equality impact with those having impact undertaking a full assessment (stage two). This is an important driver for improving our services and actions to ensure these improvements are incorporated into service delivery.

To ensure that decision makers consider equality implications (due regard) all screening assessments (stage one) are referenced in council reports and delegated decisions, and completed equality impact assessments (stage two) are included in full where required.

### **4.3 Equality monitoring**

The Council undertakes equality monitoring to enable us to better understand who is accessing our services as well as their experiences and outcomes. For example, when undertaking consultation, the council collect monitoring data (when appropriate to do so) to check that any feedback on our services is representative of the people we serve.

Whenever the Council ask members of the public for information for equality monitoring purposes, the Council will take care that this is relevant and appropriate. The Council will: -

- Only ask for the information the Council need.
- Provide an explanation of why the Council need the information and how it will be used.
- Take care to ensure that individuals cannot be identified from the information collected, especially where the results of monitoring are made public or shared.

- Comply with the law in relation to confidentiality, data protection and freedom of information.

Our customer satisfaction measurement may also gather data on equality and diversity to enable us to better understand who is accessing our service, the types of requests/complaints that they bring forward, their experiences and outcomes.

#### **4.4 Consultation and engagement**

Consultation is the process by which the Council seek comments, information and opinions about our strategies, policies and services to inform and evidence our decision-making and design good services. This includes many familiar activities such as surveys, public meetings and forums. We make decisions influenced by the knowledge we have gathered through consultation.

Current and past consultations can be found on the [Ask Derbyshire](#) website.

#### **4.5 Information provision**

The Council does not routinely provide printed information in languages other than English except where those communications are of a legal nature or concern public safety.

Our 'Access for All' statement is prominent on all corporate communications, and we can offer a telephone interpretation service or officer support to customers with communication or other individual needs.

As a reasonable adjustment for disabled customers, the Council will provide communications in alternative formats (such as large print, Braille) on request (1.4). This is important too for those with hidden disabilities where communication can be a significant barrier.

#### **4.6 British Sign Language (BSL) Charter**

Our commitment to Deaf and Hard of hearing people has been strengthened by us signing up to the BSL Charter. The five pledges of the commitment aimed at improving the rights and access of Deaf and Hard of hearing people are: -

- Consult formally and informally with the deaf community on a regular basis.
- Ensure access for deaf people to information and services.
- Support deaf children and families.
- Ensure staff working with deaf people can communicate effectively using British Sign Language.
- Promote learning and high-quality teaching of British Sign Language.

#### **4.7 Customer Service Standards**

The Council has a Customer Service Code of Practice and Standards outlining how we deal with customers by telephone, letter, face-to-face, email and other forms of communication. Our promise to customers, together with the standards, can be found on our website.

## 4.8 Hate incidents and hate crime

The Council is committed to tackling hate crime and harassment arising from perceptions of difference and to fostering good relations between different groups. The police are responsible for investigating criminal offences and for gathering evidence. We will work in partnership with the police when appropriate to do so.

The definition of a **hate crime** is: -

Any **criminal offence** which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a persons' race, religion, sexual orientation, disability or transgender status or based on perception of a persons' race, religion, sexual orientation, disability or transgender status.

The definition of a **hate incident** is: -

Any **non-crime incident** which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a persons' race, religion, sexual orientation, disability or transgender status or based on perception of a persons' race, religion, sexual orientation, disability or transgender status.

The Council will when appropriate to do so: -

- Work in partnership with the police and all relevant external agencies to deal with incidents of harassment and hate crime.
- Take reports of harassment and hate incidents/crimes seriously and encourage reporting.
- Ensure complainants/witnesses are dealt with sympathetically.
- Signpost victims and witnesses to specialist support and advice services where appropriate.
- Keep victims and witnesses informed on their complaints about harassment and hate incidents/crimes.
- Deal with perpetrators of harassment or hate incidents/crimes effectively and appropriately. For example, seeking remedies such as injunctions or seeking possession of council property using our powers under the Anti-Social Behaviour, Crime and Policing Act 2014 and the Housing Act 1985 and 1996.
- Send out a clear message that the Council will not tolerate harassment or hate incidents/crimes. Any hate incident witnessed by or reported to a council employee will be recorded and where appropriate, investigated by relevant officers at the Council and/or reported to police.

## As an employer

### 4.9 Our commitment to Employees

The Council believe a culture of equality, diversity and inclusion not only benefits our organisation but supports wellbeing and enables our people to have a positive experience at work because they can be themselves and feel that they belong.



Fostering an inclusive culture helps everyone to benefit from a wider range of different perspectives, experiences and skills. The Council believe this creates a happier, more productive working environment for us all.

The Council are committed to promoting a working environment throughout the employment lifecycle based on dignity, trust and respect, and one that is free from discrimination, harassment, bullying or victimisation. The Council will not tolerate discrimination, bullying or harassment against employees on the grounds of a protected characteristic as set out within our Anti-Harassment and Anti-Bullying Workplace Guidance.

That the Council will ensure recruitment and retention procedures do not treat people less favourably because of their: -

- Age
- Disability
- Race
- Sex (or Gender)
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Religion or belief
- Sexual orientation

If anyone is concerned about any equality's issues relating to their employment at the Council please contact your line manager, Trade Union or the Human Resources team.

#### **4.10 Recruitment**

The Council wish to attract talented people into the organisation and actively values and promotes a diverse workforce. The Council works to harness the complementary skills, knowledge and backgrounds of people who work together in an environment that is fully inclusive and respecting of individuals.

People from different backgrounds can bring fresh ideas and perceptions which can make the way the Council work more efficient and improve service delivery. Our commitment to equality and diversity is to our own employees as well as to the communities the Council serve, driven by purpose as a local authority and our desire to attract talented people within our workforce.

Our commitments:

- To encourage job applications from as diverse a range of people as possible by taking reasonable and appropriate steps for example advertising on a range of media platforms.
- For those involved in recruitment decisions to have attended appropriate Recruitment and Selection Training in advance so they are clear that decisions about recruitment must not discriminate in any way.
- Every decision-maker is encouraged to challenge themselves, and other members of the recruitment selection panel, to make sure that any stereotypes, unconscious bias or prejudice do not play any part in recruitment decisions.

#### 4.11 Equality and diversity training

The Council is committed to developing and leading its workforce to ensure the organisation can deliver high quality and effective services.

Equality and diversity training is mandatory for all new employees as part of their onboarding programme. All employees are encouraged to undertake a refresh session within three years.

The Council routinely evaluate corporate training to ensure it meets legislative, business and individual needs. Individual learning needs are identified through various methods including one to one meetings, team meetings etc.

Equality and diversity training is available to Elected Members in their induction and a refresh session is delivered half way through the administrative term (2 years).

#### 4.12 Equality monitoring

The Council encourage job applicants and employees to provide equality information. This is optional and an employee does not have to provide this information. This data is used to inform statutory requirements such as gender pay gap reporting, identifying areas for improvement, trends or to enhance service delivery. The data collected is collected, stored, retained and used in accordance with GDPR Regulations.

#### 4.13 Neurodiversity

The Council recognises the wide range of neurodiverse people in society. Neurodiversity refers to the different ways the brain can work and interpret information. Most people are neurotypical, meaning that their brain functions and processes information in the way society expects them to. However, it is estimated that around 1 in 7 people (more than 15% of people in the UK) are neurodivergent, meaning that their brain functions, learns and processes information differently.

This can manifest itself in thinking styles such as dyslexia autism, ADHD and dyspraxia. It is often referred to as a hidden disability (1.4). People with hidden impairments often face difficulties in the workplace which at times can be less obvious to staff than for those with more obvious disabilities. Asking employees generally about access arrangements is a powerful way of encouraging employees to seek assistance whether they recognise themselves as disabled or not and supports the Council's approach of being an inclusive and accessible workplace.

### 5. Raising Concerns

If you think we are not providing a service in line with this policy or you think you have been treated unfairly in any way, you can raise this with us by:

- Completing the on-line **Compliments, Comments and Complaints form** [North East Derbyshire District Council](#)
- Writing to the council at North East Derbyshire District Council, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire S42 6NG

- Calling our **Customer Services team on 01246 231111**
- Asking one of our employees to put it in writing for you.

The Access for All panel at the front of this document contains details of all the ways that you can contact us.

For Employees, please raise any concerns with your line manager in the first instance. You can contact your Trade Union Representative or the HR Team, if concerns relate to your line manager.

## **Appendix 1 – Prohibited Behaviours**

The Equality Act 2010 defines the following as prohibited behaviours:

### **Direct discrimination**

Direct discrimination occurs when a person treats another less favourably than they treat or would treat others because of a protected characteristic. For example, denying a customer a service because of their ethnicity or disability.

Direct discrimination is generally unlawful. However, it may be lawful in the following circumstances:

- In relation to the protected characteristic of disability, where a disabled person is treated more favourably than a non-disabled person.
- Where the Equality Act 2010 provides an express exception which permits directly discriminatory treatment that would otherwise be unlawful. For example, providing a single sex swimming session to encourage more women to participate in an activity where they are underrepresented, where such positive action can be objectively justified.

It is direct discrimination if a service provider treats a service user less favourably because of the service user's association with another person who has a protected characteristic.

It is also direct discrimination if a service provider treats a service user less favourably because the service provider mistakenly thinks that the service user has a protected characteristic.

### **Indirect discrimination**

Indirect discrimination may occur when a service provider applies an apparently neutral provision, criterion or practice which puts persons sharing a protected characteristic at a particular disadvantage.

Indirect discrimination occurs under the following four conditions:

- The service provider applies (or would apply) the provision, criterion or practice equally to everyone within the relevant group including a particular service user
- The provision, criterion or practice puts, (or would put), people who share the service user's protected characteristic at a particular disadvantage when compared with people who do not have that characteristic
- The provision, criterion or practice puts, (or would put), the service user at that disadvantage
- The service provider cannot show that the provision, criterion or practice is justified as a proportionate means of achieving a legitimate aim.

## **Appendix two – Due Regard**

The Equality Act requires that public authorities demonstrate that they have had ‘due regard’ to the three aims of the equality duty in their decision-making.

Assessing the potential impact on equality of proposed changes to policies, procedures and practices where relevant and proportionate is one of the key ways in which the Council demonstrates ‘due regard’. This enables public authorities to identify and then mitigate or objectively justify any adverse impact resulting from the policy or practice.

Under the Equality Act 2010 the Council should have “due regard” when making decisions.

- Those responsible for the duty to have due regard must consciously bring it to mind when considering the duty. If they do not or if their appreciation of the duty is incomplete or mistaken, the courts will deem that due regard has not been applied.
- The due regard duty must be fulfilled before and at the time that a particular policy is being considered. Compliance with the duty should not be treated as a rearguard action after a decision to implement the policy in question. It must be exercised with rigour and with an open mind. Due regard involves more than a tick box exercise. The “substance and reasoning” of the decision must be examined.
- The due regard duty cannot be delegated to a third party by the public authority charged with it.
- The duty is ongoing.
- It is good practice for public authorities to keep an adequate record showing that they have considered their equality duties and pondered relevant questions.
- When applying the “due regard” test, the public authority must consider whatever countervailing factors are relevant in the circumstances.

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

AGENDA ITEM	BRIEF DESCRIPTION	LEAD OFFICER/ORGANISATION
<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> <del>To have considered and contributed to potential changes in the operating environment that may arise</del>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <del>Agreed a Work Programme going forward for the year</del>	
<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> <del>Gained an insight into the quarterly targets to date, and how areas are performing</del>	
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> <del>Informed of the current position of a 4-day working week. To come back at a later date when/if Government change their views</del>	
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> <del>Gained an understanding of the current position of the budget at Q1</del>	

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> <del>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</del>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <del>Contributed on new/revised policies and strategies</del>	
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> <del>To have considered and contributed to potential changes in the operating environment that may arise</del>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <del>Agreed the Work Programme going forward for the year. Would like to hear more about financial resilience — what it looks like across Councils</del>	
<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> <del>Gained an insight into the quarterly targets to date, and how areas are performing</del>	
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> <del>Gained an overview of the current picture since the charging of a second green bin came into force last year.</del>	
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> <del>Got an update on the work being undertaken on the gullies and drains across the District</del>	
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> <del>Gained insight into the current position of the budget at Q3</del>	
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> <del>Informed of any major complaints logged with the LGO.</del>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <del>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</del>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	<b>Outcomes:</b> <del>Contributed on new/revised policies and strategies</del>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include	Lead Officer

	legislation, regulation and key projects being undertaken by the Council, for example	
	<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: 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>	
People Strategy Action Plan Update	Update on progress made against the Action Plan	Lee Hickin – Managing Director / Sara Gordon – HR & OD Manager - <b>REQUESTED</b>
	<b>Outcomes:</b> <i>To understand the progress made to date on the action plan</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  • Equality Policy	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement 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