



**North East
Derbyshire**
District Council

Contact: Amy Bryan - Governance Manager
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Date: Wednesday, 23 July 2025

To: **Members of the Cabinet**

Please attend a meeting of the Cabinet to be held on Thursday, 31 July 2025, at 2.00 pm in Executive Meeting Room, District Council Offices, Mill Lane, Wingerworth, Chesterfield, S42 6NG.

The meeting will be live streamed from [The Council's YouTube Channel](#).

Yours sincerely

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

Assistant Director of Governance and Monitoring Officer

Members of The Committee

Councillor N Barker (Chair)
Councillor J Barry
Councillor K Gillott
Councillor K Rouse

Councillor P Kerry (Vice-Chair)
Councillor J Birkin
Councillor S Pickering

Notice of Meeting to be held in Private

It is intended that part of this meeting will be held in private under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The matters to be considered in private are listed under the heading Private Session. The categories of exempt information that are likely to be disclosed during the discussion of these items, as defined in Part 1 of Schedule 12A to the Local Government Act 1972, are listed below each item.

No representations have been received requesting that these items be open to the public.

A G E N D A

Public Session

1 Apologies for Absence

2 Declarations of Interest

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, 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 4 - 6)

To approve as a correct record and the Leader to sign the attached Minutes of the meeting of Cabinet held on 12 June 2025.

4 Complaints Performance and Service Improvement Report for Housing (Pages 7 - 75)

Report of Councillor Nigel Barker, Leader of the Council and Portfolio Holder for Strategic Leadership and Finance.

5 Medium Term Financial Plan - Financial Outturn 2024/25 (Pages 76 - 92)

Report of Councillor Pat Kerry, Deputy Leader of the Council and Portfolio Holder for Strategic Leadership and Finance.

6 Treasury Management Financial Outturn (Pages 93 - 113)

Report of Councillor Pat Kerry, Deputy Leader of the Council and Portfolio Holder for Strategic Leadership and Finance.

7 Budget Monitoring Report April - June 2025 (Q1) (Pages 114 - 126)

Report of Councillor Pat Kerry, Deputy Leader of the Council and Portfolio Holder for Strategic Leadership and Finance.

8 Urgent Items

To consider any other matter which the Leader is of the opinion should be considered as a matter of urgency, in accordance with the provisions of Statutory Instrument 2012 No 2089, Regulation 11.

9 Exclusion of Public

The Leader to move:-

That the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order

2006). [The category of exempt information is stated after each item].

Private Session

10 Disposal of Land to Enable Extra Care Facility (Pages 127 - 138)

Report of Councillor Jayne Barry, Portfolio Holder for Growth and Assets.
(Paragraph 3)

11 Urgent Items

To consider any other matter which the Leader is of the opinion should be considered as a matter of urgency, in accordance with the provisions of Statutory Instrument 2012 No 2089, Regulations 5 and 11.

Access for All statement

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- **Visiting** our offices at 2013 Mill Lane, Wingerworth, S42 6NG

CABINET

MINUTES OF MEETING HELD ON THURSDAY, 12 JUNE 2025

Present:

Councillor Nigel Barker (Chair) (in the Chair)
Councillor Pat Kerry (Vice-Chair)

Councillor Joseph Birkin

Councillor Kathy Rouse

Also Present:

M Broughton	Director of Growth and Assets
J Dethick	Director of Finance and Resources (Section 151 Officer)
S Sternberg	Assistant Director of Governance (Monitoring Officer)
D Thompson	Assistant Director of Planning
A Smith	Legal Services Manager and Deputy Monitoring Officer
A Bryan	Governance Manager

CAB/ Apologies for Absence

1/25-

26 Apologies for absence had been submitted from Councillor Jayne Barry.

CAB/ Declarations of Interest

2/25-

26 There were no declarations of interest made.

CAB/ Minutes of Last Meeting

3/25-

26 RESOLVED that the Minutes of the meeting held on 15 May 2025 were approved as a correct record.

CAB/ Five Year Housing Land Supply Statement

4/25-

26 Cabinet considered a report which advised of the latest five-year housing land supply position in the District prior to the publication of the information on the Council's website.

The Council's statement on the Five Year Housing Land Supply for April 2025 was attached to the report at Appendix 1. This included information on housing delivery since 2014, which demonstrated that the Council had achieved an average annual completion rate of 444 dwellings, 34% above the annual target. Housing completions over the past three years also demonstrated over delivery in relation to the Government's Housing Delivery Test, which meant the Council was only required to include a 5% buffer in the five year housing land supply.

The report detailed the calculations in respect of the supply position and concluded that the Council's housing land supply position at 1 April 2025 was 5.32 years' supply.

RESOLVED that:

- (1) the annual assessment of the five-year land supply of deliverable sites for housing be noted.
- (2) the five-year land supply of deliverable sites for housing be published on the Council website.

REASONS FOR DECISION – To ensure Members were aware of the Council's latest position on the Five Year Housing Land Supply, prior to publication of the information on the Council's website.

OTHER OPTIONS CONSIDERED AND REJECTED – National Planning Guidance requires local planning authorities to publish annually a Five Year Housing Land Supply Statement. Failure to produce this statement would make the Council vulnerable to unplanned development proposals contrary to the adopted Local Plan.

CAB/ Urgent Items

**5/25-
26**

There were no urgent items.

CAB/ Exclusion of Public

**6/25-
26**

RESOLVED that the public be excluded from the meeting during the discussion of the following item of business to avoid the disclosure to them of exempt information as defined in Part 1 of Scheduled 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

CAB/ Public Consultation on Issues and Options for the New Local Plan and Proposed Update to the Adopted Statement of Community Involvement

**7/25-
26**

Cabinet considered a report that provided an update on progress in preparing the new Local Plan.

Approval was sought for the scope of material to be subject to consultation through the Issues and Options stage of plan making and to undertake public consultation on it and associated documents in line with the details set out in the report. Details were also provided regarding minor amendments to the Council's adopted Statement of Community Involvement to take account of advances in technology that would be used during public consultation and the availability of new methods for providing interested persons with more regular updates on plan making.

RESOLVED that:

- (1) the contents of the report and the pre-publication Issues and Options consultation material that will be made available, be approved for use for the public consultation.
- (2) the proposed arrangements for the public consultation on the Issues and

Options for the Local Plan be approved.

- (3) responsibility be delegated to the Assistant Director of Planning, in consultation with the Portfolio Holder for Environment and Place, for approving the detailed wording of the Issues and Options consultation material and final arrangements for public consultation including the organisation of Focus Groups.
- (4) the proposed update to the Council's adopted Statement of Community Involvement to reflect the use of new technology and communication methods that will be used in consultations on the Local Plan and for providing more regular updates on plan making be approved.

REASONS FOR DECISION – To ensure that Cabinet had the chance to review the progress of preparation of a new Local Plan against the timetable set out in the LDS and the proposed approach to the Issues and Options consultation.

To ensure that Cabinet had the opportunity to consider the emerging Issues and Options consultation material (and feedback from members of the Local Plan Working Group on this material) before public consultation commenced later in June 2025.

OTHER OPTIONS CONSIDERED AND REJECTED – The preparation of, and consultation on Issues and Options was a requirement of Plan Making regulations and there was no reasonable alternative to undertaking this stage if the Council wished to secure a new Local Plan.

The Issues and Options material sets out a range of alternatives for consideration and comment throughout consultation and at this stage there were no grounds to either accept or reject a particular option.

CAB/ Urgent Items

8/25-

26

There were no urgent items.

North East Derbyshire District Council

Cabinet

31 July 2025

Complaints Performance and Service Improvement Report for Housing

Report of the Portfolio Holder for Strategic Leadership and Finance

Classification: This report is public

Report By: Jayne Dethick – Director of Finance and Resources (Section 151 Officer)

Contact Officer: Diane Parker – Housing Intelligence and Assurance Officer

PURPOSE / SUMMARY

The Social Housing (Regulation) Act 2023 placed a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code (the Code), which came into effect 1 April 2024.

The purpose of this Cabinet report is to ensure compliance with the Code's statutory requirements of publishing an annual Complaints Performance and Service Improvement report, Self Assessment and a response from the governing body.

RECOMMENDATIONS

1. Cabinet to note and agree the publication of the annual Complaints Performance and Service Improvement Report for Housing
2. Provide a governing body's response to the report to be publicised on the website
3. Cabinet to note and agree the publication of the Self Assessment against the Code

Approved by the Portfolio Holder – Cllr Barker, Leader of the Council and Portfolio Holder for Strategic Leadership and Finance

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

On Behalf of the Section 151 Officer

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

Details: This is a statutory requirement to ensure compliance.

On Behalf of the Solicitor to the Council

Staffing: **Yes** ☐ **No** ☒

Details: All functions will be carried out by existing staff.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? 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: NEDDC: Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken <ul style="list-style-type: none"> Completed EIA stage 1 to be appended if not required to do a stage 2 	Not Applicable
Stage 2 full assessment undertaken <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	No, not applicable
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input checked="" type="checkbox"/> SMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Plan priorities, including Climate Change, Economic and Health implications.
This is a statutory function of the Housing Ombudsman, however it will enforce our values to be honest and accountable, treat everyone fairly and with respect and listen, involve and respond.

REPORT DETAILS

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

- 1.1 The Social Housing (Regulation) Act 2023 placed a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code (the Code), which came into effect 1 April 2024.

1.2 As part of the Code's statutory requirements, social housing providers are required to develop and publish an annual Complaints Performance and Service Improvement report for housing and Self Assessment against the Code.

1.3 The governing body's response to the report must be published alongside the report.

2. Details of Proposal or Information

2.1 Rykneld Homes Limited (RHL), deals with tenant complaints on the Council's behalf under their complaints Policy and Procedures which is in line with the Complaints Handling Code.

2.2 As landlord, the Council is ultimately responsible in terms of the regulatory oversight and compliance with the Code and Housing Ombudsman monitoring and reporting procedures.

2.4 The statutory annual Complaints Performance and Service Improvement report has been drafted in accordance with RHL's own complaints annual report provided to their Operational Board.

2.5 The report enables the Council to monitor RHL's performance and service improvements.

2.5 The Self Assessment ensures that we are compliant against the Code, this has been developed in accordance with RHL's own assessment, also approved at their Board.

3 Reasons for Recommendation

3.1 To comply with legislation and the Housing Ombudsman's regulatory requirements.

3.2 To ensure the Complaints procedures are working in practice and compliant with the Code.

3.3 To ensure complaints are open and transparent to the public in line with legislation.

4 Alternative Options and Reasons for Rejection

4.1 Not to have a Self Assessment and annual Complaints Performance and Service Improvement report, this was rejected as this would not comply with legislation.

DOCUMENT INFORMATION

Appendix No	Title
A	Complaints Performance and Service Improvement for Housing 2024/25
B	Self Assessment against the Code
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers)</p>	



**North East
Derbyshire**
District Council

Complaint Performance and Service Improvement Report for Housing

2024/2025

Contents

Introduction.....	3
Difference between a Service Request and a Complaint.....	3
Key Performance Data.....	4
Tenant Satisfaction Measures.....	5
Learning and Service Improvements	6
Equality and Diversity	7
Internal Audit.....	7
Reporting Procedures.....	8
Appendix 1	9

Introduction

From 1 April 2024, the Social Housing (Regulation) Act 2023 gave the Housing Ombudsman new powers and duties, including a new statutory code for handling complaints and a duty to monitor whether landlords comply.

The [Complaint Handling Code](#) ('the Code') means that all members of the Housing Ombudsman Scheme are obliged by law to follow its requirements.

The Housing Ombudsman also has a legal duty to ensure landlord complaints procedures and responses are compliant with the Code.

Each year Landlords must self assess against the Code to ensure policies and practices comply. The latest [Complaints Handling Code Self Assessment](#) can be viewed on our website.

The Council's Housing Management Company, Rykneld Homes Limited (RHL), deals with tenant dissatisfactions on the Council's behalf under their complaints [Policy and Procedures](#) in line with the Housing Ombudsman's Code.

A complaint will be raised when a customer expresses dissatisfaction with the response to a request for service, even if the handling of the service request remains ongoing.

The Code specifies a landlord's complaint process must be 2 stages. The landlord must not use any 'informal complaint' stages, more than 2 stages or less than 2.

This Complaint Performance and Service Improvement Report highlights key performance data and service improvements related to council housing complaints.

Difference between a Service Request and a Complaint

RHL adopted the Housing Ombudsman's Complaints definition as follows:

A Service Request is defined as:

'A service request is a request from the resident to the landlord requiring action to be taken to put something right. Service requests are not complaints but must be recorded, monitored and reviewed regularly.'

A Complaint is defined as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."

Key Performance Data

During 2024/25 RHL on behalf of the Council conducted a media campaign to ensure tenants are aware of the complaint processes. The campaign proved to be successful due to the increased number of complaints received for this reporting period.

In 2024/25, RHL on behalf of the Council received 93 Stage 1 formal complaints, this is an increase of 42 (82%) from 2023/24 when 51 formal complaints were received.

65 complaints were upheld and 28 not upheld. 28 complaints were escalated by the customer and responded to as Stage 2 complaints, of these 15 complaints were upheld and 13 not upheld.

- 100% of stage one complaints were responded to within regulatory target timescales.
- 92% of stage 2 complaints were responded to in regulatory target timescales.

The complaints received by Service Area for 2024/25 can be seen below:

Service Area	Upheld	Not Upheld	Totals
Adaptations	1	0	1
ASB	0	2	2
Choice Move	0	2	2
Customer Services	1	0	1
Damp	12	2	14
Electrical	1	0	1
Gas and Plumbing	2	0	2
Housing and Support	2	4	6
Home Ownership/Leasehold	0	2	2
Multiple Service Areas	10	4	14
Regeneration	7	0	7
Rents	0	2	2
Repairs	32	6	38
Voids	1	0	1
Total Complaints	69	24	93

From the total number of complaints received, the following table shows the number of formal Stage 2 complaints by Service area:

Stage 2 Complaints

Service Area	Upheld	Not Upheld	TOTALS
Choice Move	0	1	1
Damp	3	1	4
Electrical	1	0	1
Housing and Support	0	2	2
Home Ownership/Leasehold	0	1	1
Multiple Service Areas	3	2	5
Regeneration	2	0	2
Rents	0	2	2
Repairs	8	2	10
Total Formal Complaints	17	11	28

*For a further breakdown of the complaints received, the table in **Appendix 1** shows the number of complaints by theme and Service area.*

During 2024/25, £16,096.79 has been paid in compensation during the complaints process and in accordance with the Compensation Policy.

In 2024/25 four complaints were escalated to the Housing Ombudsman Service (HOS). Maladministration was found in one complaint, one complaint found no maladministration, and we are awaiting the HOS's determination on the remaining two.

- Following the maladministration outcome, the Repairs and Maintenance Policy was reviewed and both the application and understanding of this policy tested with the service area.

Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM's) provide tenants with greater transparency about their landlord's performance. There are 22 TSM's, covering five themes. Ten of these are measured by landlords directly, and 12 are measured by landlords carrying out tenant perception surveys. RHL carry out the TSM's on the Council behalf.

The TSM's show that the **overall Satisfaction** with complaints handling for 2024/25 is **43.6%**, this is a slight increase when compared to 2023/24 which was 43.1%.

Included in the TSM's are Complaints Performance Indicators, the table below shows the 2024/25 Performance information (note definitions are compliant with the Regulator of Social Housing Tenant Satisfaction Measures).

Performance Indicator	2023/24 Performance
CH01 Number of: Stage 1 complaints received per 1,000 homes	11.5
CH01 Number of: Stage 2 complaints received per 1,000 homes	3.4
CH02 Proportion of: Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
CH02 Proportion of: Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.3%

The effective handling of complaints satisfaction is published as part of the Tenant Satisfaction Measures (TSM) perception survey – Effective Handling of Complaints.

(The full TSM's results can be viewed on [Rykneld Homes Limited's](#) website).

Learning and Service Improvements

Learning from complaints ensures mistakes are not repeated.

Each complaint received is treated as an opportunity for us to learn and to improve our services. RHL has taken actions as a result of learning from complaints received in 2024/25, which include the following:

Provided extra training to staff and issued instructions to contractors to provide more information prior to intrusive works.

Increased the information provided at sign up to cover garden and fencing responsibilities.

Amended RHL's procedures to ensure battery alarms are fitted during any works that require the removal/disconnection of a hardwired alarm where it is the only one located within the property.

Improved the Anti-Social Behaviour Policy to make clear reasonable adjustments to support individuals are considered during service delivery.
Provided staff training to reinforce the requirements of the Lettable Standard.
Transferred the drainage works from contractors to an in-house team to improve continuity of service delivery.
Started a review of the scaffolding contract to include improved performance requirements to meet customer expectations.

The complaint outcomes are fed back to the service area involved with any learning points provided in order to establish best practice and a 'get it right first time' approach.

On behalf of the Council RHL's Complaints Team review the commonalities and trends within complaints to consider improvements that can be made to policy, procedures and the services we provide to our tenants. Learning outcomes are discussed in monthly meetings with service managers.

Equality and Diversity

An Equality Impact Assessment (EIA) is a tool that helps us to place equality, diversity, cohesion and integration at the heart of everything we do and make sure our strategies, policies, services and functions do what they are intended to do and work for everyone.

RHL ensures the complaints policy and processes are accessible to all. Equality Impact Assessment's (EIA's) are completed for all complaints recieved to minimise risk.

Internal Audit

Internal Audit's evaluate the effectiveness of risk management, control, and governance processes, taking into account public sector internal auditing standards or guidance.

An internal audit of Complaints was undertaken in November 2024 with an outcome of:

- Substantial Assurance (There is a sound system of controls in place, designed to achieve the system objectives. Controls are being consistently applied and risks well managed.)

The audit covered the policies / procedures and effectiveness of complaints handling and monitoring, as per the Regulator of Social Housing and Housing Ombudsman Service requirements.

Reporting Procedures

The Complaint Performance and Service Improvement Report for Housing will be completed on an annual basis and published on the [Council's website](#) once agreed by Cabinet, which is the Council's main decision making body.

Annual complaints performance will be included in RHL Customer Annual Report and published on the RHL's website. Customer satisfaction with complaints handling will be publicised with the TSM's.

Performance regarding complaints that are referred to the Housing Ombudsman are published on the Housing Ombudsman website. RHL's compliance with the Housing Ombudsman Complaint Handling Code will be published on their website.

RHL's performance, code compliance and learning will be reviewed by RHL's Operational Board and the Council's Housing Client Team and Member Responsible for Housing Complaints (Leader of the Council & Portfolio Holder for Strategic Leadership & Finance).

Rykneld Homes report key performance data to the Council on a quarterly basis through the Council's Key Performance Indicators (KPI'S).

Appendix 1

Breakdown of Complaint by Service Area and Theme.

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
Adaptations	Customers reported the length of time it taken to resolve the issues in their bathroom which they stated had also affected other rooms within their home and were seeking compensation on this basis.	1		
	Total	1	0	1
ASB	Customer disputed the details provided on a reference provided to SYHA, following which they were denied access to the housing register.		1	
	Customer reported what they felt was a failure to act on reported antisocial behaviour.		1	
	Total	0	2	2
Choice Move	Customer was unhappy with review of their housing application and felt that they had been treated unfairly.		1	
	Customer reported a lack of/miscommunication about the best course of action for her daughter in terms of her housing situation.		1	
	Total	0	2	2
Customer Services	Customer unhappy with the lack of communication from the staff who booked in appointments for repairs to their home.	1		
	Total	1	0	1
Damp	Customer reported ongoing damp problem due to lack of maintenance.	1		
	Customer reported ongoing damp and mould, stating nothing had been done for 6 months following them reporting this.	1		
	Customer reported ongoing damp and mould within their home which they stated has been ongoing for the last two years.	1		
	Customer reported ongoing issues (since September 2023) with mould, causing damage to clothing and other personal items for which compensation was requested.	1		
	Customer made a request for financial assistance towards new flooring following issues with damp.	1		
	Customer advised they wished to complain about the length of time taken to do specialist damp works within their home.	1		
	Customer reported recurring Damp and Mould within their home causing damage to personal items.		1	
	Customer stated that damp works should have been completed at void stage, prior to her moving in, as the issue was present at time of viewing and sign up.	1		
	Customer reported damp and Mould issues and that damp from next door was affecting their home.	1		

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer reported ongoing Issues with Damp and Mould/Drainage.	1		
	Customer stated that they terminated their tenancy as a result of damp and mould which they felt had remained unresolved. Also reported this caused permanent damage to their personal items which they requested compensation for.	1		
	Customer reported damp and mould causing damage to personal belongings. Customer reported multiple times since moving in to the property re the radiators not working properly, specifically in the bedrooms and this ongoing issue the customer feels has been a major contributing factor to the mould.		1	
	Customer reported that there had been damp and Mould in son's bedroom on two occasions and wanted to make a complaint about the length of time taken to clean and treat this.	1		
	Customer requested compensation to replace items mould damaged items or alternatively have them professionally cleaned.	1		
	Total	12	2	14
Electrical	Customer wanted to complain about the quality and appearance of electrical works carried out by contractor, inclusive of their communication in relation to this matter.	1		
	Total	1	0	1
Gas and Plumbing	Customers reported and unresolved drainage issue that had causes faeces to come up through the toilet and kitchen sink and that the issue with the overflowing toilet had impacted their hall carpet.	1		
	Customer was requesting compensation for items which they stated were damaged following a leak through the living room ceiling.	1		
	Total	2	0	2
Home Ownership / Leasehold	Leaseholder wished to dispute the payment for balcony works undertaken to their home in 2022/2023		1	
	Leaseholder wished to stop planned works to their outbuilding as they were disputing the cost.		1	
	Total	0	2	2
Housing and Support	Owner occupier requested that RHL help with the cost of having to replace their fence which was damaged by a tenants dog in a neighbouring NEDDC property.		1	
	Customer stated that a rat infestation and issues with neighbour that remained unresolved	1		
	Customer reported a lack of/conflicting communication they had been given over the last 6 months in relation to her fence.	1		
	Customer wished to complain regarding the handling of ASB and noise nuisance in the Danesmoor area		1	

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer wished to complain about how RHL handled the situation between them and their neighbour.		1	
	Customer stated that due to their request to move being refused they had been treated unfairly.		1	
	Total	2	4	6
Multiple Service Areas	Customers stated that there were multiple repairs outstanding and that there had been a lack of communication from RHL.	1	1	
	Also, ongoing ASB from occupants below. Customers stated that one from Rykneld Homes has helped them resolve the issues and no one has ever provided them with an outcome or answer to their concerns which has caused them anxiety and distress	1		
	Customer requested compensation for the disruption to them due to the repair issues they had experienced since moving in.	1		
	Customer complained about various issues and RHL's handling of these inclusive of repairs, tenancy management and ASB.	1		
	Customer stated staff had told them to remove fencing and shrubs for which they stated that they had initially been given permission for. Secondly that they felt they had not being believed in relation to their repair and adaptation concerns and that prior visits to their address had been ineffective.		1	
	Customer reported stress caused to them in relation to the handling of their reports of noise concerns and in relation to the handling of their housing application.		1	
	Customer reported that an electrician did not turn up to a pre-planned appointment. Issue with window handles recently fitted not matching the other windows in the property. Mould in bedroom and around bedroom window.	1		
	Customer stated that they were misled at the time of viewing a property due to being given inaccurate information. Following moving in they advised that they had also reported repairs many times which had remained outstanding.	1		
	Customer stated that mould has returned in the kitchen cupboard despite anti-mould treatment being used. There was still work outstanding in the living room to block up the vent. There was also a hole in the pathway at the front of the main doorway, which was a trip hazard.	1		
	Customer reported an unidentified humming noise in their flat which they wanted RHL to resolve.		1	
	Customer complained of leaks from the boiler and the leak from the bathroom through to the kitchen. Advised they were dissatisfied with RHLs lack of action for the duration they have has lived at the property. Dissatisfaction with the condition of the	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	kitchen which they stated was in a poor state of repair.			
	Customer reported numerous outstanding repairs/damp issues.	1		
	Repair works included under previous formal complaint (78918 FC/25/013) were not completed. Reported damp and mould issues, mainly situated on external walls, to every window frame, main bedroom. Fence railing not fitted correctly and a rotten kitchen cupboard.	1		
	Total	10	4	14
Regeneration	Complaint also concerned several incidents with SBS/ Nationwide including an old window falling and causing damage to the complainants garden furniture.	1		
	Complaint concerned a lack of communication from contractors and RHL regarding the new window installation. Also, a number of historical issues, including the bathroom install by a contractor last year and the issues which surrounded this.	1		
	Complaint related to a member of staff for the nature of a letter sent to their mother. Complainant advised that the letter should not have been sent to mother, but to him as he has authority to act on mother's behalf.	1		
	Customer reported ongoing issues with bathroom with and with leaking walls. Also, a path was agreed to be re-done by a contractor but works had not yet been undertaken.	1		
	Customer reported that a bathroom replacement should have gone on programme following an appraisal completed in February 2024 but that they had heard nothing further.	1		
	Customer reported that the actions of a contractor had contributed to damp and mould within their home due to them not returning the loft insulation to its original position.	1		
	Customer reported work had been delayed at their home to drop the chimney and this was due to issues with the scaffold required to complete the works.	1		
	Total	7	0	7
Rents	Customer stated they had not receiving their rent increase letter for the second year running and stated that they felt this was intentional.		1	
	Customer reported that a Notice of Seeking Possession letter was sent to their daughter even though she was adhering to the payment agreement, resulting in undue stress.		1	
	Total	0	2	2
	Customer reported ongoing drainage issues on the back garden which remained unresolved.	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
Repairs	Customer reported that they were dissatisfied that they had reported their soffits/fascia's required replacement in 2021 but had been advised they would have to wait another 3 years before these were completed on program.	1		
	Customer reported that there were outstanding/planned works in her garden which had not yet been completed following flooding.	1		
	Customer reported an incomplete repair which had first been reported July 2023 and that there had been a lack of communication from RHL staff on this matter.	1		
	Customer reported water was entering the property into the hallway where the front door is located. Multiple repairs had taken place but the issue had persisted.	1		
	Customer reported poor service and repairs to property and the lack of communication between employees with nothing being followed through causing them to be frustrated.	1		
	Customer reported a scaffold had been up at the property for 5 months without work being carried out. Conservationist had been carrying out investigation due to bats which has withheld work but there had been a lack of updates from RHL re this matter.	1		
	Customer reported that they did not feel the recent repairs done to their driveway were sufficient.		1	
	Customer reported outstanding repairs to their outbuilding roof which was leaking.	1		
	Customer wished to complain about RHL's communication around works to undertake loft insulation and to replace their kitchen and dining room doors.	1		
	Customer stated that after a cupboard unit falling in January 2024, damaging a number of items in the kitchen and a visit being undertaken to complete an incident form and assess the items damaged, they had not heard anything further about the compensation they had requested.	1		
	Customer reported that they were waiting for repairs to be done which had been marked as completed.	1		
	Customer stated she had reported her chimney 6 months ago but this had remained unresolved, despite calling in.	1		
	Tenant stated she had fitted a storm door in the past and it has now reached a state of disrepair and wished to complain that we would not replace this.		1	
	Customer reported outstanding repairs to the rendering/plaster to outside of their home which remained unresolved.	1		
	Customer stated that since moving in they had phoned RHL multiple times regarding the roof between the back door and shed to advise that	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	water is leaking through without a repair being completed.			
	Customer reported poor workmanship and outstanding repairs to their home.	1		
	Customer advised they had reported pointing required to house but despite multiple contacts no repairs had been completed.	1		
	Customer reported a lack of communication in regard to the repairs progress following a fire at their home.	1		
	Customer reported a lack of communication in receiving confirmation of works or an appointment following a bathroom fan installation.	1		
	Customer reported that they had been told that no repairs will be carried out to their porch.	1		
	Also, the length of time taken to get repairs done to their kitchen and living room wall.	1		
	Customer stated hallway had been cold despite the rest of the house heating as normal and had requested compensation due to escalated heating bills		1	
	Customer reported concerns that the communal front door was faulty and this had been reported multiple times.		1	
	Customer reported outstanding repairs to their rear garden.		1	
	Customer reported that flat does not warm up and attributed this to a window replacement being required. Asked for compensation towards heating costs.		1	
	Customer stated they have reported repairs required to their windows numerous times however, repairs have not been adequate due to their age and felt required a full window replacement.	1		
	Customer reported issues with their floorboards which they stated had caused damage to their carpets.	1		
	Customer reported that the bathroom had a significant leak for the last 18 months and despite numerous visits from RHL staff the situation had deteriorated.	1		
	Customer reported their contacts to RHL regarding the condition of soffits and fascias had been ignored.	1		
	Customer stated that they had fell through one of the floor boards.	1		
	Customer advised they wanted a formal investigation into why Operatives are carding works when customers are clearly present. Also was dissatisfied with the quality of the joinery works to the front door.	1		
	Customer advised there had been number of repair issues identified upon moving in to the property and that works undertaken by the Contractor to that stage had been poor. Compensation requested towards heating costs.	1		

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer reported outstanding repairs to their outhouse which remained unresolved.	1		
	Customer reported work not being carried out to a leak to the roof near the chimney and that this had caused damp in both main bedrooms.	1		
	Customer reported the condition of fencing at the property which they felt had not been properly addressed. Also reported they thought there was subsidence in garden and multiple cracks internally and externally within their home which had not been addressed.	1		
	Customer reported a lack of communication from Contractors who replaced doors in communal area and this had led to stress and anxiety.	1		
	Customer reported an outstanding chimney repair which they felt could have been resolved more quickly with better liaison and communication.	1		
	Total	32	6	38
Voids	Customer reported repair issues identified from moving in which had not been resolved.	1		
	Total	1	0	1
Total Formal Complaints		60	24	93

Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page . Twitter Page . Campaigns on how to raise a complaint are regularly added to our Rykneld Homes' social media Pages and website.	Rykneld Homes Limited (RHL) is North East Derbyshire District Council's (NEDDC) housing management company and is wholly controlled by the Council. We have adopted the Housing Ombudsman definition of a complaint, and this is at the forefront of our Complaints Policy. The policy is managed by RHL on the Councils behalf. There are regular media and website campaigns carried out by RHL to ensure our customers are aware of the variety of contact methods they can use to raise an issue with us.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page . Twitter Page .	NEDDC and RHL, on behalf of the Council, has adopted the HOS definition of a complaint which does not require the word complaint to be used. As per the HOS best practice requirements set out in 1.4, NEDDC and RHL recognises the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Campaigns on how to raise a complaint are regularly added to RHL social media pages and website.	about the service they have/have not received. We accept complaints made by advocates who are authorised to act on the complainants' behalf, and these will also be actioned in line with the Complaints Policy.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	<p>Below are links to:</p> <p>Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)</p> <p>Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy.</p> <p>Facebook Page.</p> <p>Twitter Page.</p> <p>Campaigns on how to raise a complaint are regularly added to our social media pages and website.</p>	Service requests or situations as described by the Housing Ombudsman in 1.4 are either resolved at customer contact or are investigated and responded to by the relevant Service Manager at RHL. Both Service Requests and Complaints are monitored and reviewed regularly to ensure these have been satisfactorily resolved.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the	Yes	<p>Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)</p> <p>Compliments, Comments or Complaints Section of the RHL Website. Here you</p>	A complaint can be raised whilst a service request is ongoing and will not be rejected or delayed for this reason.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	service request if the resident complains.		<p>will also find a copy of our Complaints Policy.</p> <p>Facebook Page.</p> <p>Twitter Page.</p> <p>Campaigns on how to raise a complaint are regularly added to our social media pages and website.</p>	<p>A Service Request is handled within the appropriate team. All customer contact is logged and monitored and is only closed therefore once resolved.</p> <p>If the customer raises a complaint, this is formally recorded at Stage 1 and an acknowledgement letter sent to the customer confirming this.</p> <p>Complaints are managed by a Complaints Team at RHL consisting of a Complaints & Disrepair Manager and a Complaints & Disrepair Officer.</p>
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes		If a customer responds to a survey to notify dissatisfaction they will be contacted and signposted to the complaints process.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)	All complaints are accepted and investigated with exception

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits		Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	of clear exclusions stated in the Complaints Policy. The circumstance of each individual complaint is considered, a blanket approach isn't enforced, and discretion may be used for some of the exclusions.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	<p>Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)</p> <p>Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy.</p>	<p>Clear exclusions are listed within the Complaints Policy which are as follows:</p> <ul style="list-style-type: none"> • An initial request for service • Where the issue took place more than 12 months ago • Anti-social behaviour unless the complaint refers to our failure to deal with the matter appropriately • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at Court • Dissatisfaction with the fairness of our Policies where our Policies have been correctly applied • Claims for compensation relating to personal injury – the complainant is advised to seek independent legal advice e.g. Derbyshire Law

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<p>Centre or Citizens Advice. If a claim is received from a Solicitor on behalf of the complainant, we will refer this to our Insurer's for consideration</p> <ul style="list-style-type: none"> Attempts to reopen or reconsider complaints that have already been considered under the Complaints Policy.
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	<p>Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)</p> <p>Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy.</p>	Complaints are accepted within 12 months of the issue occurring; however, discretion is also applied when a complaint is received outside of the standard timescales and will be recorded and responded to where it is appropriate to do so and/or should the HOS request that we do so.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	If a complaint is not accepted, contact will be made with the customer to explain the reason for the decision, and this will be followed up in writing.
2.5	Landlords must not take a blanket approach to excluding complaints; they	Yes		Each case is considered in its own merit, taking into

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	must consider the individual circumstances of each complaint.			consideration the customers circumstances, household composition, any vulnerabilities, and the nature of the complaint.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Email address: Contactus@rykneldhomes.org.uk Facebook Page . Twitter Page .	Customers can make a complaint via the following mediums: <ul style="list-style-type: none"> • Web form • ContactUs • Letter • Complaints leaflet completion • Telephone • Via staff member • Email • Twitter • Facebook • Complaints received on social media will be responded to in writing to maintain confidentiality where a name and address is provided. This is contained within current Policy • Complaints are also accepted when made by advocates who are authorised to act on the complainant's behalf.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints training has been undertaken for all RHL staff via Skillgate. At 25.04.24, 230 staff have completed the Effective Complaint Handling e-course run by Skillgate. The Council through RHL are 100% compliant.	Training has been provided to staff at all levels and in all areas of the Business to ensure customer complaints are recognised and responded to proactively. All complaints are passed to the Complaints & Disrepair Manager for investigation and our staff are aware that this is the correct procedure.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				The Complaints Team are easily accessible and are known to members of staff throughout the organisation. They also have various methods of contact including an internal email address: complaints@rykneldhomes.org.uk
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page . Twitter Page . Campaigns on how to raise a complaint are regularly added to RHL's social media pages and website.	Complaints are not viewed negatively, instead these are seen as an opportunity to improve the services to our customers. This can be an individual circumstance or by prompting changes in procedure or Policy to benefit all customers.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page .	The Policy offers help to submit a complaint. The leaflet also contains a customer service accessibility message in different languages. NEDDC and RHL have an easily accessible website. The Complaints process is the first item on the RHL's ContactUs tab on the front of the website and clearly outlines the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			Twitter Page. Campaigns on how to raise a complaint are regularly added to our social media pages and website.	number of stages, procedure and timescales. Here customers can also access the Complaints Policy and RHL's Customer Annual Report which details the number of complaints received. RHL Communications Strategy sets out how they will communicate their story and ensure the customer voice continues to be heard in the development of NEDCC/RHL Business.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page. Twitter Page. Campaigns on how to raise a complaint are regularly added to our social media pages and website. Link to 'Your Rykneld' on the website.	The Complaints Policy and procedure is publicised via the following mediums: <ul style="list-style-type: none"> • Website • Leaflets • Customer Newsletter • Social media campaigns.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)	RHL on behalf of NEDDC will accept complaints and actively communicate with any advocates

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	behalf, and to be represented or accompanied at any meeting with the landlord.		Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	who are authorised to act on the complainants' behalf or represent them throughout the process. This is clearly stated in the Complaints Policy: <i>'We will accept complaints made by advocates who are authorised to act on the complainants' behalf'</i>
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy . Facebook Page . Twitter Page . Campaigns on how to raise a complaint are regularly added to our social media pages and website. 'Your Rykneld' on the website. The standard text on a Stage 2 Complaint Letter is as follows: <i>"This response therefore concludes my investigation, and I must advise you that your complaint has exhausted the Rykneld Homes Complaints Policy which</i>	Contact information for the Ombudsman is publicised via the following mediums: <ul style="list-style-type: none"> • Website (NEDDC/RHL) • Leaflets (RHL) • Letters issued throughout the complaints process (RHL) • Customer Newsletter (RHL) • Social media campaigns (RHL)

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			<p>is a 2-stage procedure. If you remain dissatisfied, you can pursue your complaint further by contacting the Housing Ombudsman Service for further advice. They can be contacted at:</p> <p>The Housing Ombudsman Service PO Box 152 Liverpool L33 7WQ</p> <p>Tel: 0300 111 3000 Email: info@housing-ombudsman.org.uk</p>	

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	<p>The staff structure for Complaints can be found at Appendix 1.</p> <p>The Job description for the Complaints and Disrepair Manager can be found at Appendix 2.</p> <p>The Job description for the Complaints and Disrepair Officer can be found at Appendix 3.</p>	<p>RHL on behalf of NEDDC has dedicated officers who handle complaints. The Complaints & Disrepair Team consists of a Complaints & Disrepair Manager and a Complaints & Disrepair Officer.</p> <p>The Team is managed by the Head of Corporate Services who is a member of the Senior Management Team.</p> <p>Performance information on the TSM, complaints performance and learning and annual reports is provided to the Board of RHL,</p>

				<p>Customer Board and to North East Derbyshire District Council. Quarterly Performance Indicators are reported to NEDDC.</p> <p>The Council's Housing Intelligence and Assurance Officer works closely with RHL's Complaints Manager regarding performance and service improvements. The Council's annual Complaints Performance and Service Improvement report will be drafted by NEDDC and reported to NEDDC governing body "Cabinet" and NEDDC's appointed MRC. The MRC will get regular updates.</p>
4.2	<p>The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.</p>	Yes	<p>The staff structure for Complaints can be found at Appendix 1.</p> <p>The Job description for the Complaints and Disrepair Manager can be found at Appendix 2.</p> <p>The Job description for the Complaints and Disrepair Officer can be found at Appendix 3.</p>	<p>The Complaints Manager and Complaints Officer have received appropriate training and have the experience and skills to handle complaints sensitively, fairly, and efficiently.</p> <p>HOS online training and guidance is used/referred to.</p> <p>At Stage 2, complaints are independently reviewed by a Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director.</p>
4.3	<p>Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant</p>	Yes	<p>Complaints training has been undertaken for all staff via Skillgate.</p>	<p>The Complaints Team review the commonalities and trends within complaints to consider</p>

	<p>staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively</p>		<p>At 25.04.24, 230 staff have completed the Effective Complaint Handling e-course run by Skillgate. RHL are 100% compliant.</p>	<p>improvements that can be made to policy, procedures and the services we provide to our customers. Learning outcomes are discussed in monthly 'Service Improvement' meetings with service managers and any required changes are tracked through to their conclusion.</p> <p>Learning outcomes are shared with wider staff in order to establish best practice and a 'get it right first time' approach, including the use of Complaint Journey Maps for individual cases which are then distributed to staff to promote further learning from complaints.</p> <p>The Complaints Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales.</p> <p>Policies and procedures will be changed in consultation with staff, and NEDDC's Housing Policy and Assurance Officer, where necessary, to improve service delivery.</p> <p>The Complaints & Disrepair Manager reports on statistical data and learning from complaints</p>
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				<p>to RHL Customer Board and consults with them to identify how the service can be improved.</p> <p>HOS online training and guidance is used/referred to.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	There is a single Policy in place, managed by RHL for all NEDDC customers. Customers are not treated differently if they complain, and any service requests are actioned/continued whilst a complaint is in progress.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	Complaints Policy confirms Stage 1 complaints 10 days and Stage 2 complaints 20 days. There are no other stages.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you	We have a 2-Stage Complaints Procedure which is compliant with the Code.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
			will also find a copy of our Complaints Policy .	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	All complaints are investigated and responded to in-house by RHL's Complaints Team. If a third party is involved in the complaint, they work with them to provide resolution to the customer. It would be RHL, however, that would respond formally and write to the customer with an outcome in line with the Complaints Policy.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes		Contractors are conducting works on our behalf and, therefore, RHL are responsible for any complaints as a result of those works. All complaints are investigated and responded to in-house by our Complaints Team. If a third party is involved in the complaint, we work with them to provide resolution to the customer. It would be RHL, however, that would respond formally and write to the customer with an outcome using RHL Complaints Policy.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear,	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Customers are contacted by RHL on the receipt of a complaint so they can establish a full understanding of their complaint and the resolution they are seeking.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	the resident must be asked for clarification.			The acknowledgement letter, which is sent to the customer at both Stage 1 and 2, sets out RHL's understanding of their complaint, as do the final formal response letters.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Customers are notified both verbally and in writing by RHL to make clear which aspects of the complaint they are, and are not, responsible for, why and if relevant who is. See the note at 5.5 regarding third party Contractor works.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes		<p>Each complaint is investigated thoroughly and independently in a confidential manner without bias, taking into account all the information and evidence before a decision is made.</p> <p>RHL's Complaints Team have the experience and skills required to handle complaints sensitively, fairly, efficiently and independently without conflict of interest and will have autonomy to resolve complaints at Stage 1.</p> <p>A positive working relationship is in place between the Complaints Team, staff and partner agencies in order to ensure a quick resolution to complaints.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<p>Customers or staff members will be consulted throughout the complaints process and will be given the opportunity to raise any points that they feel valid for consideration prior to a final decision.</p> <p>They also have the authority and ability to access any information required to fully investigate and respond accurately to complaints at Stage 1.</p> <p>At Stage 2, complaints are reviewed by RHL's Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director.</p>
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	RHL endeavours to respond to complaints in the prescribed timescales within the Code and these are monitored, and performance information recorded. If an extension is required this is in full consultation with the customer, with an explanation and this should not exceed an additional 10 days if agreed. RHL on behalf of NEDDC operate within the HOS Complaint Handling Code.
5.10	Landlords must make reasonable adjustments for residents where	Yes	A copy of the EIA can be found at Appendix 4 .	An EIA is completed by RHL with all customers at Stage 1 of the

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.		Supporting Vulnerable People Policy. Equality, Diversity and Inclusion Policy.	<p>complaints process. This is also used throughout the Business to support customers, for example, where large scale capital works are being conducted.</p> <p>RHL's Delivering Services to Vulnerable People Policy confirms that if someone's ability to access, use and receive housing services provided RHL is impacted by their personal circumstances, RHL will make reasonable and proportionate adjustments to accommodate individual need.</p> <p>RHL's Equality, Diversity and Inclusion Policy sets out RHL's approach to embedding/ensuring Equality, Diversity and Inclusion (EDI) in the services they deliver on behalf of NEDDC and the way they conduct business and act as an employer.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	The list of exclusions is outlined in the Complaints Policy and extends to the reasons why RHL would refuse to escalate a complaint. The reasons for refusal will be discussed with the customer verbally and then followed up in writing.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original	Yes		<p>A full record of each complaint is retained by RHL which includes:</p> <ul style="list-style-type: none"> • The dates of any actions taken

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.			<ul style="list-style-type: none"> • All written and verbal correspondence with the customer/other involved parties • Any reports or surveys undertaken • The outcomes at each stage • Any learning outcomes.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes		RHL Complaints Team has the autonomy to make decisions and provide solutions and remedies at any stage of the Complaints Process on behalf of NEDDC.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Customer Care Policy.	The procedure for managing unacceptable behaviour is outlined in RHL's Customer Care Policy.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Supporting Vulnerable People Policy. Equality, Diversity and Inclusion Policy.	The procedure for managing unacceptable behaviour is outlined in RHL's Customer Care Policy.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	A copy of the EIA can be found at Appendix 4 . Supporting Vulnerable People Policy .	An EIA is completed by RHL at the initial visit conducted for all Stage 1 Complaints so that full consideration is given to any protected characteristics or vulnerabilities the customer may have which is relative to how the complaint should be handled. RHL aim to investigate and resolve complaints in a swift and pro-active manner with a view to providing an acceptable resolution for the customer and all involved parties.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	All complaints are acknowledged, defined and logged at Stage 1 of the complaints procedure within five working days of being received with confirmation to the customer in writing.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	RHL aim to respond to, investigate and resolve any complaints within the 10 day time frame. If, in exceptional cases, further time is required to complete their investigation, the customer will be notified verbally with a follow up in writing explaining the reasons for this.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)	If an extension to the standard timescale is required RHL will discussed this with the customer

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.		Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	verbally and then followed up in writing with an explanation of why this is the case. Contact is maintained with the customer, however, until this has been fully resolved to update them at each stage.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	The standard text on all holding letters is as follows: <i>"You may wish to contact the Housing Ombudsman Service for further advice. They can be contacted at:</i> The Housing Ombudsman Service PO Box 152 Liverpool L33 7WQ Tel: 0300 111 3000 Email: info@housing-ombudsman.org.uk "	Letters sent to the complainant throughout the complaints process confirm that we comply with the HOS Complaint Handling Code and provide a link to the HOS website. Customers are also advised verbally about the Complaints Procedure, the stages and the Ombudsman by RHL's Complaints Team at first contact to discuss their Complaint.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes		RHL will provide a verbal response to the customer and followed up in writing once their investigation is complete, confirming any outstanding actions to be taken along with the expected timescales. RHL's Complaints Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				The customer will be contacted and consulted throughout this process until a conclusion is reached.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each point will be addressed individually with the customer both in a verbal context and in the Stage 1 conclusion letter with a clear and concise response, confirming any decisions or actions to be undertaken and with reference to any relevant Policy, law and good practice procedures. <i>Redacted examples of communication outcomes can be provided if required.</i>
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes		Any additional complaints raised by the customer whilst investigations at Stage 1 are being completed will be recorded and responded to as part of the Stage 1 response. If the Stage 1 response has already been issued or if this would delay the response within the specified timescales, then this will be logged as a new complaint and investigated separately.
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:	Yes		Each Stage 1 conclusion letter, clearly outlines:

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			<ul style="list-style-type: none"> the Stage of the complaint the decisions made regarding the complaint the reason why these decisions have been made confirmation of any remedy offered to put things right confirmation of any outstanding actions and the expected timescales Details of how to escalate their complaint to Stage 2 should they not be satisfied with our response Contact details for the Ombudsman. <p><i>Redacted examples of communication outcomes can be provided if required.</i></p>

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	A complaint will be escalated to Stage 2 at the customer's request, unless it is refused in line with the list of exclusions outlined in the Complaints Policy. The reasons for refusal will be discussed with the customer verbally and then followed up in writing.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	The Complaints Policy advises complainants to raise an escalation to Stage 2 within 20 days of receiving their Stage 1 response. Once received these are defined and logged at Stage 2 of the complaints procedure within five working days of the escalation request being received with confirmation to the customer in writing.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes		The reasons for the escalation request and the understanding of this is contained within the acknowledgement letter. If the reason for escalation is unclear the customer will be contacted to discuss this.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	Stage 2 complaints are reviewed by a RHL impartial Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director.
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	RHL on behalf of the NEDDCaim to respond to, investigate and resolve any complaints within the 20-day time frame. If, in exceptional cases, further time is required to complete the investigation, the customer will be notified verbally with a follow up in

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				writing explaining the reasons for this.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	<p>If, in exceptional cases, further time is required to complete the investigation, the customer will be contacted to discuss this with a follow up in writing confirming the reasons for the extension.</p> <p>Contact is maintained with the customer until this has been fully resolved to update them at each stage.</p>
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	Letters sent to the complainant by RHL throughout the complaints process confirm that we comply with the HOS Complaint Handling Code and provide a link to the HOS website.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes		<p>A verbal response will be provided to the customer by RHL and followed up in writing once our investigation is complete, confirming any outstanding actions to be taken along with the expected timescales.</p> <p>RHL's Complaints Team also maintain a 'Promises' Tracker which monitors the promises made within individual complaints to ensure they are completed and within the stated timescales.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each point will be addressed individually with the customer both in a verbal context and in the Stage 2 conclusion letter with a clear and concise response, confirming any decisions or actions to be undertaken and with reference to any relevant Policy, law and good practice procedures.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Each Stage 2 conclusion letter clearly outlines: <ul style="list-style-type: none"> the Stage of the complaint the definition of a complaint as set by the HOS the reasons the customer has stated for escalation if the original decision has been upheld and if so, why if the original decision is not upheld why this is the case confirmation of any remedy offered therefore to put things right confirmation of any additional outstanding actions and the expected timescales Details of how to escalate their complaint to the Ombudsman should they remain dissatisfied.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	Stage 2 complaints are reviewed by a RHL impartial Head of Service (different from the Service area originating to complaint) and resolved in consultation with a director and, therefore, consultation will be undertaken with the appropriate RHL teams as part of this process, including any learning outcomes or policy/ procedural changes required as a result.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; 	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Where, after investigation, a complaint is upheld, either in part or in full, RHL will respond to the customer verbally and acknowledge where we have gone wrong, apologise, explain what actions we have already taken and any further proposed resolutions. RHL will then follow this up in writing in an attempt to seek to restore the customer to the position he/she enjoyed before the complaint was made including compensation or the provision of replacement items, where appropriate.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	<ul style="list-style-type: none"> Providing a financial remedy; Changing policies, procedures or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	A copy of our Compensation and Claims Policy can be provided on request.	<p>Proposed remedies will be reasonable, consider the detrimental impact on the customer, be fair and proportionate, without detriment to other residents/customers. These may include:</p> <ul style="list-style-type: none"> Apology Provide requested service Review working procedure Review Policy Staff training or guidance Staff disciplinary action Financial redress – compensation or refund Replacement or repair of items i.e. due to damage.
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Example letters can be provided if required, however, these are individual to the customer and the circumstances of the complaint and hold personal data if not redacted.	Any identified remedies will be discussed with the customer verbally, agreed with them and then confirmed in writing by RHL. The letter will confirm what actions have been agreed and the expected timescales for completion.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	A copy of our Compensation and Claims Policy can be provided on request.	<p>Any decision made regarding appropriate remedies is done so taking into account:</p> <ul style="list-style-type: none"> the customers' request

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				<ul style="list-style-type: none"> the internal Compensation and Claims Policy the guidance issued by the Ombudsman what is both reasonable and proportionate in resolution of the Complaint.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; any findings of non-compliance with this Code by the Ombudsman; the service improvements made as a result of the learning from complaints; any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>NEDDC's annual report can be found in the link below and will be avail August 2025.</p> <p>Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk)</p> <p>RHL Self-assessment for 2024/25 is on our website: complaint-handling-code-self-assessment-2024-25-feb25.pdf</p> <p>The Annual Customer Report is due to be publicised in September 2025.</p>	<p>RHL's quarterly performance reporting, including the TSM for complaints, is reported to the Senior Management Team (SMT), North East Derbyshire District Council (NEDDC), the Board and Customer Board. The Risk Register is updated quarterly.</p> <p>RHL's performance is publicised in the Annual Customer Report and NEDDC's annual report.</p> <p>NEDDC will produce a self assessment in our own right but also RHL on behalf of NEDDC will produce an annual self-assessment both will be publicised annually.</p> <p>The Customer Scrutiny Panel is undertaking a scrutiny exercise on Complaints Handling during their 2024/2025 plan. With the results being fed back to the SMT, Stakeholders, Operational Board and the Board.</p> <p>An annual performance report is provided to the SMT, Board and Customer Board that includes the findings of the HOS, including learning points. This is also</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
				shared with NEDDC to ensure compliance. Training and learning is also provided as a result of any HOS determinations.
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Council Tenants / Rykneld Homes - North East Derbyshire District Council (ne-derbyshire.gov.uk) Compliments, Comments or Complaints Section of the RHL Website. Here you will also find a copy of our Complaints Policy .	<p>Information on the number of complaints received and performance and learning outcomes, where relevant, are published as part of the Annual Reports to customers, members of staff, Board, Operational Board and Partnership Forum with NEDDC.</p> <p>RHL's annual complaints performance and service improvement report is published on the website, inclusive of the governing body's response to the report for 2024/25 which was presented to Cabinet on 31 July 2025.</p> <p>NEDDC's annual Complaints Performance and Service Improvement report will be drafted by NEDDC and reported to NEDDC governing body "Cabinet" and NEDDC's appointed MRC on 31 July 2025</p> <p>See 8.1.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		In the event of any significant restructure or change of procedure, a re-assessment against the Code and its requirements would be completed.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		We would review and update the self-assessment should the Ombudsman ask us to do so at any Stage.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes		If RHL, on behalf of the NEDDC, are unable to comply with the Code due to exceptional circumstances, RHL/NEDDC will inform the Ombudsman, provide information to residents who may be affected, and publish this on RHL's website. They would also provide a timescale for returning to compliance with the Code.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Board information on our website.	All learning from complaints is recorded and reported on. Performance and learning outcomes, where relevant, are published as part of the Annual Report to customers, members of staff, Board, Customer Board and Partnership Forum with NEDDC.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	<p>The Annual Customer Report demonstrates learning from complaints.</p> <p>The report for 2024-2025 will be publicised in August 2025.</p>	<p>RHL's Complaints Team review the commonalities and trends within complaints to consider improvements that can be made to policy, procedures and the services they provide to our customers. Learning outcomes are discussed in monthly 'Service Improvement' meetings with service managers and any required changes are tracked through to their conclusion.</p> <p>Learning outcomes are shared with RHL's wider staff in order to establish best practice and a 'get it right first time' approach, including the use of Complaint Journey Maps for individual cases which are then distributed to staff to promote further learning from complaints.</p> <p>RHL's Complaints & Disrepair Manager reports on statistical data and learning from complaints to Customer Board and consults with them to identify how the service can be improved.</p>
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to	Yes	See evidence in 9.2.	RHL's Annual Report is approved by Board, Customer Board, Partnership Forum with NEDDC, following self-assessment against Code on the website.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
	stakeholders, such as residents' panels, staff and relevant committees.			<p>NEDDC's annual report is approved by Cabinet and published on the Council's website</p> <p>The report details the number of complaints received, performance and learning outcomes where relevant. This information is also published in RHL's Customer Newsletter.</p> <p>The Self-Assessment will be reported to the NEDDC/RHL Partnership Forum which includes the Member with Portfolio for Housing.</p> <p>RHL's Complaints & Disrepair Manager reports on statistical data and learning from complaints to Customer Board and consults with them to identify how the service can be improved.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>The staff structure for Complaints can be found at Appendix 1.</p> <p>The Job description for the Complaints and Disrepair Manager can be found at Appendix 2.</p> <p>The Job description for the Complaints and Disrepair Officer can be found at Appendix 3.</p>	<p>Complaints reporting and analysis is considered by RHL's Head of Corporate Services and reported through the SMT and NEDDDC's Partnership Forum.</p> <p>All staff mandatory complaints training – includes lessons and changes made to Policy as a result.</p>

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Cabinet Information for NEDDC Board information on RHL's website. The MRC is publicised on RHL's website within the staff structure for Complaints and can be found at Appendix 1 .	NEDDC has appointed a MRC who is also the Leader of the Council and is part of Cabinet governance. RHL have also appointed a Member Responsible for Complaints ('the MRC').
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.			The Council's MRC has direct access to all staff at NEDDC and RHL, including RHL's Company Secretary, Managing Director, Head of Corporate Services and the Complaints & Disrepair Manager.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ol style="list-style-type: none"> regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; regular reviews of issues and trends arising from complaint handling; regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and annual complaints performance and service improvement report. 			Quarterly Performance Reporting is provided to SMT, Sub-Board, Board and Customer Board and NEDDC, including KPI's. Also, an annual report on Complaints and learning outcomes. Any HOS investigations or findings are reported at RHL's Sub-Board and Board Level and also reported to NEDDC. Trends are monitored and reported upon.

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.	Yes	<p>RHL's Business Plan contains the following:</p> <p>Mission Putting our customers at the heart of everything we do.</p> <p>Values</p> <ul style="list-style-type: none"> • Transparency Be honest, open, and accountable • Teamwork Work as a team and embrace collaboration • Equality Treat everyone fairly and with respect • Responsiveness Provide timely service, advice and support • Inclusivity Support customer engagement and influence • Innovation Embrace change and innovation. <p>Our business and culture</p> <p>Priorities</p> <ul style="list-style-type: none"> • Provide development and training opportunities for all employees, including upskilling through professional qualifications and support through succession planning • Support our workforce with innovative people policies and health initiatives. 	<p>RHL operates a positive complaints culture with accountability across all staff and departments throughout the organisation without the adoption of a 'blame' culture.</p> <p>The Complaints Team and SMT have a collaborative and co-operative approach in place towards resolving complaints, working with colleagues across teams and departments.</p> <p>All complaints are handled in consideration of the professional standards and what is expected of us at Governance level.</p>

Complaints Structure Chart



Rykneld Homes Ltd

Job Description

Service:	Corporate Services
Post:	Complaints & Disrepair Manager
Post Number:	RH
Responsible To:	Director of Corporate Resources
Subordinates:	Complaints & Disrepair Officer

Job Brief - Complaints and Disrepair Claims

Rykneld Homes aims to provide a good service for all customers but realise there will be times when things go wrong. When this happens, our first response will always be to try and put it right as quickly as we can. If a customer remains unhappy, or if your issue requires a full investigation, it will be registered formally. This role will lead on the complaints and disrepair process. Ensuring that all complaints and disrepair claims are reviewed efficiently and effectively, to take ownership of the process, responding in line with legislative and regulatory timescales and ensuring any rectification reaches a successful conclusion and consistent practices are applied.

This person will work across all service areas to resolve complaints.

The role will have the authority using these criteria to determine and resolve complaints at stage one. You will work with Service Managers to ensure successful and quick resolutions are delivered in agreement with the customer where service standards have not been met. This will require liaison with the customer, monitoring of resolution/rectification and review once completed.

Disrepair Claims follow a legal route and are defended by solicitors working on behalf of Rykneld Homes. Your role will require liaison with the Company Solicitors to defend or settle claims through investigation of staff and the repairs system to provide evidence.

Your role will require you to be well organised and able to provide well presented evidence suitable for submission to court.

The postholder will be expected to review key data including service area, nature of complaint etc to collate statistical information where relevant for reporting purposes and to lead on suggestions for business process improvements which can be made as a way to minimise the risk of future complaints.

Complaints

- Thoroughly investigate all complaints by speaking with the complainant, interview witnesses or other involved parties, interrogate the system and available documentation and interview relevant staff members.
- Once the investigation has concluded make a formal response to complaints at stage one of our process;
 - Where a complaint is upheld to appropriately use available remedies.
 - Ensure remedies are successfully delivered by within promised timescales to the customers satisfaction
 - Where a complaint is not upheld to ensure appropriate communication with the complainant.
- To always be consistent, methodical and, logical when investigating complaints whilst being mindful that all individuals and all circumstances are unique. Use best customer care skills and treat complainants with compassion.
- Where it is apparent our staff members have fallen short of the standards expected, responsible for raising this formally with their line manager, Head of Service and the HR and Training Manager.
- To provide feedback to the operational manager and head of service on the conclusion of the complaint. Learning can therefore be captured and changes or improvements in services made for the benefit of our customers.
- Ensure accurate records of the stage one investigation and outcome are logged with the Project Assistant.
- To respond to any MP Office enquiries, working with the relevant managers to understand all information on the case in order to make a full and considered response.
- To manage internal or external inspections or audits on complaints.
- Ensure compliance with specified deadlines and response targets.
- Provide regular reports and attend Senior Management Team meetings to discuss any emerging trends or areas of concern.
- Support the Head of Business Development with reviewing of policies and procedures for customer complaints and implementation of any improvements or changes to the existing process.
- Understand the Regulatory framework for complaints through the Regulator for Social Housing, Tenant Involvement and Empowerment Standard and the Housing Ombudsman's Complaint Handling Code.

Disrepair Claims

- Thoroughly investigate Disrepair Claims by speaking with the complainant, interview witnesses or other involved parties, interrogate the system and available documentation and interview relevant staff members.
- Liaise with solicitors and insurers to provide appropriate information to support claim resolution.
- Update tracking information to monitor progress on claim resolution.

Organisational Management

- To provide strong and visible leadership.
- To manage the Complaints & Disrepair Officer, developing their skills to ensure working practices are effective and meet agreed standards of performance.
- To manage and appraise performance and provide appropriate training, development and support where required.
- To develop and maintain the morale and motivation.

General

- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses and conferences as required.
- To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in the Company's Safety Policy.
- To be aware of and adhere to the Company's Policies on Equalities at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Develop and foster positive professional relationships with colleagues and external contacts.
- Make suggestions to improve the working situation within own area of work and the Company as a whole.
- Adhere to the Company's standards of behaviour and Code of Conduct.
- To ensure that the services we deliver are Customer focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service the Company provides.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills, Knowledge and Experience</u>		
Substantial experience of working in a customer focused environment	✓	
Experience of Supervisory/Management	✓	
Experience of complaint investigation		✓
Excellent communication skills both written and verbal	✓	
Excellent ICT skills	✓	
The ability to plan, organise and prioritise work effectively	✓	
Experience of working to tight deadlines	✓	
Knowledge of Housing Ombudsman Complaint Code	✓	
<u>Qualifications and Training</u>		
Educated to a minimum of A Level standard	✓	
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. 	✓	
<ul style="list-style-type: none"> • Commitment to customer care and an understanding of its relevance to this post. 	✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.

Rykneld Homes Ltd

Job Description

Service: Corporate Services

Post: Complaints & Disrepair Officer

Post Number: RH

Responsible To: Complaints & Disrepair Manager

Subordinates: None

- To support the Complaints & Disrepair Manager in collating, interrogating, and providing disclosure information for all complaints and disrepair cases.
 - To effectively manage response times and data management for all stage 1 complaints, stage 2 complaints, Housing Ombudsman enquiries, MP enquires and disrepair cases.
 - To lead on the process of failed access for compliance, health & safety works, damp & mould and disrepair works, from Letter Before Action (LBA) through to Injunction processes with legal support.
 - To prepare all written correspondence to customers.
-

- To always be consistent, methodical and, logical when dealing with all cases, whilst being mindful that all individuals and all circumstances are unique.
- At all times using best customer care skills and treating all customers with compassion.
- To assist in capturing points of learning throughout all cases and provide feedback to the individual managers, teams and SMT on improvements in process, procedure or individual behaviours.
- To liaise with the Project Assistant – Business Development to ensure accurate records are kept.
- To prepare responses to straightforward enquiries received from the MP Office, working with the relevant managers to understand all information on the case in order to make a full and considered response.
- To support internal or external inspections or audits on complaints, disrepair or elements of no access for service areas.
- Ensure compliance with specified deadlines and response targets.

- Understand the Regulatory framework for complaints through the Regulator for Social Housing, Tenant Involvement and Empowerment Standard and the Housing Ombudsman's Complaint Handling Code.
- To cover in the absence of the Complaints & Disrepair Manager.
- Any other duties as commensurate with the post.

General

- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses and conferences as required.
- To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in the Company's Safety Policy.
- To be aware of and adhere to the Company's Policies on Equalities at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Develop and foster positive professional relationships with colleagues and external contacts.
- Make suggestions to improve the working situation within own area of work and the Company as a whole.
- Adhere to the Company's standards of behaviour and Code of Conduct.
- To ensure that the services we deliver are Customer focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service the Company provides.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills, Knowledge and Experience</u>		
Substantial experience of working in a customer focused environment	✓	
Experience of complaint investigation		✓
Excellent communication skills both written and verbal	✓	
Excellent ICT skills	✓	
The ability to plan, organise and prioritise work effectively	✓	
Experience of working to tight deadlines	✓	
Knowledge of Housing Ombudsman Complaint Code	✓	
<u>Qualifications and Training</u>		
Educated to a minimum of A Level standard	✓	
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. 	✓	
<ul style="list-style-type: none"> • Commitment to customer care and an understanding of its relevance to this post. 	✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.

Rykneld Homes – EIA Tenancy Management

Considering the Equality Act 2010 and Public Sector Equality Duty

Rykneld Homes provides public services under the Public Sector Equality Duty (PSED) and we are therefore required to have due regard to the need to eliminate unlawful discrimination and advance equality of opportunities under section 149 of the Equality Act 2010. This applies to all public functions and complements the duties under the Housing Act 1996.

Actions agreed should not override the responsibilities within the Tenancy Agreement. Vulnerability does not mitigate any of these or indeed any other responsibility, however; Rykneld Homes does recognise that some customers may need support in meeting their obligations.

Please note, questions relevant to one case may not necessarily be relevant in another. Be vigilant and remember each case is different. If in doubt, please liaise with your line manager.

Tenant/s name/s:			
Address:			
Property type:		Tenancy start date:	
Occupant/s:	N/A		
	Yes <input type="checkbox"/> No <input type="checkbox"/> If 'yes' What work is required? _____ Date of work: _____		
Is the EIA due to a complaint?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Complaint Stage	St. 1 <input type="checkbox"/> St. 2 <input type="checkbox"/>

Does the tenant have a protected characteristic or vulnerability risk factors?	
<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender Reassignment <input type="checkbox"/> Marriage and civil partnership * <input type="checkbox"/> Pregnancy and maternity <input type="checkbox"/> Race <input type="checkbox"/> Religion or belief <input type="checkbox"/> Sex <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Cognitive impairment i.e. dementia <input type="checkbox"/> Learning Disability <input type="checkbox"/> Neurodiversity i.e. autism/spectrum <input type="checkbox"/> Living alone <input type="checkbox"/> Recent Care Leaver <input type="checkbox"/> Acquired brain injury <input type="checkbox"/> Other	<input type="checkbox"/> Bankrupt/DRO <input type="checkbox"/> Literacy needs <input type="checkbox"/> Warden Alarm <input type="checkbox"/> Asylum seeker <input type="checkbox"/> Interpreter required <input type="checkbox"/> Recently bereaved <input type="checkbox"/> Safeguarding (Adult/Child) <input type="checkbox"/> Hoarding <input type="checkbox"/> Physical/mobility issues <input type="checkbox"/> Ill health <input type="checkbox"/> Psychological or emotional factors <input type="checkbox"/> Long Term Drug/alcohol misuse <input type="checkbox"/> Exposure to financial abuse <input type="checkbox"/> Poor financial literacy <input type="checkbox"/> Sensory impairment

Please state:	
Provide detail below:	
What impact does the characteristic or risk factor have on achieving work/complaint resolution?	

You shall be required to show the following:

Any additional actions, support or treatment is a proportionate means of achieving a legitimate aim.

The following questions will help you to reach a conclusion as to the proportionality of the action being considered and health and safety of the third party:

For example, if additional action or support action was not pursued, a third party's (tenant or household member) health or safety would be at risk/endangered either physically or mentally.

What is the overall aim?	
Detail:	
If the tenant has some form of impairment/disability, is it a long-term impairment? Yes <input type="checkbox"/> No <input type="checkbox"/> (Please provide full details)	
Detail:	
Does the impairment affect their normal day-to-day activities? Yes <input type="checkbox"/> No <input type="checkbox"/> (Please provide full details of how)	
Detail	
How were we made aware of the protected characteristic or vulnerability?	<input type="checkbox"/> Verbally from tenant <input type="checkbox"/> Housefile <input type="checkbox"/> Other agency or professional <input type="checkbox"/> Other (please state)
Has the health or safety of a third party already been damaged? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Detail:	
Is the health or safety of the third party at risk? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Detail:	
Has the third party suffered stress and or anxiety due to the proposed work or the complaint? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Detail:	

Is the third party fearful in any way due to the proposed work or complaint? Yes <input type="checkbox"/> No <input type="checkbox"/>
Detail:
Can the third party access any support, external advice, assistance from friends or family to achieve the desired outcome? Yes <input type="checkbox"/> No <input type="checkbox"/>
Detail:
What actions, support or referrals will be put in place to achieve the desired outcome? 1) 2) 3)
Have these actions been discussed and agreed with the tenant? Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'No' please give reasons why this was not discussed/agreed:

Conclusion

In conclusion, I have considered the information provided to me and undertaken an assessment:

I consider the tenant/individual to have <input type="checkbox"/> / not have <input type="checkbox"/> a protected characteristic.
I consider the tenant/individual suffers <input type="checkbox"/> / does not suffer <input type="checkbox"/> from a disability or vulnerability risk factor/s.
I consider the action considered is a proportionate means of achieving a legitimate aim and I consider the action considered is reasonable.

Signed(staff):

Name: Marie Pearce

Position: Complaints Manager

Date:

Signed (tenant):.....

Name:

Date:

North East Derbyshire District Council

Cabinet

31 July 2025

Medium Term Financial Plan – Financial Outturn 2024/25

Report of the Deputy Leader of the Council with responsibility for Finance

Classification: This report is public

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

Contact Officer: **Jayne Dethick**

PURPOSE / SUMMARY

To inform Cabinet of the outturn position of the Council for the 2024/25 financial year.

RECOMMENDATIONS

1. That Cabinet note the outturn position in respect of the 2024/25 financial year
2. That Cabinet approve the proposed carry forward of capital budgets detailed in **Appendix 4** totalling £16.462m.

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

IMPLICATIONS

Finance and Risk: Yes ☒ No ☐

Details:

The financial implications are set out within the body of the report.

Members should note that the budgets against which we have monitored the 2024/25 outturn were those agreed within the Council's Medium Term Financial Plan. The Medium Term Financial Plan gave careful consideration to both the affordability of the budgets that were approved, and to ensuring that the level of balances remained adequate for purposes of enabling sound financial management.

The issue of financial risk is covered throughout the report. The risk of not achieving a balanced budget, together with the risk that the Council's level of financial balances will be further eroded are currently key corporate risks identified on the Council's Strategic Risk Register. The outturn report shows the budget has been balanced in 2024/25 and the level of reserves protected.

While the Council has effectively addressed its Strategic Financial Risks during 2024/25 it needs to be recognised that it will need to continue to effectively manage budgets and ensure spending remains sustainable. The Government has launched a consultation on wide sweeping funding reforms and a multi year settlement planned for 2026/27. The consultation does not contain any financial data so future funding remains uncertain.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☒

No ☐

Details:

The Statement of Accounts is required to be prepared by 30 June 2025 for 2024/25. The Council has now completed the draft Statement of Accounts and have been signed off by the Chief Financial Officer as at 20 June 2025 which secures compliance with Council's obligations.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

There are no staffing issues arising directly from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? 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: NEDDC: Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken <ul style="list-style-type: none"> Completed EIA stage 1 to be appended if not required to do a stage 2 	No, N/A report is factual only.
Stage 2 full assessment undertaken <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	N/A
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input type="checkbox"/> SMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Plan priorities; <ul style="list-style-type: none"> A great place that cares for the environment A great place to live well A great place to work A great place to access good public services
The financial outturn links to all Council Plan priorities

REPORT DETAILS

1 Background (reasons for bringing the report)

- 1.1 The Director of Finance and Resources is responsible for the preparation of the authority's Statement of Accounts which, in terms of the CIPFA/LASAAC Code of Practice on Local Authority Accounting in United Kingdom ("the Code"), is required to present a true and fair view of the financial position of the authority

at the accounting date and its income and expenditure for the year ended 31 March 2025.

2. Financial Outturn 2024/25

- 2.1 The Council published its draft Statement of Accounts in respect of 2024/25 on 20 June 2025, ahead of the statutory deadline of 30 June 2025. The draft Statement of Accounts 2024/25 is now subject to the independent audit from the Council's external auditors, Forvis Mazars. Until the accounts have been signed off by the external auditors, there remains the possibility that they will be subject to amendment. Whilst the statutory deadline for sign off by the Auditor remains at 30 November, the statutory backstop date for publishing local government accounts for 2024/25 is Friday 27 February 2026. The published backstop dates are part of legislation brought in to address the external audit backlog. The 2024/25 audit is now underway and the final audited accounts are scheduled to be reported to the Audit Committee by 30 November 2025.
- 2.2 International Financial Reporting Standards (IFRS) dictates that the main focus of the Statement of Accounts is on reporting to the public in a format which is directly comparable with every country that has adopted IFRS i.e., not just UK or even other local authorities. By contrast, the focus of this report is on providing management information to Members and other stakeholders to assist in the financial management of the Council.
- 2.3 The following sections of this report will consider the 2024/25 outturn position in respect of the General Fund, Housing Revenue Account (HRA), and Capital Programme. Within the report, consideration is given to the level of balances at the year end and the impact which the closing position has upon the Council's budgets in respect of the current financial year. Treasury Management activities is now presented on a separate report as a result of the changes to CIPFA's Treasury Management in the Public Services Code of Practice (the CIPFA Code).

General Fund

- 2.4 The summary position in respect of the General Fund outturn is detailed in **Appendix 1** and shows the Original Budget that was set in January 2024, together with the Current Budget compared to the final 2024/25 Outturn position. **Appendix 2** provides a more detailed breakdown by directorate.
- 2.5 A subjective breakdown of the variances identified in Appendix 1 can be found in Table 1 below. A detailed breakdown of the amounts making up the transfers to and from reserves can be found in Tables 2 and 3.

Table 1

	Current Budget 2024/25	Outturn 2024/25	Variance
	£'000	£'000	£'000
Employees	20,917	20,422	(495)
Premises	2,076	2,029	(47)
Transport	654	559	(95)
Supplies and Services	9,765	9,248	(517)
Depreciation and Impairment	355	359	3
Income	(17,568)	(17,628)	(60)
Net cost of services	16,198	14,989	(1,209)

2.6 The variances in Table 1 above comprises:

- Pay costs – the under spend is attributable to employee salaries as a result of staff vacancies.
- Premises related costs – the main variance comprises of an overall underspend in utilities offset by an overspend in contract cleaning costs across Council buildings.
- Vehicle related costs – most of the underspend relates to reduced spend on fuel offset by an overspend on vehicle hire.
- Supplies and services – the variance relates to a reduced provision for bad debts, underspends for members allowances, recycling and waste disposal, bed and breakfast accommodation, and ICT costs as well as various smaller underspends across the Council. This is offset by overspends for purchase of materials, building control, and the apprenticeship levy.
- Income – the variance relates to better than forecast income for leisure services and burial fees. There have also been some income streams that were lower than budgeted including recovery of court costs, planning application income, commercial rents and income from the crematorium.

2.7 The interest charged to the HRA as part of the statutory requirements under the Item 8 legislation has been reviewed during 2024/25. This has required an adjustment to the HRA resulting in a reduced charge to the General Fund. The position is overall cost neutral to the Council.

Financial Reserves

2.7 Transfers from Earmarked Reserves

The use of earmarked reserves in 2024/25 was £2.650m comprising:

- £2.416m from revenue grants.
- £0.016m from earmarked reserves.
- £0.218m from invest to save reserve.

There are ongoing commitments against these reserves in 2025/26 and future years so will continue to be utilised.

The variances in Movement from Reserves can be found in Table 2 below.

Table 2

	Current Budget 2024/25	Outturn 2024/25	Variance
	£'000	£'000	£'000
Movements from Reserves:			
Revised Budget	(2,460)	(2,650)	(190)
Plus:			
Contribution to General Fund balance	(664)	0	664
Total movement from reserves – outturn	(3,124)	(2,650)	474

2.8 Transfers to Earmarked Reserves

There have been transfers to earmarked reserves during 2024/25 totalling £4.082m. These comprise:

- £2.305m in revenue grants received.
- £1.777m into earmarked reserves.

The variances in Movement to Reserves can be found in Table 3 below.

Table 3

	Current Budget 2024/25	Outturn 2024/25	Variance
	£'000	£'000	£'000
Movements to Reserves:			
Revised Budget	2,211	2,854	643
Plus:			
Net Cost of Services Outturn Surplus	0	1,084	1,084
Business Rates Growth	0	144	144
Total movement to reserves – outturn	2,211	4,082	1,871

2.9 The outturn surplus of £1.084m has been transferred to the Resilience reserve.

2.10 Ongoing commitments against the earmarked reserves will continue in 2025/26 and future years. Should any of the reserves prove unnecessary in the light of subsequent events then they will be moved back into unallocated General Fund resources.

Invest to Save

- 2.11 The Invest to Save Reserve has a balance at the end of the year of £2.429m. Commitments already made against this reserve for 2025/26 and future years amount to £0.418m leaving £2.009m uncommitted.

Resilience Reserve

- 2.12 The Resilience Reserve has a balance at the end of the year of £3.597m. This will be utilised to provide financial resilience to the General Fund in future years as required by the Medium Term Financial Plan.

General Fund Balances

- 2.13 The level of General Fund Balances has been maintained at £2.000m. The General Fund balances are considered to be at an acceptable level rather than generous. The General Fund balance needs to be considered against the background of ongoing reductions in the level of Government funding together with the range of risks facing the Council. With only a limited level of General Fund reserves it is crucial that the Council continues to maintain robust budgetary control in order to safeguard both its reserves and its financial sustainability.
- 2.14 Given the current level of general balances, should either an over spend or an under achievement of income occur then the Council would have a period of time in which to recover the situation. In addition, the earmarked Resilience Reserve can provide short term funding support as needed. In a situation in which the Council were operating at a lower level of balances and an overspend or an under achievement of income occurred which took balances to below minimum level then immediate 'crisis' remedial action would need to be considered. Such a response is not conducive to sound financial management but more importantly would have a significant detrimental impact upon the Council's ability to deliver the planned and agreed level of services to local residents. However, Cabinet will recognise that given a level of General Fund Balances of £2.000m, against the requirement to secure £6.4690m in savings by 2028/29, as identified in the Medium Term Financial Plan (MTFP) of January 2025, the need to continue to tackle the underlying forecast budget deficit remains. It should be noted that the high levels of uncertainty around national funding reforms, devolution and Local Government Reorganisation makes future forecasting beyond 2025/26 incredibly challenging at this time.
- 2.15 The main point to note in the 2024/25 financial year is that the Council was successful in removing the need to utilise the resilience reserve to fund the General Fund budget shortfall and was in fact able to contribute £1.084m to the Resilience Reserve at outturn.

Housing Revenue Account (HRA)

- 2.16 The Housing Revenue Account is provided in **Appendix 3** to this report. The figures provided include all the statutory accounting transactions that the Council is required to make within the Statement of Accounts. These are accounting transactions which net off to zero and are not included within the

HRA management budgets as they do not impact on the overall financial position or balances of the HRA. To allow comparison between budget and outturn these accounting adjustments are included within both the adjusted budget and outturn position.

- 2.17 The Housing Revenue Account position shows a positive variance to budget of £0.105m. Rental income is £0.167m higher than budget due to additional acquisitions and lower right to buy purchases than forecast in the budget. This is offset by a small reduction in garage rents. The overall expenditure position is £0.062m higher than current budget due to council tax costs for void properties being greater than forecast. Salary costs charged to the HRA are also greater than forecast, this is compensated by a reduction in repairs and maintenance costs for housing shops. Transfers to and from reserves compared to budget include a contribution from the Debt Repayment Reserve to reduce self financing debt and increased contribution to the Major Repairs Reserve.
- 2.18 The HRA balance is being maintained at £3m in line with the level of financial risk facing the HRA. Maintenance of this balance is necessary as it will help ensure the financial and operational stability of the HRA which is essential if we are to maintain the level of services and quality of housing provided to our tenants. Given the changes in social housing regulations and the continued loss of houses under Right to Buy the Council and Rykneld Homes will need to continue to work closely together in order to ensure the continued sustainability of the HRA over the life of the 30 year Business Plan.

Capital Investment Programme

- 2.19 Details of the capital expenditure incurred by the Council in 2024/25 on a scheme by scheme basis is provided in Appendix 4.

The Capital Programme may be summarised as follows:

	Current Programme £m	Outturn £m	Variance £m
HRA	35.601	33.035	(2.837)
General Fund	33.270	20.073	(13.197)
Programme Total	69.765	53.731	(16.034)

2.20 HRA Schemes

The variance on the housing capital programme in 2024/25 was £2.837m. The North Wingfield new build scheme was under spent by £1.544m, the scheme is nearly complete, but the remainder of the build has slipped into the next financial year, this is not uncommon in major development schemes. The acquisitions and disposals budget was also underspent by £1.022m, largely due to delays in completion of committed sales on which the Council is wholly reliant on the developers. The funds are all committed and will be utilised in

2025/26. As is the norm with the capital budgets, both will be rolled over into 2025/26 to meet future committed spend. The project at Stonebroom has now commenced with a small overspend of £0.52m, this will be rolled forward into the next financial year, again this is not uncommon as timings of larger projects can be uncertain, particularly in the early stages of the project.

2.21 General Fund Schemes

The General Fund element of the Capital Programme during 2024/25 has increased again from the previous year. This was largely the continuation of the award of £24.1m New Town Deal funding from the Government for place making works in Clay Cross. The regeneration programme runs until 2026 and the under spend in 2024/25 will be rolled over to future years as delivery of the project continues. Asset refurbishment schemes that haven't completed in 2024/25 (£0.199m and £0.316m) will be completed in 2025/26 as will ICT and telephone schemes (£0.390m and £0.097m) The respective budgets will be carried forward into 2025/26. The vehicle replacement scheme shows a variance of £0.897m which is also being carried forward to be available to fund the purchase of vehicles in future financial years as required.

- 2.22 **Appendix 4** details the proposed carry forward amounts to 2025/26 as mentioned in 2.20 and 2.21 above. The total to carry forward amounts to £16.462m. It should be noted that all these expenditure requirements will take forward a corresponding level of financial resources and thus have a neutral impact on the financial position in 2025/26.

Capital Financing

- 2.23 **Appendix 4** also details how each capital scheme is financed. In summary:

HRA Capital Financing

The HRA Capital Programme is financed from a combination of capital receipts, revenue contributions, prudential borrowing, use of reserves and grants.

General Fund Capital Financing

The General Fund Capital Programme is financed from a combination of capital receipts, revenue contributions, prudential borrowing and grants. The Prudential Borrowing financing arrangements were agreed by Council as part of the Treasury Management Strategy at its meeting in January 2024.

3 Reasons for Recommendation

3.1 General Fund

During 2024/25 the Council managed its budget effectively securing a favourable financial position on net cost of services of £1.209m underspend despite a continuing challenging financial backdrop. This underspend has meant that rather than having to call on reserves it has been possible to contribute £1.084m to the Resilience reserve at outturn from efficiencies identified during the year.

3.2 HRA

The HRA continues to operate within the parameters set by the 30 Year Business Plan and the MTFP. Officers will be working with Rykneld Homes to ensure that the Business Plan continues to reflect the impact of recent government legislation, particularly around social housing regulation, and that the HRA remains sustainable over the 30 year period of the Business Plan.

3.3 Capital Programme

The Capital Programme saw progress on approved schemes during the 2024/25 financial year. There are, however, a number of schemes which are work in progress and this requires that the associated expenditure and funding be carried forward into the 2025/26 financial year.

3.4 Capital Financing

Capital expenditure during 2024/25 has been fully financed in line with the approved programme.

4 Alternative Options and Reasons for Rejection

- 4.1 The financial outturn report for 2024/25 is primarily a factual report detailing the actual position compared to previously approved budgets therefore there are no alternative options that need to be considered.
- 4.2 The allocation of resources to earmarked reserve accounts has been undertaken in line with the Council's policy and service delivery framework and in the light of the risks and issues facing the Council over the period of the current MTFP. If these risks do not materialise or are settled at a lower cost than anticipated, then the earmarked reserves will be reassessed and returned to balances where appropriate.

DOCUMENT INFORMATION

Appendix No	Title
1	General Fund Summary Outturn 2024/25
2	General Fund Detailed Outturn 2024/25
3	HRA Summary Outturn 2024/25
4	Capital Expenditure Outturn 2024/25
Background Papers (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)	
None	

GENERAL FUND ACCOUNT - SUMMARY OUTTURN 2024/25

APPENDIX 1

	Original Budget 2024/25 £	Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
Organisation & Place Directorate	8,270,273	7,958,429	7,583,318	(375,111)
Finance & Resources Directorate	4,917,782	4,571,253	4,227,633	(343,620)
Growth & Assets Directorate	3,021,457	4,287,257	3,796,506	(490,751)
Recharges to Capital and HRA	(618,350)	(618,350)	(618,350)	0
Net Cost of Services	15,591,162	16,198,589	14,989,107	(1,209,482)
Investment Properties	(468,465)	(465,220)	(462,758)	2,462
Bad Debt Provision	40,000	40,000	56,280	16,280
Interest	(616,538)	(686,118)	(1,584,711)	(898,593)
Debt Repayment Minimum Revenue Provision	56,000	56,000	56,000	0
Parish Precepts	3,556,306	3,835,198	3,835,198	0
Transfer To Earmarked Reserves	0	2,210,919	2,998,424	787,505
Transfer From Earmarked Reserves	(471,367)	(2,460,130)	(2,650,219)	(190,089)
Transfer Surplus to Resilience Reserve	(302,708)	(664,057)	1,083,522	1,747,579
Total Spending Requirement	17,384,390	18,065,181	18,320,843	255,662
Business Rates	(5,948,100)	(6,148,100)	(6,292,501)	(144,401)
New Homes Bonus	(600,583)	(600,583)	(600,583)	0
3% Funding Guarantee	(389,000)	(389,000)	(500,261)	(111,261)
Collection Fund (Surplus)/Deficit - Council Tax	(139,347)	(139,347)	(139,347)	0
Collection Fund (Surplus)/Deficit - NNDR	0	0	0	0
NEDDC Council Tax Requirement	(6,751,054)	(6,952,953)	(6,952,953)	0
Parish Council Council Tax Requirement	(3,556,306)	(3,835,198)	(3,835,198)	0
Council Tax Requirement	(17,384,390)	(18,065,181)	(18,320,843)	(255,662)

		Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
<u>Organisation & Place Directorate</u>				
Managing Director & Head Of Paid Service				
4500	Managing Director - Operations & Head of Paid Service	170,901	168,779	(2,122)
5720	Supporting PA's	109,822	113,664	3,842
		280,723	282,443	1,720
Assistant Director Environmental Health				
3400	Environmental Protection	146,439	172,030	25,591
3401	Food, Health & Safety	143,079	139,883	(3,196)
3402	Environmental Enforcement	128,819	113,472	(15,347)
3404	Licensing	31,680	48,403	16,723
3405	Pollution	124,809	117,265	(7,544)
3407	Pest Control	31,519	24,183	(7,336)
3408	Home Improvement	25,566	25,325	(241)
3409	EH Technical Support & Management	273,654	280,817	7,163
3410	Private Sector Housing	82,052	76,501	(5,551)
3419	Destitute Funerals	1,050	(298)	(1,348)
3420	Fly Tipping	3,000	0	(3,000)
3426	Covid Enforcement Team	3,640	3,640	0
3427	Private Water Supply Contract	0	1,580	1,580
3429	Joint Assistant Director Environmental Health	50,867	50,941	74
3726	Works In Default	0	1,126	1,126
		1,046,174	1,054,867	8,693
Assistant Director Streetscene				
3174	Street Scene	338,583	292,453	(46,130)
3227	Materials Recycling	672,125	651,150	(20,975)
3244	Parks Derbyshire County Council Agency	(266,500)	(272,077)	(5,577)
3282	Eckington Depot	172,121	180,882	8,761
3285	Dronfield Bulk Depot	3,840	3,842	2
3511	Hasland Cemetery	(49,345)	(66,414)	(17,069)
3513	Temple Normanton Cemetery	(4,725)	(6,930)	(2,205)
3514	Clay Cross Cemetery	(58,585)	(74,843)	(16,258)
3516	Killamarsh Cemetery	(20,225)	(29,285)	(9,060)
3918	Dog Fouling Bins	(61,495)	(64,692)	(3,197)
3921	Street Cleaning Service	637,313	624,046	(13,267)
3922	Gully Emptying Service	(23,596)	(13,273)	10,323
3943	Transport	775,047	864,117	89,070
3944	Grounds Maintenance	597,302	449,891	(147,411)
3945	Domestic Waste Collection	1,481,084	1,313,629	(167,455)
3946	Commercial Waste Collection	(269,014)	(279,473)	(10,459)
3947	Assistant Director Streetscene	93,365	93,456	91
		4,017,295	3,666,478	(350,817)
Assistant Director Planning				
4111	Applications And Advice	(622,000)	(570,047)	51,953
4113	Planning Appeals	0	30,604	30,604
4116	Planning Policy	350,343	353,117	2,774
4119	Neighbourhood Planning Grant	(12,068)	(12,068)	0
4311	Environmental Conservation	42,330	42,594	264
4511	Assistant Director Planning	92,857	92,519	(338)
4513	Planning	694,541	671,566	(22,975)
4515	Building Control	39,000	54,500	15,500
4522	Section 106 Agreement	(109,287)	(109,287)	0
		475,716	553,498	77,782

		Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
	Assistant Director Governance			
1121	Member's Services	552,030	488,732	(63,298)
1123	Chair's Expenses	7,100	2,810	(4,290)
1131	District Elections	22,912	9,936	(12,976)
1133	Parish Elections	0	202	202
1134	Combined County Authority Mayoral Elections	0	(22,626)	(22,626)
1138	Police & Crime Commissioner Elections	117,646	114,718	(2,928)
1231	Corporate Training	52,305	56,143	3,838
1259	Corporate Groups	1,955	8,349	6,394
1311	Human Resources	282,051	275,148	(6,903)
3121	Health & Safety Advisor	106,900	102,232	(4,668)
5313	Register Of Electors	174,087	178,245	4,158
5321	Assistant Director Governance	111,768	109,984	(1,784)
5353	Legal Section	337,923	381,947	44,024
5354	Land Charges	20,008	5,339	(14,669)
5392	Scrutiny	46,616	42,775	(3,841)
5711	Democratic Services	305,220	272,101	(33,119)
		2,138,521	2,026,032	(112,489)

Total for Organisation & Place Directorate	7,958,429	7,583,318	(375,111)
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Finance & Resources Directorate

	Director of Finance & Resources			
1312	Payroll	102,955	102,715	(240)
1315	Design & Print	136,313	143,801	7,488
1321	Communications & Marketing	135,904	135,780	(124)
1323	NEDDC News	25,500	24,804	(696)
3135	Drainage	14,753	(5,429)	(20,182)
3512	CBC Crematorium	(200,000)	(186,000)	14,000
5113	Unison Duties	12,523	102	(12,421)
5611	External Audit	180,869	183,589	2,720
5615	Bank Charges	133,500	142,245	8,745
5621	Contribution to/from HRA	(185,450)	(185,450)	0
5707	Local Government Reorganisation	0	9,375	9,375
5713	Audit	97,810	97,811	1
5714	Financial Support Services	3,000	1,639	(1,361)
5715	Procurement	37,355	36,604	(751)
5716	Director of Finance & Resources	67,331	67,146	(185)
5721	Financial Services	349,554	355,159	5,605
5724	Insurance	410,460	424,545	14,085
5725	Apprenticeship Levy	45,000	69,036	24,036
5727	Cost Of Ex-Employees	131,160	130,703	(457)
		1,498,537	1,548,176	49,639

	Assistant Director ICT			
5215	Telephones	21,200	12,834	(8,366)
5216	Mobile Phones and Ipads	27,590	24,862	(2,728)
5701	Joint ICT Service	(2,159)	(2,160)	(1)
5734	NEDDC ICT Service	679,916	557,219	(122,697)
5735	Cyber Security	(12,984)	(12,984)	0
5736	Business Development	165,150	150,446	(14,704)
5737	Corporate Printing Costs	16,700	12,609	(4,091)
		895,413	742,827	(152,586)

	Assistant Director Communities			
1218	Community Safety	69,271	73,227	3,956
1220	Assistant Director Communities	46,281	46,399	118
3165	Housing Options Team	390,548	336,543	(54,005)

		Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
3740	Strategic Housing	247,818	196,086	(51,732)
3747	Homeless Temp Accomodation	38,372	38,183	(189)
3748	Homelessness Grant	(1,406)	(2,092)	(686)
3749	Empty Properties	1,500	377	(1,123)
3754	Rough Sleepers	(13,500)	(3,248)	10,252
3756	Supported Hosuing Improvement Programme	(5,939)	(5,939)	0
3759	Emergency Welfare Assistance Grant	47,406	47,406	(0)
3760	Asylum Dispersal	(123,250)	(123,250)	0
5221	Customer Services	411,922	410,950	(972)
5223	Franking Machine	47,900	49,983	2,083
5224	Hybrid Mail	17,000	25,306	8,306
5741	Housing Benefit Service	655,311	318,591	(336,720)
5747	Debtors	69,097	69,119	22
5751	NNDR Collection	(3,055)	(7,746)	(4,691)
5759	Council Tax Administration	293,997	480,613	186,616
5825	Concessionary Bus Passes	(11,970)	(13,877)	(1,907)
		2,177,303	1,936,630	(240,673)

Total for Finance & Resources Directorate	4,571,253	4,227,633	(343,620)
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Growth & Assets Directorate

Director of Growth & Assets

1283	Emergency Planning	17,390	17,720	330
4600	Director of Transformation	133,075	132,908	(167)
		150,465	150,628	163

Assistant Director Property, Estates & Assets

3172	Engineers	97,842	64,264	(33,578)
3241	Car Parks	52,213	51,755	(458)
3247	Street Names/Lights	15,500	8,032	(7,468)
3249	Footpath Orders	(400)	146	546
3265	Dams And Fishing Ponds	4,250	4,120	(130)
3281	Clay Cross Depot	0	(10)	(10)
3283	Northwood	0	1,471	1,471
3811	Closed Circuit Television	0	161	161
4412	Midway Business Centre	(84,435)	(46,444)	37,991
4425	Coney Green Business Centre	(86,031)	(106,928)	(20,897)
4428	Manor Farm Redevelopment Design Work	22,284	22,284	0
4523	Estates Administration	216,355	172,455	(43,900)
4525	Miscellaneous Properties	17,950	13,500	(4,450)
5204	Assistant Director Property, Estates & Assets	93,181	93,651	470
5205	Mill Lane	174,389	340,967	166,578
5206	Mill Lane Land	92,823	92,823	0
5209	Facilities Management	213,489	189,065	(24,424)
5210	Pioneer House	217,117	201,135	(15,982)
		1,046,527	1,102,449	55,922

Assistant Director Regeneration & Programmes

1255	Strategy and Performance	153,880	152,471	(1,409)
1256	Corporate Consultation	0	131	131
1331	Strategic Partnerships	243,927	211,538	(32,389)
1333	Healthy North East Derbyshire	45,089	45,089	0
1336	UK Shared Prosperity Fund	542,208	550,958	8,750
4211	Tourism Promotions	41,105	34,749	(6,356)
4238	Working Communities Strategy	76,584	67,184	(9,400)
4351	Alliance	3,725	3,725	0
4443	Elderly Peoples Clubs	4,000	1,358	(2,642)

		Current Budget 2024/25 £	Outturn 2024/25 £	Variance £
4512	Growth Agenda	21,000	8,442	(12,558)
4517	Economic Development	251,955	240,080	(11,875)
4520	Eckington Killamarsh OPE	4,415	4,413	(3)
5748	Ukranian Guests	4,853	4,853	(0)
5750	Assistant Director Economic Development, Regeneration & Housing	99,441	99,463	22
5785	Contributions	136,085	129,088	(6,997)
		1,628,267	1,553,541	(74,726)
	Assistant Director Leisure			
4561	Leisure Centre Management	180,772	179,575	(1,197)
4724	Walking into Communities	27,000	27,017	17
4730	Seated Dancing for Health	0	(700)	(700)
4731	Promotion Of Recreation And Leisure	37,291	37,215	(76)
4736	Derbyshire Sports Forum	14,450	14,450	0
4740	Parkinsons UK Physical Activity Programme	580	580	0
4742	Arts Development	2,570	945	(1,625)
8441	Eckington Swimming Pool	(7,207)	(42,843)	(35,636)
8445	Eckington Pool Cafe	11,240	(10,162)	(21,402)
8451	Dronfield Sports Centre	(35,275)	(163,759)	(128,484)
8455	Dronfield Café	(14,001)	(19,354)	(5,353)
8461	Sharley Park Sports Centre	1,018,249	767,397	(250,852)
8465	Sharley Park Sports Centre Outdoor	(1,000)	(435)	565
8466	Sharley Park Sports Centre Café	12,100	0	(12,100)
8471	Killamarsh Leisure Centre	212,885	207,152	(5,733)
8475	Killamarsh Outdoors	(17,635)	(23,986)	(6,351)
8476	Killamarsh Café	19,979	16,796	(3,183)
		1,461,998	989,888	(472,110)
	Total for Growth & Assets Directorate	4,287,257	3,796,506	(490,751)
	Corporate Charges			
0001	Recharges to Capital and HRA	(618,350)	(618,350)	0
	Total for Corporate Charges	(618,350)	(618,350)	0
	Net Cost of Services	16,198,589	14,989,107	(1,209,482)
	Investment Properties			
4411	Stonebroom Industrial Estate	(54,180)	(55,243)	(1,063)
4413	Clay Cross Industrial Estate	(85,050)	(106,768)	(21,718)
4415	Norwood Industrial Estate	(205,410)	(204,609)	801
4417	Eckington Business Park	3,700	3,696	(5)
4418	Rotherside Court Eckington Business Unit	(39,050)	(25,133)	13,917
4423	Pavillion Workshops Holmewood	(93,070)	(89,252)	3,818
4432	Miscellaneous Properties	7,840	14,552	6,712
	Total for Investment Properties	(465,220)	(462,758)	2,462

APPENDIX 3

HOUSING REVENUE INCOME & EXPENDITURE ACCOUNT 2024/25

	A	B	C	D	E
	Current Budget 2024/25 £000's	Adjustments to aid comparison 2024/25 £000's	Adjusted Current Budget 2024/25 £000's	Actual 2024/25 £000's	Variance 2024/25 £000's
Income					
Dwelling Rents	(35,733)		(35,733)	(35,937)	(204)
Non-Dwelling Rents	(528)		(528)	(478)	50
Charges for Services and Facilities	(62)		(62)	(75)	(13)
Contributions Towards Expenditure	(50)		(50)	(50)	0
Water Litigation Provision	(75)		(75)	(75)	0
Total Income	(36,448)	0	(36,448)	(36,615)	(167)
Expenditure					
Repairs & Maintenance	5,956		5,956	5,929	(27)
Revenue Expenditure funded from Capital (REFCUS)	0	643	643	643	0
Supervision and Management	8,862		8,862	8,918	56
Rents, Rates & Taxes	113		113	151	38
Capital Charges - Depreciation	8,555		8,555	8,800	245
Increase in Provision for Bad Debts	250		250	1	(249)
Debt Management Expenses	12		12	12	0
Impairments & Revaluations	0	11,180	11,180	11,180	0
Total Expenditure	23,748	11,823	35,571	35,633	62
Net Cost of Services	(12,700)	11,822	(877)	(982)	(105)
Corporate & Democratic Core	185		185	185	0
Net Cost of all HRA services	(12,515)	11,822	(692)	(797)	(105)
(Gain)/Loss on sale of HRA Investment Property	0	(234)	(234)	(234)	0
(Gain)/Loss on sale of HRA fixed assets	0	2,318	2,318	2,318	0
Interest Payable	7,439	(1,693)	5,746	5,746	(0)
Revaluation of Investment Property	0	(782)	(782)	(782)	0
Interest Receivable	(2,723)	2,398	(325)	(325)	0
Capital Grants	0	(5,151)	(5,151)	(5,151)	0
(Surplus)/Deficit on HRA Services	(7,799)	8,679	880	775	(105)
MRP Voluntary Contribution	0		0	0	0
Transfers to/from Rykneld Homes Loss Reserve	0		0	0	0
Transfer to Capital Grant Reserve	0		0	0	0
Transfer to HRA Reserves - Insurance	50		50	50	0
Transfer to HRA Reserves - Development	449		449	449	0
Transfer to/from HRA Reserves - Debt Repayment Rese	0	(21,939)	(21,939)	(21,939)	0
Adjustments between accounting and funding basis	0	14,780	14,780	14,780	0
Transfers to/from Major Repairs Reserve	7,300	(1,520)	5,780	5,885	105
Transfer to HRA Balances	0	0	0	0	0
Housing Revenue Account Balances	Current Budget 2024/25 £			Actual 2024/25 £	Variance 2024/25 £
HRA Opening Balance	(3,000)			(3,000)	0
Transfer from Balances 24/25					
Transfer to Balances 24/25					
HRA Closing Balances	(3,000)			(3,000)	0

Project/Scheme	Current Programme 2023/24 £000	Outturn 2023/24 £000	Variance 2023/24 £000	Amount Carried Forward to 2024/25 £000	Original Programme 2024/25 £000	Current Programme 2024/25 £000
Housing Investment						
Housing Capital Works	21,337	22,637	1,300	(1,300)	21,128	19,828
Garage Demolitions	83	0	(83)	0	23	23
Pine View, Danesmoor	110	110	0	0	0	0
Parking Solutions	703	271	(432)	0	288	288
LADS3 Scheme	437	53	(384)	0	0	0
Stonebroom Regeneration Project	0	4	4	(4)	502	498
North Wingfield New Build Scheme	7,402	4,351	(3,051)	3,051	5,555	8,606
Stock Purchase Programme	4,964	2,133	(2,831)	2,831	1,000	3,831
	35,036	29,559	(5,477)	4,578	28,496	33,074
Private Sector Spending - DFG	820	828	8	0	820	820
Total Housing Investment	35,856	30,387	(5,469)	4,578	29,316	33,894
Other Capital Projects						
Asset Refurbishment - General	566	112	(454)	454	500	954
Asset Refurbishment - Mill Lane	870	839	(31)	31	450	481
Roller Shutter Doors	1	0	(1)	0	0	0
Eckington Pool Carbon Efficiencies Programme	4	36	32	0	0	0
Killamarsh Leisure Centre Refurbishment	36	8	(28)	0	0	0
Dronfield Sports Centre Carbon Efficiencies Programme	98	79	(19)	0	0	0
Coney Green Telephony System	36	13	(23)	23	80	103
Lottery Funded Schemes	9	0	(9)	9	0	9
Replacement Vehicles	3,786	1,544	(2,242)	2,242	2,685	4,927
Contaminated Land	42	0	(42)	42	0	42
ICT Schemes	519	106	(413)	413	80	493
CX Active 3G Pitch	0	0	0	0	1,000	1,000
CX Town Market Street Regeneration	5,871	1,047	(4,824)	4,824	6,000	10,824
CX Town Sharley Park Active Community Hub	12,655	10,385	(2,270)	2,270	8,605	10,875
CX Town Low Carbon Housing Challenge Fund	1,300	226	(1,074)	1,074	650	1,724
CX Town Rail Station Feasibility	150	106	(44)	44	0	44
CX Town Programme Management	423	303	(120)	120	241	361
CX Acc Fund School Demolition	0	1	1	0	0	0
UK Shared Prosperity Fund	1,534	465	(1,069)	1,069	0	1,069
Loan Commitments - ECL	0	(5)	(5)	0	0	0
Section 106 Capital Expenditure	0	164	164	0	0	0
Total Other Capital Projects	27,900	15,429	(12,471)	12,615	20,291	32,906
Total Capital Expenditure	63,756	45,816	(17,940)	17,193	49,607	66,800
Housing Investment Funding						
HRA Capital Investment Reserve	(886)	(964)	(78)	661	(311)	350
Major Repairs Reserve	(15,974)	(16,236)	(262)	262	(15,755)	(15,493)
Prudential Borrowing - HRA	(9,628)	(5,945)	3,683	(3,683)	(8,095)	(11,778)
External Grant	(5,632)	(5,612)	20	363	(3,005)	(2,642)
Useable Capital Receipts	(2,916)	(802)	2,114	(2,181)	(1,330)	(3,511)
	(35,036)	(29,559)	5,477	(4,578)	(28,496)	(33,074)
Disabled Facilities Grant	(820)	(828)	(8)	0	(820)	(820)
Total Housing Investment Funding	(35,856)	(30,387)	5,469	(4,578)	(29,316)	(33,894)
Other Capital Projects Funding						
Useable Capital Receipts	(3,157)	(1,941)	1,216	(1,260)	(1,761)	(3,021)
Prudential Borrowing	(8,846)	(4,140)	4,706	(4,628)	(10,359)	(14,987)
RCCO - General Fund	(803)	(926)	(123)	97	(530)	(433)
External Grant	(15,094)	(8,422)	6,672	(6,824)	(7,641)	(14,465)
Other Capital Project Funding	(27,900)	(15,429)	12,471	(12,615)	(20,291)	(32,906)
Total Capital Financing	(63,756)	(45,816)	17,940	(17,193)	(49,607)	(66,800)
HRA Development Reserve						
Opening Balance	(892)	(892)	0		(6)	0
Amount due in year	0	(72)	(72)		(349)	(349)
Amount used in year	886	964	78		311	(350)
Closing Balance	(6)	0	6		(44)	(699)
Major Repairs Reserve						
Opening Balance	(970)	(970)	0		(851)	(589)
Amount due in year	(15,855)	(15,855)	0		(15,755)	(15,755)
Amount used in year	15,974	16,236	262		15,755	15,493
Closing Balance	(851)	(589)	262		(851)	(851)
Capital Receipts Reserves						
Opening Balance	(1,680)	(1,680)	0		(23)	(1,369)
Income expected in year	(1,500)	(1,630)	(130)		(3,000)	(3,000)
Debt Repayment/Other Expenses	0	0	0		1,000	0
Amount used in year	3,157	1,941	(1,216)		1,760	3,159
Closing Balance	(23)	(1,369)	(1,346)		(263)	(1,210)
Capital Receipts Reserves 1-4-1 receipts						
Opening Balance	(2,183)	(2,183)	0		(267)	(2,273)
Income expected in year	(1,000)	(892)	108		(1,100)	(1,100)
Debt Repayment/Other Expenses	0	0	0		0	0
Amount used in year	2,916	802	(2,114)		1,330	3,373
Closing Balance	(267)	(2,273)	(2,006)		(37)	0

North East Derbyshire District Council

Cabinet

31 July 2025

Treasury Management Financial Outturn

Report of the Deputy Leader of the Council with responsibility for Finance

Classification: This report is public

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

Contact Officer: **Jayne Dethick**

PURPOSE / SUMMARY

To inform Cabinet of the Treasury Management outturn position for 2024/25.

RECOMMENDATIONS

1. That Cabinet note the outturn position in respect of the 2024/25 financial year.

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

IMPLICATIONS

Finance and Risk: Yes ☒ No ☐

Details:

These are detailed in the attached report.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details:

The audited Statement of Accounts is required to be prepared by the 30 November this year. The Council has now completed the draft Statement of Accounts, and they have been signed off by the Chief Financial Officer as at 20 June 2025 which secures compliance with the Council's obligations.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

There are no staffing issues arising directly from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
Is the decision a Key Decision? 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: NEDDC: Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken <ul style="list-style-type: none">Completed EIA stage 1 to be appended if not required to do a stage 2	No, not applicable, report for information only.
Stage 2 full assessment undertaken <ul style="list-style-type: none">Completed EIA stage 2 needs to be appended to the report	No, not applicable
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input checked="" type="checkbox"/> SMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Plan priorities;

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

The treasury management outturn links to all Council Plan priorities.

REPORT DETAILS**1 Background *(reasons for bringing the report)***

- 1.1 The Council previously (June 2023) adopted the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice (the CIPFA Code) which requires the Council to approve treasury management semi-annual and annual outturn reports.
- 1.2 Under the Code, quarterly reporting of the treasury management indicators and the prudential indicators became mandatory.
- 1.3 Whilst treasury management updates have been provided for many years alongside the quarterly revenue and capital monitoring reports, the Code now requires more detailed reporting. Therefore, to meet these new requirements a separate treasury management outturn will be presented alongside the main financial outturn.

2. Treasury Management

- 2.1 The treasury management function covers the borrowing and investment of Council funds. All transactions are conducted in accordance with the Council's approved strategy and the CIPFA Code of Practice. Good treasury management plays an important role in the sound financial management of the Council's resources.
- 2.2 The Council approved the 2024/25 Treasury Management Strategy at its meeting on 29 January 2024. Appendix 1 identifies the Treasury Management activity undertaken in 2024/25. This includes reporting on the treasury management indicators as required by the Code such as the maturity structure of borrowing. In summary, the Council operated throughout 2024/25 within the Authorised Limit and Operational Boundary limits approved in the approved Treasury Management Strategy.
- 2.3 The key points from the summary report at Appendix 1 are:
- The overall borrowing requirement of the Council was £199.363m at 31 March 2025.
 - The PWLB debt is £161.300m at 31 March 2025.
 - Effective internal borrowing is £38.063m at 31 March 2025.
 - New PWLB borrowing of £25.0m was undertaken in 2023/24.
 - Repaid PWLB debt in year of £6.509m.
 - PWLB interest paid in year was £5.431m.

- Interest received in year on investments was £0.940m.

Prudential Indicators

- 2.4 As from 1 April 2023 there is a requirement that monitoring of prudential indicators should be reported quarterly. Prudential Indicators are a means of demonstrating that capital expenditure plans are affordable to aid decision making. **Appendix 2** identifies the impact on the Prudential Indicators from the treasury management activity in 2024/25.

3 Reasons for Recommendation

- 3.1 The Council operated in line with its agreed Treasury Management Strategy during the 2024/25 financial year. This ensures that lending and borrowing arrangements were prudent and sustainable, minimising the risk of financial loss to the Council. Effective management of these arrangements ensured that interest costs during the year were minimised to assist the Council's revenue position whilst interest receivable increased slightly above budget due to increased interest rates.

4 Alternative Options and Reasons for Rejection

- 4.1 This report is primarily a factual report detailing the actual position against the Council's previously approved treasury management strategy. Accordingly, the report does not set out any options where a decision is required by Members.

DOCUMENT INFORMATION

Appendix No	Title
1	Treasury Management Outturn 2024/25
2	Prudential Indicators Outturn 2024/25
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers)</p>	
None	

Treasury Management Outturn Report 2024/25

Introduction

In January 2023, the Council adopted the Chartered Institute of Public Finance and Accountancy's *Treasury Management in the Public Services: Code of Practice* (the CIPFA Code) which requires the Council to approve, treasury management semi-annual and annual outturn reports.

This report includes the requirement in the 2021 code, mandatory from 1 April 2023, of quarterly reporting of the treasury management prudential indicators.

The Council's treasury management strategy for 2024/25 was approved at a meeting on 29 January 2024. The Council has borrowed and invested substantial sums of money and is therefore exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risk remains central to the Council's treasury management strategy.

External Context

Economic background: Both the UK and US elected new governments during the period, whose policy decisions impacted the economic outlook. The Chancellor of the Exchequer delivered her Spring Statement in March 2025, following her Budget in October 2024. Based on the plans announced, the Office for Budget Responsibility downgraded its predictions for UK growth in 2025 to 1% from 2%. However, it upgraded its predictions for the four subsequent years. Inflation predictions for 2025 were pushed up, to 3.2% from 2.6%, before seen as falling back to target in 2027. The market reaction to the Spring Statement was more muted compared to the Budget, with very recent market turbulence being driven more by US trade policy decisions and President Trump.

After revising its interest rate forecast in November following the Budget, the council's treasury management advisor, Arlingclose, maintained its stance that Bank Rate will fall to 3.75% in 2025.

UK annual Consumer Price Index (CPI) inflation continued to stay above the 2% Bank of England (BoE) target in the later part of the period. The Office for National Statistics (ONS) reported headline consumer prices at 2.8% in February 2025, down from 3.0% in the previous month and below expectations. Core CPI also remained elevated, falling slightly in February to 3.5% from 3.7% in January, just below expectations for 3.6% but higher than the last three months of the calendar year.

The UK economy Gross Domestic Product (GDP) grew by 0.1% between October and December 2024, unrevised from the initial estimate. This was an improvement on the zero growth in the previous quarter, but down from the 0.4% growth between

April and June 2024. Of the monthly GDP figures, the economy was estimated to have contracted by 0.1% in January, worse than expectations for a 0.1% gain.

The labour market continued to cool, but the ONS data still require treating with caution. Recent data showed the unemployment rate rose to 4.4% (3mth/year) in the three months to January 2025 while the economic inactivity rate fell again to 21.5%. The ONS reported pay growth over the same three-month period at 5.9% for regular earnings (excluding bonuses) and 5.8% for total earnings.

The BoE's Monetary Policy Committee (MPC) held Bank Rate at 4.5% at its March 2025 meeting, having reduced it in February. This follows earlier 0.25% cuts in November and August 2024 from the 5.25% peak. At the March MPC meeting, members voted 8-1 to maintain Bank Rate at 4.5%, with the one dissenter preferring another 25 basis points cut. The meeting minutes implied a slightly more hawkish tilt compared to February when two MPC members wanted a 50bps cut. In the minutes, the Bank also upgraded its Q1 2025 GDP forecast to around 0.25% from the previous estimate of 0.1%.

The February Monetary Policy Report (MPR) showed the BoE expected GDP growth in 2025 to be significantly weaker compared to the November MPR. GDP is forecast to rise by 0.1% in Q1 2025, less than the previous estimate of 0.4%. Four-quarter GDP growth is expected to pick up from the middle of 2025, to over 1.5% by the end of the forecast period. The outlook for CPI inflation showed it remaining above the MPC's 2% target throughout 2025. It is expected to hit around 3.5% by June before peaking at 3.7% in Q3 and then easing towards the end of the year but staying above the 2% target. The unemployment rate was expected to rise steadily to around 4.75% by the end of the forecast horizon, above the assumed medium-term equilibrium unemployment rate of 4.5%.

Arlingclose, the authority's treasury adviser, maintained its central view that Bank Rate would continue to fall throughout 2025. From the cuts in August and November 2024 and February 2025, which took Bank Rate to 4.50%, May is considered the likely month for the next reduction, with other cuts following in line with MPR months to take Bank Rate down to around 3.75% by the end of 2025.

The US Federal Reserve paused its cutting cycle in the first three months of 2025, having reduced the Fed Funds Rate by 0.25% to a range of 4.25%-4.50% in December, the third cut in succession. Fed policymakers noted uncertainty around the economic outlook but were anticipating around 0.50% of further cuts in the policy rate in 2025. Economic growth continued to rise at a reasonable pace, expanding at an annualised rate of 2.4% in Q4 2024 while inflation remained elevated over the period. However, growth is now expected to weaken by more than previously expected in 2025, to 1.7% from 2.1%. The uncertainty that President Trump has brought both before and since his inauguration in January is expected to continue.

The European Central Bank (ECB) continued its rate cutting cycle over the period, reducing its three key policy rates by another 0.25% in March, acknowledging that

monetary policy is becoming meaningfully less restrictive. Euro zone inflation has decreased steadily in 2025, falling to 2.2% in March, the lowest level since November 2024. Over the current calendar year, inflation is expected to average 2.3%. GDP growth stagnated in the last quarter of the 2024 calendar year, after expanding by 0.4% in the previous quarter. For 2025, economic growth forecasts were revised downwards to 0.9%.

Financial markets: Financial market sentiment was reasonably positive over most of the period, but economic, financial and geopolitical issues meant the trend of market volatility remained. In the latter part of the period, volatility increased, and bond yields started to fall following a January peak, as the economic uncertainty around likely US trade policy impacted financial markets. Yields in the UK and US started to diverge in the last month of the period, with the former rising around concerns over the fiscal implications on the UK government from weaker growth, business sentiment and higher rates, while the latter started falling on potential recession fears due to the unpredictable nature of policy announcements by the US President and their potential impact.

The 10-year UK benchmark gilt yield started the period at 3.94% and ended at 4.69%, having reached a low of 3.76% in September and a high of 4.90% in January in between. While the 20-year gilt started at 4.40% and ended at 5.22%, hitting a low of 4.27% in September and a high of 5.40% in January. The Sterling Overnight Rate (SONIA) averaged 4.90% over the period.

The period in question ended shortly before US President Donald Trump announced his package of 'reciprocal tariffs', the immediate aftermath of which saw stock prices and government bond yields falling and introduced further uncertainty over the economic outlook.

Credit review: In October, Arlingclose revised its advised recommended maximum unsecured duration limit on most banks on its counterparty list to six months. Duration advice for the remaining five institutions, including the newly added Lloyds Bank Corporate Markets, was kept to a maximum of 100 days. This advice remained in place at the end of the period.

Fitch revised the outlook on Commonwealth Bank of Australia (CBA) to positive from stable while affirming its long-term rating at AA-, citing its consistent strong earnings and profitability.

Other than CBA, the last three months of the period were relatively quiet on the bank credit rating front, with a small number of updates issued for a number of lenders not on the Arlingclose recommended counterparty list.

On local authorities, S&P assigned a BBB+ to Warrington Council, having previously withdrawn its rating earlier in 2024, and also withdrew its rating for Lancashire County Council due to the council deciding to stop maintaining a credit rating.

However, it still holds a rating with Fitch and Moody's. Moody's withdrew its rating of Cornwall Council after it chose to no longer maintain a rating.

Credit default swap prices generally trended lower over the period but did start to rise modestly in March, but not to any levels considered concerning. Once again, price volatility over the period remained generally more muted compared to previous periods.

Financial market volatility is expected to remain a feature, at least in the near term and, credit default swap levels will be monitored for signs of ongoing credit stress. As ever, the institutions and durations on the Authority's counterparty list recommended by Arlingclose remain under constant review.

Local Context

On 31 March 2025, the Council had net borrowing of £161.3m arising from its revenue and capital income and expenditure. The underlying need to borrow for capital purposes is measured by the Capital Financing Requirement (CFR), while balance sheet resources are the underlying resources available for investment. These factors are summarised in Table 1 below.

Table 1: Balance Sheet Summary

	31.3.24 Actual £m	31.3.25 Actual £m
General Fund CFR	25.6	35.2
HRA CFR	177.3	164.2
Total CFR	202.9	199.4
Less: *Other debt liabilities	(0)	(0)
Borrowing CFR	202.9	199.4
External borrowing**	(142.8)	(161.3)
Internal borrowing	60.1	38.1
Less: Balance sheet resources	(74.1)	(50.1)
Net	14.0	12.0

* finance leases, PFI liabilities and transferred debt that form part of the Council's total debt

** shows only loans to which the Council is committed and excludes optional refinancing

The treasury management position at 31 March and the change over the quarter is shown in Table 2 below.

Table 2: Treasury Management Summary

	31.3.24 Balance £m	Movement £m	31.3.25 Balance £m	31.3.25 Rate %
Long Term Borrowing – PWLB	142.8	18.5	161.3	3.71
Total Borrowing	142.8	18.5	161.3	3.71
Short-Term Investments	(14.0)	2.0	(12.0)	(4.54)
Cash and cash Equivalents	(1.4)	(4.0)	(5.4)	(5.45)
Total Investments	(15.4)	(2.0)	(17.4)	(4.77)
Net Borrowing	127.4	16.5	143.9	

Borrowing

CIPFA's 2021 Prudential Code is clear that local authorities must not borrow to invest primarily for financial return and that it is not prudent for local authorities to make any investment or spending decision that will increase the capital financing requirement and so may lead to new borrowing, unless directly and primarily related to the functions of the Council. PWLB loans are no longer available to local authorities planning to buy investment assets primarily for yield unless these loans are for refinancing purposes.

The Council has not invested in assets primarily for financial return or that are not primarily related to the functions of the Council. It has no plans to do so in future.

Borrowing strategy and activity

As outlined in the treasury strategy, the Council's chief objective when borrowing has been to strike an appropriate risk balance between securing lower interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Council's long-term plans change being a secondary objective. The Council's borrowing strategy continues to address the key issue of affordability without compromising the longer-term stability of the debt portfolio. During the majority of the period short term interest rates have been higher than long term interest rates.

After substantial rises in interest rates since 2021 many central banks have now begun to reduce their policy rates, albeit slowly. Gilt yields were volatile but have increased overall during the period. Much of the increase has been in response to market concerns that policies introduced by the Labour government will be inflationary and lead to higher levels of government borrowing. The election of Donald Trump in the US in November is also expected to lead to inflationary trade policies.

The PWLB certainty rate for 10-year maturity loans was 4.80% at the beginning of the period and 5.42% at the end. The lowest available 10-year maturity rate was 4.52% and the highest was 5.71%. Rates for 20-year maturity loans ranged from 5.01% to 6.14% during the period, and 50-year maturity loans from 4.88% to 5.88%.

For the majority of the year the cost of short-term borrowing from other local authorities closely tracked Base Rate at around 5.00% - 5.25%. However from late 2024 rates began to rise, peaking at around 6% in February and March 2025.

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The PWLB HRA rate which is 0.4% below the certainty rate is available up to March 2026. This discounted rate is to support local authorities borrowing for the Housing Revenue Account and for refinancing existing HRA loans, providing a window of opportunity for HRA-related borrowing and to replace the Council's £6.5m loans relating to the HRA maturing during this time frame. The Council has borrowed a total of £11.0m at the HRA rate, this is to help fund the current capital projects, North Wingfield New Build scheme and Stonebroom Regeneration Project, that have been approved to utilise borrowing as part of their funding. There is also intention to borrow for the HRA during 2025-26 for the Stonebroom Regeneration Project.

At 31 March 2025 the Council held £161.300m of loans, a increase of £18.491m since 31 March 2024, as part of its strategy for funding previous and current years' capital programmes. Outstanding loans on 31 March are summarised in Table 3A below.

Table 3A: Borrowing Position

PWLB Borrowing	Maturity Profile 31 March 2024 £'000	Net Movement £'000	Maturity Profile 31 March 2025 £'000
Term			
12 Months	6,109	3,691	9,800
1 - 2 years	9,000	2,897	11,897
2 - 5 years	10,284	6,396	16,680
5 - 10 years	28,326	7,507	35,833
10 - 15 years	42,000	(0)	42,000
Over 15 years	47,090	(2,000)	45,090
Total PWLB Debt	142,809	18,491	161,300

The Council's borrowing decisions are not predicated on any one outcome for interest rates and a balanced portfolio of short-term and long-term borrowing was maintained.

There remains a strong argument for diversifying funding sources, particularly if rates can be achieved on alternatives which are below gilt yields + 0.80%. The Council will evaluate and pursue these lower cost solutions and opportunities with its advisor Arlingclose.

Treasury Management Investment Activity

The CIPFA Treasury Management Code now defines treasury management investments as those investments which arise from the Council's cash flows or treasury risk management activity that ultimately represents balances that need to be invested until the cash is required for use in the course of business.

The Council holds invested funds, representing income received in advance of expenditure plus balances and reserves held. During the year, the Council's investment balances ranged between £10.0 and £29.0 million due to timing differences between income and expenditure. The investment position is shown in table 4 below.

Table 4: Treasury Investment Position

Bank Name	Duration of Loan	B/Fwd 01/04/24 £000's	Amount Invested 2024/25 £000's	Amount Returned 2024/25 £000's	Balance Invested 31/3/25 £000's	Interest Received 31/3/25 £000's
Federated Fund 3	Call	3,000	22,653	(22,653)	3,000	(153)
Aberdeen Standard	Call	0	13,024	(13,024)	0	(24)
CCLA Public Sector Deposit Fund	1 Day Call	0	13,545	(13,545)	0	(45)
Aviva	Call	0	28,179	(23,179)	5,000	(179)
Invesco	Call	1,000	7,067	(4,067)	4,000	(67)
SSGA	Call	0	5,007	(5,007)	0	(7)
Lancashire County Council	12 Months	5,000	163	(5,163)	0	(163)
Aberdeen County Council	12 Months	5,000	197	(5,197)	0	(197)
Total		14,000	89,835	(91,835)	12,000	(835)

Overnight Investments

The balance of the daily surplus funds can be placed as overnight investments with the Councils bank which is Lloyds. The maximum amount invested with Lloyds in the financial year was £4.788m. There has been no breach of the £5m limit set in the Treasury Management Strategy. For clarity, this limit relates to the amount invested and doesn't include interest accruing as a result. The interest earned from daily balances up to 31 March 2025 is £103,626.38.

Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.

As demonstrated by the liability benchmark in this report, the Authority expects to be a long-term borrower and new treasury investments are therefore primarily made to manage day-to-day cash flows using short-term low risk instruments. The existing portfolio of strategic pooled funds will be maintained to diversify risk into different asset classes and boost investment income.

Bank Rate reduced from 5.25% to 5.00% in August 2024, again to 4.75% in November 2024 and again to 4.5% in February 2025 with short term interest rates largely being around these levels.

The progression of risk and return metrics are shown in the extracts from Arlingclose's quarterly investment benchmarking in Table 5 below.

Table 5: Investment Benchmarking – Treasury investments managed in-house

	Credit Score	Credit Rating	Bail-in Exposure	Weighted Average Maturity (days)	Rate of Return %
31.03.2024 31.3.2025	4.50	A+	69%	1	4.57
Similar Las/All LAs	4.77	A+	64%	8	4.55

*Weighted average maturity

Statutory override: Further to consultations in April 2023 and December 2024 MHCLG wrote to finance directors in England in February 2025 regarding the statutory override on accounting for gains and losses in pooled investment funds. On

the assumption that when published regulations follow this policy announcement, the statutory override will be extended up until the 1st April 2029 for investments already in place before 1st April 2024. The override will not apply to any new investments taken out on or after 1st April 2024. Currently the Council does not hold any type of pooled investment funds.

ESG policy: Environmental, social and governance (ESG) considerations are increasingly a factor in global investors' decision making, but the framework for evaluating investment opportunities is still developing and therefore the Council's strategy does not currently include ESG scoring or other real-time ESG criteria at an individual investment level. When investing in banks and funds, the Council will prioritise banks that are signatories to the UN Principles for Responsible Banking and funds operated by managers that are signatories to the UN Principles for Responsible Investment, the Net Zero Asset Managers Alliance and/or the UK Stewardship Code.

Non-Treasury Investments

The definition of investments in the Treasury Management Code now covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. Investments that do not meet the definition of treasury management investments (i.e. management of surplus cash) are categorised as either for service purposes (made explicitly to further service objectives) and or for commercial purposes (made primarily for financial return).

Investment Guidance issued by the Ministry of Housing, Communities and Local Government (MHCLG) and Welsh Government also includes within the definition of investments all such assets held partially or wholly for financial return.

The Council also held £13.3m of such investments in

- Loans to Rykneld Homes Ltd £6.3m
- Loans to Mypad Ltd £7.0

The Council held £23.2m of investments made for commercial purposes

- Directly owned property £23.2m

These investments generated £0.564m of investment income for the Council after taking account of direct costs, representing a rate of return of 2.43% as at 31 March 2025.

Treasury Performance

The Council measures the financial performance of its treasury management activities both in terms of its impact on the revenue budget and its relationship to benchmark interest rates, as shown in table 6 below.

Table 6: Performance

	Actual £m	Budget £m	Over/ under	Actual %	Benchmark %	Over/ under
PWLB Borrowing	161.3	157.0	Over	3.71	4.86	Under
Total borrowing	161.3	157.0	Over	3.71	4.86	Under
Total debt	161.3	157.0	Over	3.71	4.86	Under
Investments (see table 4)	12.0	10.0	Over	4.77	4.50	Over
Total treasury investments	12.0	10.0	Over	4.77	4.50	Over

MRP Regulations

On 10th April 2024 amended legislation and revised statutory guidance were published on Minimum Revenue Provision (MRP). The majority of the changes take effect from the 2025/26 financial year, although there is a requirement that for capital loans given on or after 7th May 2024 sufficient MRP must be charged so that the outstanding CFR in respect of the loan is no higher than the principal outstanding less the Expected Credit Loss (ECL) charge for that loan.

The regulations also require that local authorities cannot exclude any amount of their CFR from their MRP calculation unless by an exception set out in law. Capital receipts cannot be used to directly replace, in whole or part, the prudent charge to revenue for MRP (there are specific exceptions for capital loans and leased assets).

Compliance

The S151 Officer reports that all treasury management activities undertaken during the quarter complied fully with the principles in the Treasury Management Code and the Council's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in table 7 below.

Table 7: Investment Limits

	2024/25 Maximum per counterparty	31.3.25 Actual	2024/25 Limit	Complied?
The UK Government	Unlimited	£0m	n/a	Yes
Local authorities & other government entities	£5m	£0m	Unlimited	Yes
Secured investments	£5m	£0m	Unlimited	Yes
Banks (unsecured)	£5m	£0m	Unlimited	Yes
Building societies (unsecured)	£5m	£0m	£20m	Yes
Registered providers (unsecured)	£5m	£0m	£20m	Yes
Money market funds	£5m	£12m	Unlimited	Yes
Strategic pooled funds	£5m	£0m	£20m	Yes
Real Estate Investment Trusts	£5m	£0m	£20m	Yes
Other investments	£5m	£0m	£20m	Yes

Compliance with the Authorised Limit and Operational Boundary for external debt is demonstrated in table 8 below.

Table 8: Debt and the Authorised Limit and Operational Boundary

	2024/25 Maximum £m	31.3.25 Actual £m	2024/25 Operational Boundary £m	2024/25 Authorised Limit £m	Complied?
Borrowing	229.2	161.3	234.2	238.4	Yes
Total debt	229.2	161.3	234.2	238.4	Yes

Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Treasury Management Indicators

As required by the 2021 CIPFA Treasury Management Code, the Council monitors and measures the following treasury management prudential indicators.

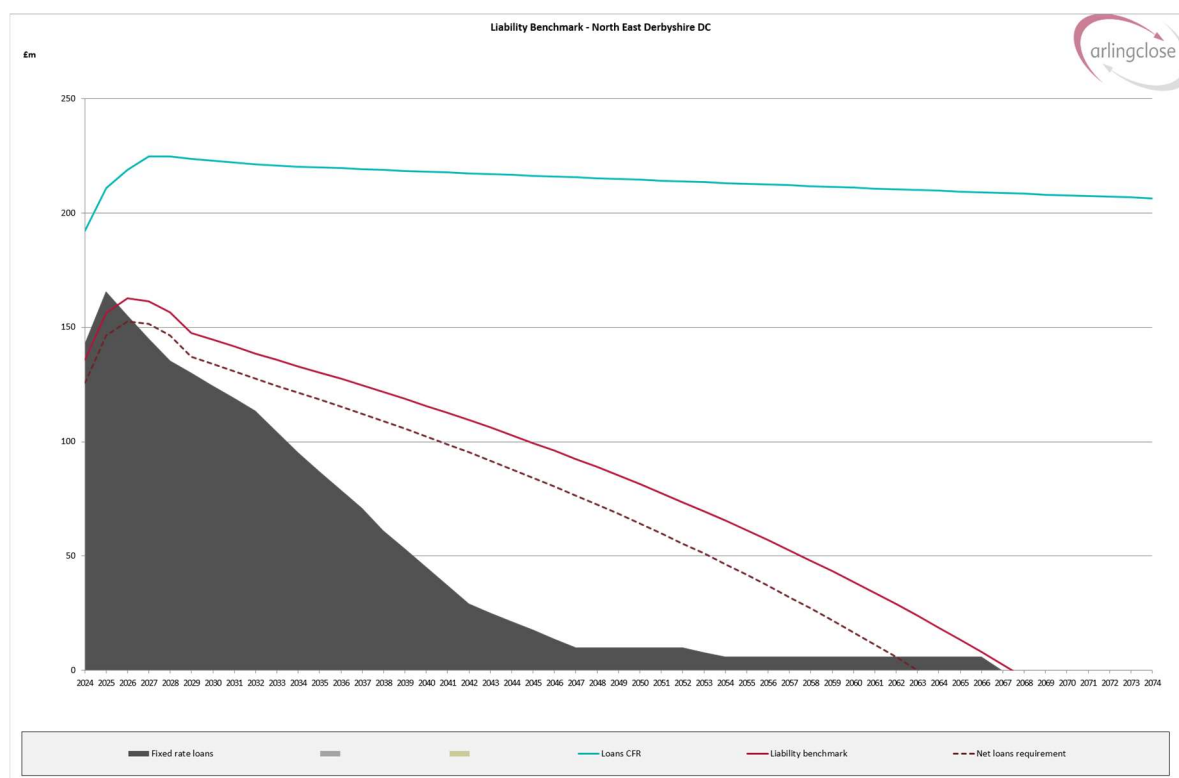
1. Liability Benchmark:

This new indicator compares the Council's actual existing borrowing against a liability benchmark that has been calculated to show the lowest risk level of borrowing. The

liability benchmark is an important tool to help establish whether the Council is likely to be a long-term borrower or long-term investor in the future, and so shape its strategic focus and decision making. It represents an estimate of the cumulative amount of external borrowing the Council must hold to fund its current capital and revenue plans while keeping treasury investments at the minimum level of £10m required to manage day-to-day cash flow.

	31.3.24 Actual	31.3.25 Actual	31.3.26 Forecast	31.3.27 Forecast
Loans CFR	199.0	199.4	210.8	213.6
Less: Balance sheet resources	(70.2)	(50.1)	(42.3)	(38.5)
Net loans requirement	128.8	149.3	168.5	175.1
Plus: Liquidity allowance	10.0	10.0	10.0	10.0
Liability benchmark	138.8	159.3	178.5	185.1
Existing borrowing	142.8	161.3	168.5	175.1

Following on from the medium-term forecast above, the long-term liability benchmark assumes capital expenditure funded by borrowing of £22.3m in 2024/25, minimum revenue provision on new capital expenditure based on a 50-year asset life. This is shown in the chart below together with the maturity profile of the Council's existing borrowing.



Whilst borrowing may be above the liability benchmark, strategies involving borrowing which is significantly above the liability benchmark carry higher risk.

2. Maturity Structure of Borrowing: This indicator is set to control the Council's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

	Upper Limit	Lower Limit	31.3.25 Actual	Complied?
Under 12 months	20%	0%	6.08%	Yes
12 months and within 24 months	20%	0%	7.38%	Yes
24 months and within 5 years	40%	0%	10.34%	Yes
5 years and within 10 years	40%	0%	22.21%	Yes
10 years and above	90%	0%	53.99%	Yes

Time periods start on the first day of each financial year. The maturity date of borrowing is the earliest date on which the lender can demand repayment.

3. Long-term Treasury Management Investments: The purpose of this indicator is to control the Council's exposure to the risk of incurring losses by seeking early repayment of its investments. The prudential limits on the long-term treasury management limits are:

	2024/25	2025/26	2026/27	No fixed date
Limit on principal invested beyond year end	£20m	£20m	£20m	£20m
Actual principal invested beyond year end	£0m	£0m	£0m	£0m
Complied?	Yes	Yes	Yes	Yes

Long-term investments with no fixed maturity date include strategic pooled funds, real estate investment trusts and directly held equity but exclude money market funds and bank accounts with no fixed maturity date as these are considered short-term.

Additional indicators

Security: The Council has adopted a voluntary measure of its exposure to credit risk by monitoring the value-weighted average credit rating of its investment portfolio. This is calculated by applying a score to each investment (AAA=1, AA+=2, etc.) and taking the arithmetic average, weighted by the size of each investment. Unrated investments are assigned a score based on their perceived risk.

	2024/25 Target	31.3.25 Actual	Complied?
Portfolio average credit rating	<3.0	1.0	Yes

Liquidity: The Council has adopted a voluntary measure of its exposure to liquidity risk by monitoring the amount of cash available to meet unexpected payments within a rolling three-month period, without additional borrowing / it can borrow each period without giving prior notice.

	31.3.25 Actual £m	2024/25 Target £m	Complied?
Total cash available within 3 months	12.0	10.0	Yes

Interest Rate Exposures: This indicator is set to control the Council's exposure to interest rate risk. Bank Rate fell by 0.75% on 1 April 2024 to 4.50% by 31 March 2025.

Interest rate risk indicator	2024/25 Target	31.3.25 Actual	Complied
Upper limit on one-year revenue impact of a 1% <u>rise</u> in interest rates	£1.5m	£0.0m	Yes
Upper limit on one-year revenue impact of a 1% <u>fall</u> in interest rates	£1.5m	£0.0m	Yes

For context, the changes in interest rates during the quarter were:

	<u>31/3/24</u>	<u>31/3/25</u>
Bank Rate	5.25%	4.50%
1-year PWLB certainty rate, maturity loans	5.36%	4.82%
5-year PWLB certainty rate, maturity loans	4.68%	4.97%
10-year PWLB certainty rate, maturity loans	4.74%	5.42%
20-year PWLB certainty rate, maturity loans	5.18%	5.91%
50-year PWLB certainty rate, maturity loans	5.01%	5.67%

The impact of a change in interest rates is calculated on the assumption that maturing loans and investment will be replaced at new market rates.

Prudential Indicators Outturn 2024/25

The Council measures and manages its capital expenditure, borrowing and commercial and service investments with references to the following indicators.

It is now a requirement of the CIPFA Prudential Code that these are reported on a quarterly basis.

Capital Expenditure:

The Council has undertaken and is planning capital expenditure as summarised below.

	2023/24 actual £m	2024/25 actual £m	2025/26 budget * £m	2026/27 budget £m
General Fund services	£15.429	£20.073	£8.084	£2.004
Council housing (HRA)	£30.387	£33.658	£28.221	£24.717
Capital investments	£0.000	£0.000	£0.000	£0.000
Total	£45.816	£53.731	£36.305	£26.721

* £0m of capital expenditure in arises from a change in the accounting for leases and does not represent cash expenditure.

The main General Fund capital projects to date have included Refurbishment of Mill Lane Project, General Asset Refurbishment, Dronfield Sports Centre Carbon Efficiencies Programme, Vehicle Replacement, UK Shared Prosperity Fund, Clay Cross Towns Fund Projects, and the rebuilding of Sharley Park Active Community Hub. HRA capital expenditure is recorded separately and to date includes capital works on Council Dwellings, North Wingfield New Build Project, Stonebroom Regeneration Project and a Stock Purchase Programme.

Capital Financing Requirement:

The Council's cumulative outstanding amount of debt finance is measured by the capital financing requirement (CFR). This increases with new debt-financed capital expenditure and reduces with MRP/loans fund repayments and capital receipts used to replace debt.

	31.3.2024 actual £m	31.3.2025 actual £m	31.3.2026 budget * £m	31.3.2027 budget £m
General Fund services	£25.566	£35.173	£35.931	£31.745
Council housing (HRA)	£177.291	£164.191	£198.325	£205.320
Capital investments	£0.000	£0.000	£0.000	£0.000
TOTAL CFR	£202.857	£199.364	£234.256	£237.065

* £0.815m of the CFR increase in 2025/26 arises from a change in the accounting for leases

Gross Debt and the Capital Financing Requirement:

Statutory guidance is that debt should remain below the capital financing requirement, except in the short term. The Council has complied and expects to continue to comply with this requirement in the medium term as is shown below.

	31.3.2024 actual £m	31.3.2025 actual £m	31.3.2026 budget £m	31.3.2027 budget £m	Debt at 31.3.2025 £m
Debt (incl. PFI & leases)	£142.809	£161.301	£168.500	£175.103	£161.300
Capital Financing Requirement	£202.857	£199.364	£234.256	£237.065	

Debt and the Authorised Limit and Operational Boundary:

The Council is legally obliged to set an affordable borrowing limit (also termed the Authorised Limit for external debt) each year. In line with statutory guidance, a lower “operational boundary” is also set as a warning level should debt approach the limit.

	Maximum debt 2024/25 £m	Debt at 31.3.25 £m	2024/25 Authorised Limit £m	2024/25 Operational Boundary £m	Complied?
Borrowing	£199.364	£161.300	£238.400	£234.200	Yes
Total debt	£199.364	£161.300	£238.400	£234.200	Yes

Since the operational boundary is a management tool for in-year monitoring it is not significant if the boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Net Income from Commercial and Service Investments to Net Revenue Stream:

The Council's income from commercial and service investments as a proportion of its net revenue stream has been and is expected to be as indicated below.

	2023/24 actual £m	2024/25 actual £m	2025/26 budget £m	2026/27 budget £m
Total net income from service and commercial investments	1.203	1.212	1.025	0.811
Proportion of net revenue stream	7.57%	7.20%	5.50%	4.22%

Proportion of Financing Costs to Net Revenue Stream:

Although capital expenditure is not charged directly to the revenue budget, interest payable on loans and MRP are charged to revenue.

The net annual charge is known as financing costs; this is compared to the net revenue stream i.e. the amount funded from Council Tax, business rates and general government grants.

	2023/24 actual	2024/25 actual	2025/26 budget *	2026/27 budget
Financing costs (£m)	(0.8)	(1.2)	0.6	0.8
Proportion of net revenue stream	(4.98%)	(7.43%)	3.08%	4.23%

* £0m of the increase in financing costs in 2025/26 arises from a change in the accounting for leases and does not represent additional cost to the Council.

Treasury Management Indicators:

These indicators (Liability Benchmark, Maturity Structure of Borrowing, Long-Term Treasury Management Investments) are within the Appendix 1 Treasury Management Outturn 2024/25.

North East Derbyshire District Council

Cabinet

31 July 2025

Budget Monitoring Report April - June 2025 (Q1)

Report of the Deputy Leader of the Council with responsibility for Finance

Classification: This report is public

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

Contact Officer: **Jayne Dethick**

PURPOSE / SUMMARY

To inform Cabinet of the financial position of the Council following the first quarters budget monitoring exercise for the General Fund, Housing Revenue Account and the Capital Programme.

RECOMMENDATIONS

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

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

IMPLICATIONS

Finance and Risk: Yes ☒ No ☐

Details:

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

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

Members should note that the budgets against which we have monitored the 2025/26 quarter one position were those agreed within the Council's Medium Term Financial Plan.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details:

There are no legal issues arising directly from this report.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

There are no staffing issues arising directly from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

Links to Council Plan priorities;

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

All

REPORT DETAILS**1 Background *(reasons for bringing the report)***

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

2. General Fund

- 2.1 The position in respect of the General Fund as at 30 June 2025 is summarised in Appendix 1 attached to the report. The appendix shows the Original Budget that was set in January 2025, together with the Current Budget compared to the 30 June position.
- 2.2 As at quarter one the overall forecast is for the General Fund to underspend by £0.394m. Variances of note by Directorate are detailed at 2.5 - 2.7 below. Appendix 2 provides a more detailed breakdown by directorate.
- 2.3 The budget approved by Council in January 2025 included a required contribution from the Resilience Reserve of £0.294m, as detailed in the Medium Term Financial Plan Report. Further, the report stated that subsequent underspends be transferred to the Resilience Reserve to 'pay back' contributions this year, increasing resilience for future years. Based on the quarter one forecasts the underspend on General Fund of £0.513m reduces the use of the reserve to nil and forecasts a contribution back to the reserve of £0.219m at outturn this year. This will depend on the actual financial performance out-turning in line with the budgets as the year progresses.
- 2.4 It is worth noting that all salary underspend calculations are net of the 3% salary vacancy savings included in the Medium Term Financial Plan report.
- 2.5 The Organisation and Place Directorate is £0.279m lower than the original forecast. The main variances are in relation to a salary underspend of £0.105m, and underspends on fuel (£0.036m), members allowances (£0.017m) and recycling charges (£0.022m). There is also increased income from grounds maintenance, £0.016m and planning fees of £0.010m.
- 2.6 The Finance and Resources Directorate is £0.167m lower than the original forecast. The main variances are in relation to salary underspends of £0.075m, plus additional new burdens income for external audit fees (£0.023m) and revenues and benefits (£0.040m).

- 2.7 The Growth and Assets Directorate is £0.051m higher than the original forecast. The main variances are in relation to a salary underspend of £0.187m (of which £0.141m relates to leisure). There are also underspends of £0.074m for utilities and leisure expenses for Clay Cross Active £0.029m. These variances are offset by overspends for asset valuations (£0.14m) and reduced income for leisure, £0.368m (£0.312m for Clay Cross Active) and commercial rents £0.020m.

Financial Reserves

2.8 Transfers from Earmarked Reserves

The use of earmarked reserves is 2025/26 to date is £0.701m comprising:

- £0.541m from revenue grants.
- £0.160m from earmarked reserves

2.9 Transfers to Earmarked Reserves

The transfers to earmarked reserves to date is £0.437m comprising:

- £0.218m to revenue grants.
- £0.219m to earmarked reserves

The majority of the transfer to earmarked reserves relate to resilience reserves, see 2.12 below.

- 2.10 There are ongoing commitments against the earmarked reserves which will continue in 2025/26 and future years. Should any of the reserves prove unnecessary in the light of subsequent events then they will be moved back into unallocated General Fund resources.

Invest to Save

- 2.11 The Invest to Save Reserve had an opening balance of £2.429m at 1 April 2025. Commitments already made against this reserve for 2024/25 and future years amount to £0.418m leaving £2.009 uncommitted and available for future innovations and spend to save initiatives.

Resilience Reserve

- 2.12 The Resilience Reserve had an opening balance of £3.597m at 1 April 2025, and planned commitments in the current financial year were forecast to reduce this to £3.303m. The Q1 forecast underspend now reduces this use to nil and forecasts a contribution of £0.218m to the Resilience Reserve. This will be utilised to provide financial resilience to the General Fund in future years as required by the Medium Term Financial Plan.

General Fund Balances

- 2.13 The level of General Fund Balances has been maintained at £2.000m. The General Fund balances are considered to be at an acceptable level rather than generous. The General Fund balance needs to be considered against the

background of ongoing reductions in the level of Government funding together with the range of risks facing the Council. With only a limited level of General Fund reserves it is crucial that the Council continues to maintain robust budgetary control while securing its ongoing savings targets in order to safeguard both its reserves and its financial sustainability.

Housing Revenue Account (HRA)

- 2.14 Appendix 3 shows the HRA position at quarter one. The HRA is showing income above budget by £0.313m and expenditure slightly above budget by £0.088m resulting in an overall income position of £0.225m. The income variance is due to additional rent from 53 week not included in the budget. The expenditure variance includes a £0.090m overspend for subscriptions for the Housing Ombudsman and the Social Housing Regulator.

Capital Investment Programme

- 2.15 Appendix 4 shows the capital position at quarter one which is currently £2.434m lower than the forecast.
- 2.16 The HRA capital programme is lower than forecast by £1.788m, most of which is for the Stone broom Regeneration project but is expected to be on track by the end of the year. The general fund programme is lower than forecast by £0.646m at quarter one. This comprises several small variances across the programme.

3 Reasons for Recommendation

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

4 Alternative Options and Reasons for Rejection

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

DOCUMENT INFORMATION

Appendix No	Title
1	General Fund Summary Monitoring Q1 2025/26
2	General Fund Detail Monitoring Q1 2025/26
3	HRA Monitoring Q1 2025/26
4	Capital Programme Monitoring Q1 2025/26

Background Papers (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)

None

GENERAL FUND ACCOUNT - SUMMARY BUDGET MONITORING 2025/26 (QUARTER 1)

	Original Budget 2025/26 £	Current Budget 2025/26 £	Q1 Profiled Budget 2025/26 £	Actuals £	Variance £
Organisation & Place Directorate	9,062,589	9,062,589	2,950,473	2,671,904	(278,569)
Finance & Resources Directorate	5,127,261	5,142,395	1,320,148	1,153,484	(166,664)
Growth & Assets Directorate	3,058,179	3,043,045	1,319,822	1,371,174	51,352
Recharges to Capital and HRA	(618,350)	(618,350)	(154,710)	(154,710)	0
Net Cost of Services	16,629,679	16,629,679	5,435,733	5,041,852	(393,881)
Investment Properties	(467,195)	(467,195)	(116,865)	(151,864)	(34,999)
Bad Debt Provision	40,000	40,000	10,000	10,000	0
Interest	(469,015)	(469,015)	(117,349)	(201,395)	(84,046)
Debt Repayment Minimum Revenue Provision	56,000	56,000	14,000	14,000	0
Parish Precepts	3,835,198	3,835,198	958,800	958,800	0
Transfer To Earmarked Reserves	0	0	217,864	217,864	0
Transfer From Earmarked Reserves	(500,982)	(500,982)	(700,745)	(700,745)	0
Transfer Shortfall From Resilience Reserve	(294,290)	(294,290)	(294,290)	0	294,290
Transfer Surplus to Resilience Reserve	0	0	0	218,636	218,636
Total Spending Requirement	18,829,395	18,829,395	5,407,148	5,407,147	(0)
Business Rates	(6,079,668)	(6,079,668)	(1,519,917)	(1,519,917)	0
New Homes Bonus	(743,488)	(743,488)	(185,872)	(185,872)	0
Recovery Grant	(203,179)	(203,179)	(50,795)	(50,795)	0
Employer National Insurance Contributions	(145,150)	(145,150)	(36,288)	(36,288)	0
Extended Producer Responsibility for Packing (pEPR)	(434,000)	(434,000)	(108,500)	(108,500)	0
Collection Fund (Surplus)/Deficit - Council Tax	(141,491)	(141,491)	(35,373)	(35,373)	0
Collection Fund (Surplus)/Deficit - NNDR	0	0	0	0	0
NEDDC Council Tax Requirement	(7,247,221)	(7,247,221)	(1,811,805)	(1,811,805)	0
Parish Council Council Tax Requirement	(3,835,198)	(3,835,198)	(958,800)	(958,800)	0
Council Tax Requirement	(18,829,395)	(18,829,395)	(4,707,349)	(4,707,349)	0

		Current Budget 25/26 £	Q1 Actuals 25/26 £	Variance £
<u>Organisation & Place Directorate</u>				
Managing Director & Head Of Paid Service				
4500	Managing Director - Operations & Head of Paid Service	46,428	44,432	(1,996)
5720	Supporting PA's	28,962	39,837	10,875
	Vacancy Savings Target	(86,454)	0	86,454
		(11,064)	84,269	95,333
Assistant Director Environmental Health				
3400	Environmental Protection	71,900	70,851	(1,049)
3401	Food, Health & Safety	80,217	58,512	(21,705)
3402	Environmental Enforcement	75,077	61,334	(13,743)
3403	Community Outreach	21,165	21,026	(139)
3404	Licensing	47,763	57,541	9,778
3405	Pollution	68,709	66,346	(2,363)
3407	Pest Control	19,790	16,474	(3,316)
3408	Home Improvement	19,349	18,882	(467)
3409	EH Technical Support & Management	144,453	142,042	(2,411)
3410	Private Sector Housing	45,367	36,874	(8,493)
3419	Destitute Funerals	999	4,155	3,156
3420	Fly Tipping	1,500	0	(1,500)
3426	Covid Enforcement Team	0	4,442	4,442
3427	Private Water Supply Contract	0	0	0
3429	Joint Assistant Director Environmental Health	26,568	25,793	(775)
3726	Works In Default	1	3,611	3,610
		622,858	587,882	(34,976)
Assistant Director Streetscene				
3174	Street Scene	97,550	86,364	(11,186)
3227	Materials Recycling	205,615	183,799	(21,816)
3282	Eckington Depot	74,465	68,460	(6,005)
3285	Dronfield Bulk Depot	990	0	(990)
3511	Hasland Cemetery	(9,347)	(10,515)	(1,168)
3513	Temple Normanton Cemetery	(898)	(3,979)	(3,081)
3514	Clay Cross Cemetery	(14,776)	(16,469)	(1,693)
3516	Killamarsh Cemetery	(4,752)	(10,019)	(5,267)
3918	Dog Fouling Bins	(16,434)	(17,685)	(1,251)
3921	Street Cleaning Service	171,212	149,773	(21,439)
3922	Gully Emptying Service	24,756	20,715	(4,041)
3943	Transport	201,454	215,365	13,911
3944	Grounds Maintenance	202,275	148,074	(54,202)
3945	Domestic Waste Collection	514,653	476,796	(37,857)
3946	Commercial Waste Collection	(78,266)	(87,236)	(8,970)
3947	Assistant Director Streetscene	26,655	25,859	(796)
		1,395,152	1,229,301	(165,851)
Assistant Director Planning				
4111	Applications And Advice	(148,122)	(169,686)	(21,564)
4113	Planning Appeals	28,987	28,987	0
4116	Planning Policy	189,824	184,212	(5,612)
4119	Neighbourhood Planning Grant	(20,000)	(20,000)	0
4311	Environmental Conservation	750	0	(750)
4511	Assistant Director Planning	26,523	25,743	(780)
4513	Planning	282,464	265,027	(17,437)
4515	Building Control	9,756	9,756	0
		370,182	324,039	(46,143)

Assistant Director Governance				
1121	Member's Services	146,827	130,407	(16,420)
1123	Chair's Expenses	1,779	323	(1,457)
1131	District Elections	0	146	146
1133	Parish Elections	0	0	0
1134	Combined County Authority Mayoral Election	0	0	0
1137	Parliamentary Elections	0	(0)	(0)
1138	Police & Crime Commissioner Elections	0	0	0
1139	County Council Elections	0	(33,473)	(33,473)
1231	Corporate Training	10,503	14,157	3,654
1259	Corporate Groups	2,127	(24)	(2,151)
1311	Human Resources	86,620	82,716	(3,904)
3121	Health & Safety Advisor	4,823	928	(3,895)
5313	Register Of Electors	69,589	60,441	(9,148)
5321	Assistant Director Governance	29,167	28,717	(450)
5353	Legal Section	88,779	76,545	(12,234)
5354	Land Charges	11,142	6,283	(4,859)
5392	Scrutiny	12,122	0	(12,122)
5711	Democratic Services	109,867	79,248	(30,619)
		573,345	446,413	(126,932)

Total for Organisation & Place Directorate	2,950,473	2,671,904	(278,569)
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Finance & Resources Directorate

Director of Finance & Resources				
1312	Payroll	38,355	40,076	1,721
1315	Design & Print	60,788	52,925	(7,863)
1321	Communications & Marketing	37,055	36,604	(451)
1323	NEDDC News	9,756	11,251	1,495
1329	Corporate Web Site	0	1,278	1,278
3135	Drainage	34,163	1,601	(32,562)
3512	CBC Crematorium	0	0	0
5113	Unison Duties	5,679	17	(5,662)
5611	External Audit	45,252	22,296	(22,956)
5615	Bank Charges	36,276	30,918	(5,358)
5621	Contribution to/from HRA	0	0	0
5707	Local Government Reorganisation	0	113	113
5713	Audit	29,623	30,758	1,135
5714	Financial Support Services	750	245	(505)
5715	Procurement	21,730	25,388	3,658
5716	Director of Finance & Resources	18,512	17,799	(713)
5721	Financial Services	135,402	139,451	4,049
5724	Insurance	(2,085)	0	2,085
5725	Apprenticeship Levy	11,256	16,414	5,158
5727	Cost Of Ex-Employees	27,171	27,170	(1)
	Vacancy Savings Target	(44,684)	0	44,684
		464,999	454,304	(10,695)

Assistant Director ICT				
5215	Telephones	5,241	1,027	(4,214)
5216	Mobile Phones and Ipads	7,126	4,781	(2,345)
5701	Joint ICT Service	12,298	(21,974)	(34,272)
5734	NEDDC ICT Service	189,997	180,138	(9,859)
5735	Cyber Security	0	0	0
5736	Business Development	64,716	61,201	(3,515)
5737	Corporate Printing Costs	5,177	5,355	178
		284,555	230,528	(54,027)

Assistant Director Communities				
1218	Community Safety	21,257	20,056	(1,201)
1220	Assistant Director Communities	13,233	12,763	(470)
3165	Housing Options Team	102,093	79,733	(22,360)
3176	Pool Car	186	0	(186)

3740	Strategic Housing	39,399	40,420	1,021
3745	Household Support Fund	0	0	0
3747	Homeless Temp Accomodation	10,089	9,802	(287)
3748	Homelessness Grant	15,510	15,510	0
3749	Empty Properties	375	(40)	(415)
3754	Rough Sleepers	11,541	15,269	3,728
3756	Supported Housing Improvement Programme	23,925	19,969	(3,956)
3759	Emergency Welfare Assistance Grant	10,689	10,689	(0)
3760	Asylum Dispersal	(89,300)	(89,300)	0
5221	Customer Services	102,506	100,688	(1,818)
5223	Franking Machine	11,982	8,000	(3,982)
5224	Hybrid Mail	4,251	13,034	8,783
5741	Housing Benefit Service	194,061	123,272	(70,789)
5742	Test & Trace	0	(0)	(0)
5747	Debtors	18,291	17,686	(605)
5751	NNDR Collection	28,253	32,949	4,696
5759	Council Tax Administration	52,253	38,517	(13,736)
5825	Concessionary Bus Passes	0	(365)	(365)
		570,594	468,652	(101,942)
Total for Finance & Resources Directorate		1,320,148	1,153,484	(166,664)

Growth & Assets Directorate

Director of Growth & Assets

1283	Emergency Planning	252	0	(252)
4600	Director of Transformation	36,621	35,498	(1,123)
	Vacancy Savings Target	(43,086)	0	43,086
		(6,213)	35,498	41,711

Assistant Director Property, Estates & Assets

3172	Engineers	58,265	32,933	(25,333)
3241	Car Parks	35,230	32,440	(2,790)
3247	Street Names/Lights	1,752	63	(1,689)
3249	Footpath Orders	(99)	(1,000)	(901)
3265	Dams And Fishing Ponds	690	(684)	(1,374)
3281	Clay Cross Depot	0	0	0
3283	Northwood	0	328	328
3811	CCTV	0	0	0
4412	Midway Business Centre	(18,923)	(10,867)	8,056
4425	Coney Green Business Centre	(9,173)	(9,522)	(349)
4428	Manor Farm Redevelopment Design Work	21,713	21,713	0
4523	Estates Administration	61,851	59,584	(2,267)
4525	Miscellaneous Properties	5,646	866	(4,780)
5204	Assistant Director Property, Estates & Assets	26,612	25,937	(675)
5205	Mill Lane	138,177	129,471	(8,706)
5206	Mill Lane Land	0	1,688	1,688
5209	Facilities Management	65,377	52,036	(13,341)
5210	Pioneer House	14,037	26,682	12,645
		401,155	361,666	(39,489)

Assistant Director Regeneration & Programmes

1255	Strategy and Performance	62,170	60,109	(2,061)
1256	Corporate Consultation	0	0	0
1331	Strategic Partnerships	33,734	28,086	(5,648)
1333	Healthy North East Derbyshire	(75,941)	(75,941)	(0)
1336	UK Shared Prosperity Fund	7,864	7,864	(0)
1339	Explore the District	2,691	2,691	(0)
1340	Inclusive Communities	26,578	26,578	0
1345	UKSPF Management & Admin	792	792	(1)
4211	Tourism Promotions	6,390	7,118	728
4238	Working Communities Strategy	15,781	10,554	(5,227)

4351	Alliance	963	3,911	2,948
4443	Elderly Peoples Clubs	1,002	2,400	1,398
4512	Growth Agenda	5,457	8,902	3,445
4517	Economic Development	68,698	41,507	(27,191)
4520	Killamarsh/Eckington OPE	0	0	0
5748	Ukrainian Guests	0	0	0
5750	Assistant Director Economic Development, Regeneration & Housing	26,568	25,769	(799)
5785	Contributions	136,085	136,085	(0)
		318,832	286,422	(32,410)

Assistant Director Leisure

4561	Leisure Centre Management	57,204	59,920	2,716
4720	Sportivate	0	(1)	(1)
4723	Generation Games	0	182	182
4724	Walking into Communities	0	275	275
4726	Walking For Health	0	213	213
4727	Five 60	0	744	744
4729	Active Neighbourhood Pilot	0	(636)	(636)
4730	Seated Dancing for Health	0	200	200
4731	Promotion Of Recreation And Leisure	9,836	9,497	(339)
4732	Schools Promotion	2	2,307	2,305
4736	Derbyshire Sports Forum	3,615	0	(3,615)
4740	Parkinsons UK Physical Activity Programme	0	480	480
4742	Arts Development	644	0	(644)
8441	Eckington Swimming Pool	46,112	23,589	(22,523)
8445	Eckington Pool Cafe	(1,560)	(5,856)	(4,296)
8451	Dronfield Sports Centre	51,012	34,750	(16,262)
8455	Dronfield Café	(1,041)	(3,229)	(2,188)
8461	Sharley Park Sports Centre	329,713	462,852	133,139
8465	Sharley Park Sports Centre Outdoor	(14,426)	0	14,426
8466	Sharley Park Sports Centre Café	(14,647)	(31,865)	(17,218)
8471	Killamarsh Leisure Centre	136,221	130,961	(5,260)
8475	Killamarsh Outdoors	(4,668)	(3,863)	805
8476	Killamarsh Café	8,031	7,068	(963)
		606,048	687,588	81,540

Total for Growth & Assets Directorate

1,319,822 1,371,174 51,352

Corporate Charges

0001	Recharges to Capital and HRA	(154,710)	(154,710)	0
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Total for Corporate Charges

(154,710) (154,710) 0

Net Cost of Services

5,435,733 5,041,852 (393,881)

Investment Properties

4411	Stonebroom Industrial Estate	(13,531)	(17,375)	(3,844)
4413	Clay Cross Industrial Estate	(21,267)	(26,470)	(5,203)
4415	Norwood Industrial Estate	(51,304)	(69,259)	(17,955)
4417	Eckington Business Park	(174)	(1,731)	(1,557)
4418	Rotherside Court Eckington Business Unit	(9,491)	(7,156)	2,335
4423	Pavillion Workshops Holmewood	(23,222)	(26,284)	(3,062)
4432	Miscellaneous Properties	2,124	(3,589)	(5,713)

Total for Investment Properties

(116,865) (151,864) (34,999)

HOUSING REVENUE ACCOUNT: SUMMARY 2025/26

APPENDIX 3

	Current Budget 2025/26 £	Profiled Qtr 1 Budget £	Actuals with Accruals £	Variance £
INCOME				
Dwelling Rents	(37,007,918)	(9,259,380)	(9,536,978)	(277,598)
Non-Dwelling Rents	(526,958)	(131,856)	(168,556)	(36,700)
Charges for Services and Facilities	(64,250)	(16,074)	(14,959)	1,115
Contributions Towards Expenditure	(50,000)	(12,500)	(12,500)	0
Water Litigation Provision	(150,375)	(37,623)	(37,623)	0
INCOME TOTAL	(37,799,501)	(9,457,433)	(9,770,617)	(313,184)
EXPENDITURE				
Repairs & Maintenance	6,080,977	1,469,663	1,465,358	(4,305)
Supervision and Management	9,233,813	2,310,271	2,402,290	92,019
Rents, Rates & Taxes	114,000	28,521	28,521	0
Capital Charges - Depreciation	8,555,485	2,140,581	2,140,581	0
Provision for Bad Debts	250,000	62,500	62,500	0
Debt Management Expenses	11,500	2,875	2,875	0
EXPENDITURE TOTAL	24,245,775	6,014,411	6,102,125	87,714
NET COST OF SERVICES	(13,553,726)	(3,443,022)	(3,668,492)	(225,470)
Corporate & Democratic Core	185,450	46,363	46,363	0
NET COST OF HRA SERVICES	(13,368,276)	(3,396,660)	(3,622,130)	(225,470)
Interest Payable	8,103,612	2,027,523	2,027,523	0
Interest Receivable	(2,611,497)	(653,395)	(653,395)	0
Revenue Contribution to Capital	6,944,515	1,737,516	1,737,516	0
Contribution to Development Reserve	2,171,709	543,360	543,360	0
Contribution to/(from) Resilience Reserve	(1,290,063)	(322,773)	(322,773)	0
Contribution to Insurance Reserve	50,000	12,510	12,510	0
Capital Grant			(207,929)	(207,929)
(Surplus)/Deficit on HRA Services	0	(51,919)	(485,318)	(433,399)

Project/Scheme	Current Programme 2025/26 £000	Profiled Budget £000	Actual and Commitments £000	Variance £000
Housing Investment				
HRA Capital Works	16,490	4,123	3,587	(536)
Garage Demolitions	30	8	0	(8)
Stonebroom Regeneration Project	9,701	2,425	764	(1,661)
North Wingfield New Build	1,559	390	669	279
Stock Purchase Programme	3,022	756	904	149
Private Sector Spending	894	224	212	(12)
Total Housing Investment	31,696	7,924	6,136	(1,788)
Other Capital Projects				
Asset Refurbishment - General	699	212	212	0
Southern Vehicle Hub	250	63	34	(29)
Asset Refurbishment - Mill Lane	316	79	3	(76)
Dronfield LC Carbon Efficiencies Programme	0	0	(9)	(9)
Coney Green Telephony System	162	41	4	(37)
Fuel island Project	420	222	222	0
Sharley Park 3G Pitch	968	242	0	(242)
Sharley Park 3G Pitch - Replacement Fund	27	7	0	(7)
Lottery Funded Schemes	9	2	0	(2)
Replacement Vehicles	4,144	2,031	2,031	0
Contaminated Land	42	11	0	(11)
ICT Schemes	500	125	17	(108)
CX Town Market Street Regeneration	10,533	9,828	9,828	0
CX Town Sharley Park Active Community Hub	2,828	2,794	2,794	0
CX Town Low Carbon Housing Challenge Fund	655	164	9	(155)
CX Town Rail Station Feasibility	44	11	0	(11)
CX Town Programme Management	373	100	100	0
UK Shared Prosperity Fund	0	0	(7)	(7)
Pride in the Public Realm	0	0	2	2
Quality Parks and Play Areas	0	0	45	45
Total Other Capital Projects	21,970	15,931	15,285	(646)
Total Capital Expenditure	53,666	23,855	21,421	(2,434)
Housing Investment Funding				
Major Repairs Reserve	(15,545)	(3,886)	(3,587)	299
HRA Capital Investment Reserve	(2,230)	(558)	(162)	396
Usable Capital Receipts	(1,000)	(250)	0	250
External Grant	(945)	(236)	0	236
Prudential Borrowing	(11,082)	(2,771)	(2,175)	596
	(30,802)	(7,701)	(5,924)	1,777
Private Sector Spending				
Disabled Facilities Grant	(894)	(224)	(212)	12
Total Housing Investment Funding	(31,696)	(7,924)	(6,136)	1,788
Other Capital Projects Funding				
Prudential Borrowing	(4,232)	(2,980)	(2,980)	0
External Grant	(14,036)	(11,131)	(10,743)	388
RCCO	(866)	(508)	(396)	112
Useable Capital Receipts	(2,836)	(1,312)	(1,166)	146
Other Capital Project Funding	(21,970)	(15,931)	(15,285)	646
Total Capital Financing	(53,666)	(23,855)	(21,421)	2,434

Agenda Item 10

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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