



**North East
Derbyshire**
District Council

Contact: Amy Bryan - Governance Manager
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Date: Wednesday, 3 September 2025

To: **Members of the Cabinet**

Please attend a meeting of the Cabinet to be held on Thursday, 11 September 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 Steenberg". The signature is written in a cursive style.

Assistant Director of Governance and Monitoring Officer

<u>Members of The Committee</u>	
Councillor N Barker (Chair) Councillor J Barry Councillor K Gillott Councillor K Rouse	Councillor P Kerry (Vice-Chair) Councillor J Birkin Councillor S Pickering

A G E N D A

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 - 8)

To approve as a correct record and the Leader to sign the attached Minutes of the meeting of Cabinet held on 31 July 2025.

4 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.

5 Simpler Recycling (To Follow)

Report of Councillor S Pickering, Portfolio Holder for Environment and Place

6 Continuation of Management Agreement - Housing Services (Pages 9 - 13)

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

7 Equality Plan and Duty Review 2024/25 (Pages 14 - 25)

Report of Councillor J Barry, Portfolio Holder for Growth & Assets.

**8 Council Plan 2023-2027 Performance Report - Update April to June 2025
(Pages 26 - 46)**

Report of Councillor N Barker, Leader of the Council and Portfolio Holder for Strategic Leadership & Finance

Access for All statement

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CABINET

MINUTES OF MEETING HELD ON THURSDAY, 31 JULY 2025

Present:

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

Councillor Jayne Barry
Councillor Kevin Gillott
Councillor Kathy Rouse

Councillor Joseph Birkin
Councillor Stephen Pickering

Also Present:

M Broughton	Director of Growth and Assets
J Dethick	Director of Finance and Resources (Section 151 Officer)
D Johnson	Assistant Director of Property, Estates and Assets
L Spinks	Senior Legal Officer
A Bryan	Governance Manager

CAB/ Apologies for Absence

9/25-

26 Apologies for absence had been submitted from Councillor Nigel Barker and L Hickin, Managing Director – Head of Paid Service.

CAB/ Declarations of Interest

10/2

5-26 Councillor Kevin Gillott declared an interest in Item 4 – Complaints Performance and Service Improvement Report for Housing, as he was a board member of Rykneld Homes Ltd. He would leave the room during consideration of the item. Councillor Gillott also declared a non-prejudicial interest in Item 10 – Disposal of Land to Enable Extra Care Facility, as a board member of Rykneld Homes Ltd.

CAB/ Minutes of Last Meeting

11/2

5-26 RESOLVED that the Minutes of the meeting held on 12 June 2025 were approved as a correct record.

Having declared an interest in the next item Councillor Kevin Gillott left the meeting.

CAB/ Complaints Performance and Service Improvement Report for Housing

12/2

5-26 Cabinet considered a report which explained that 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 had come into effect on 1 April 2024.

The report set out that as part of the Code's statutory requirements, social housing providers were required to develop and publish an annual Complaints Performance and Service Improvement report for housing and Self Assessment against the Code. Rykneld Homes Limited dealt with tenant complaints on the

Council's behalf under its complaints Policy and Procedures which was in line with the Complaints Handling Code. As landlord, the Council was ultimately responsible in terms of regulatory oversight and compliance with the Code.

The Complaints Performance and Services Improvement Report for Housing for 2024/25 was attached to the report at Appendix 1. The Self Assessment against the Code was attached to the report at Appendix 2.

RESOLVED that:

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

REASONS FOR DECISION - To comply with legislation and the Housing Ombudsman's regulatory requirements. To ensure the complaints procedures were working in practice and compliant with the Code. To ensure complaints were open and transparent to the public in line with legislation.

OTHER OPTIONS CONSIDERED AND REJECTED - Not to have a Self Assessment and annual Complaints Performance Service Improvement report, this was rejected as this would not comply with legislation.

Councillor Kevin Gillott returned to the meeting.

CAB/ 13/2 **Medium Term Financial Plan - Financial Outturn 2024/25**

5-26 Cabinet considered a report which set out the outturn position of the Council for the 2024/25 financial year.

Attached to the report at Appendix 1 was the General Fund Summary Outturn 2024/25, at Appendix 2 was the General Fund Detailed Outturn 2024/25, at Appendix 3 was the HRA Summary Outturn 2024/25, and at Appendix 4 was the Capital Expenditure Outturn 2024/25.

The report stated that the Council had 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 report set out the summary position in respect of the General Fund, including a breakdown of variances, and that £1.084m had been contributed to the Resilience Reserve at Outturn. The Housing Revenue Account position showed a position variance to budget of £0.105m. The report also set out a summary of the capital expenditure and details of the proposed carry forward of capital budgets totalling £16.462m.

RESOLVED that:

- (1) the outturn position in respect of the 2024/25 financial year be noted.
- (2) the proposed carry forward of capital budgets detailed in Appendix 4 to the report, totalling £16.462m be approved.

REASONS FOR DECISION – 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.

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

OTHER OPTIONS CONSIDERED AND REJECTED – The financial outturn report for 2024/25 was primarily a factual report detailing the actual position compared to previously approved budgets, therefore there were no alternative options that needed to be considered.

CAB/ Treasury Management Financial Outturn

14/2

5-26

The report set out the Treasury Management Outturn position for 2024/25.

Attached to the report at Appendix 1 was the Treasury Management Outturn 2024/25 and at Appendix 2 was the Prudential Indicators Outturn 2024/25.

The key points from the summary report at Appendix 1 were:

- The overall borrowing requirement of the Council was £199.363m at 31 March 2025.
- The PWLB debt was £161.300m at 31 March 2025.
- Effective internal borrowing was £38.063m at 31 March 2025.
- New PWLB borrowing of £25.0m was undertaken.
- Repaid PWLB debt in year of £6.509m.
- PWLB interest paid in year was £5.431m.

RESOLVED that the outturn position in respect of the 2024/25 financial year be noted.

REASONS FOR DECISION - The Council operated in line with its agreed Treasury Management Strategy during the 2024/25 financial year. This ensured 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.

OTHER OPTIONS CONSIDERED AND REJECTED - This report was 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.

CAB/ Budget Monitoring Report April - June 2025 (Q1)

15/2

5-26

Cabinet considered a report which outlined the financial position of the Council following the first quarter of 2025/26 budget monitoring exercise for the General Fund, Housing Revenue Account and the Capital Programme. The report summarised the key figures from the monitoring exercise and explained the reasons for variation against the budget.

Cabinet discussed the report and that at as quarter 1 the overall forecast was for the General Fund to be underspent.

RESOLVED that the report be noted.

REASONS FOR DECISION - 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.

OTHER OPTIONS CONSIDERED AND REJECTED - 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.

CAB/ Urgent Items

16/2

5-26

There were no urgent items of business to consider.

CAB/ Exclusion of Public

17/2

5-26

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 Schedule 12A to the Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006).

CAB/ Disposal of Land to Enable Extra Care Facility

18/2

5-26

Cabinet considered a report which set out proposals to dispose of surplus land and buildings in Dronfield, known as Manor Farm, together with the adjacent Manor Farm Bungalows to enable the delivery of an Extra Care facility which directly addressed local housing needs.

RESOLVED that:

- (1) Cabinet agree with the principle development proposals as outlined in the RIBA Stage 2 report and that a full detailed planning application will now be submitted for the scheme. The disposal of the site would then be conditional upon satisfactory planning permission being granted and the sale being agreed in accordance with recommendation 3 below.
- (2) Cabinet agree to the implementation of a Local Lettings Policy to give

priority to the existing tenants of the Manor Farm Bungalows.

- (3) Delegated Powers be granted to the Director of Growth & Assets (in consultation with the Portfolio Holder) to finalise the terms for the disposal of the Council's freehold interest in the site and enter into any associated agreements or serve any relevant notices in pursuit of the development proposals. The final agreed land receipt and the proposed rent schedule being subject to an independent valuation confirming that "best consideration" has been achieved.
- (4) Cabinet agreed that if vacant possession is not achieved on the Manor Farm Bungalows then statutory Eviction Notices will have to be served at some point to give the developer certainty of delivering the project. This could give rise to homelessness payments, as detailed in the report.
- (5) Cabinet approve the appropriation of land at the Manor Bungalows under section 122 of the Local Government Act 1972 for planning purposes and the transfer of the land from the HRA to the General Fund.

REASONS FOR DECISION - The proposed disposal of Manor Farm to enable a 45-unit extra care facility in Dronfield was strongly aligned with the Council's strategic ambitions as set out in the Council Plan 2023-2027. The Plan commits to improving the quality and range of housing, ensuring homes meet residents' needs, and supporting vulnerable people to live independently for longer. The development directly supports these aims by delivering supported-living accommodation in a high-demand area, helping to reduce pressure on health and social care services while enabling older residents to remain in their communities. The scheme also contributes to the Council's place-based regeneration goals by promoting high-quality design and sustainable living environments and contributes to the delivery of the Dronfield Civic Centre Masterplan.

OTHER OPTIONS CONSIDERED AND REJECTED - Do Nothing – The site has been vacant for a number of years and its condition is declining. The annual cost to hold the property is approximately £15k per annum. Doing nothing would likely result in further decline of the condition of the listed property along with ongoing cost. Different mix or scale of development - Cabinet members were clear in their direction that the scheme aligns with and delivers on their strategic priorities.

CAB/ Urgent Items

19/2

5-26

There were no urgent items of business to consider.

North East Derbyshire District Council

Cabinet

11 September 2025

CONTINUATION OF MANAGEMENT AGREEMENT – HOUSING SERVICES

Report of the Leader and Portfolio Holder for Housing

Classification: This report is public

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

Contact Officer: Jayne Dethick – Director of Finance & Resources (S151 Officer)

PURPOSE / SUMMARY

To consider agreement of a five-year continuation to the management agreement to Rykneld Homes Ltd for the provision of housing services.

RECOMMENDATIONS

1. To agree a five year extension of the management agreement (in accordance with clause 2 of the Management Agreement) to RHL for the provision of housing services, effective from 1 April 2026.
2. To ratify the appointment of Managing Director, as required by Clause 19.1 of the Management Agreement.

Approved by the Portfolio Holder – Cllr Nigel Barker, Leader of the Council

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details: No Financial implications for the Council.

On Behalf of the Section 151 Officer

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

Details: There needs to be a valid management agreement between the two parties.
Other legal issues are dealt with in the report.

On Behalf of the Solicitor to the Council

Staffing: **Yes** ☐ **No** ☒

Details: No impact on council employees.

On behalf of the Head of Paid Service

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 to this decision
Stage 2 full assessment undertaken <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	Not applicable to this decision
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Cabinet <input 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

Links to Council Plan priorities
<ul style="list-style-type: none"> A great place to live well A great place to access good public services

REPORT DETAILS

1 Background

- 1.1 Rykneld Homes Ltd (RHL) was formed in 2007 as part of the then Government's initiative to create arm's length management organisations to deliver housing services, and particularly to carry out government funded large scale investment programmes to improve/refurbish the housing stock.
- 1.2 Services are delivered through a contract, commonly known as the management agreement. The management agreement is a long-term contract providing stability to both organisations and most importantly to the Council's tenants. There is periodic review clauses built into the agreement, usually in five-year periods.
- 1.3 In 2022, the original management agreement was due to expire. In 2021, the then Cabinet launched a full options appraisal to review all future delivery options. External support was commissioned to support the review and following a procurement process, Savills Housing Consultancy were appointed to fulfil this role.
- 1.4 A full range of options were explored including award of a new management agreement to RHL and a return to inhouse provision. Following a robust review, the then Cabinet resolved to award a new 15-year contract to RHL. A new management agreement was drafted and approved by Council later that year.

2. Management Agreement Review

- 2.1 The current management agreement includes five-year review clauses and the first is due in April 2026. The Director of Finance & Resources (S151 Officer), as client lead in consultation with the Leader of the Council who has portfolio responsibility for Housing has undertaken a review, which commenced in March this year.
- 2.2 This time an internal review has been undertaken. This was considered sufficient as sufficient external assurance could be taken from the inspection by the Regulator of Social Housing (RSH) in May 2024.
- 2.3 The review has considered RHL's performance against the Tenant Satisfaction Measures (TSM's) as well as reviewing arrangements for governance, finance and partnership working with the Council.
- 2.4 The findings of the review are listed below:
 1. Performance against the TSM's is good and benchmarks in the mid to upper quartile for all areas.
 2. The areas identified in the RSH inspection are being addressed in a timely fashion.
 3. A review of complaints has been undertaken and changes made to process have been embedded and included in the annual report to the RSH.
 4. Data triangulation processes to ensure the tenant voice is both listened to and acted upon have been reviewed.
 5. The main finding of the 2024 inspection was a need to collect physical stock condition data by individual property. RHL had begun this process before the inspection and have continued at pace since then. They are currently at 88% collected/analysed.
 6. Regular finance and performance information is presented to the RHL Board, which Council representatives attend. RHL performance data is included in the Council's performance reporting.
 7. The governance arrangements put in place prior to the regulatory changes are working effectively providing sufficient assurance to the Council as landlord whilst ensuring RHL retain operational autonomy.
- 2.5 Following the 2024 inspection the Council and RHL have had quarterly meetings with the RSH to monitor progress on stock data collection/analysis. The positive progress has led to the opportunity to be able to request a review of the C2 grading to the highest grade achievable, C1. This review is now underway with a request submitted in early September. This will be reviewed by the Regulator with the outcome expected by the end of the month.
- 2.6 Taking into consideration the above, it is the view of the client lead and portfolio holder that a continuation of the management agreement be agreed, effective from 1 April 2026. If Cabinet approve this continuation, RHL will present a delivery plan outlining their plans for the next five years at a meeting later this year.

Significant Establishment Change

- 2.7 The Managing Director of RHL, Lorraine Shaw, who has been with the company for 18 years, has decided to retire. Lorraine's leadership and dedication in her role has been exemplary and her positive impact on the services the company has delivered will be felt for many years to come.
- 2.8 To ensure continuity and a managed transition for a key post, the Board wanted to secure a replacement before Lorraine leaves the organisation. A recruitment process has therefore been undertaken and the Deputy Managing Director, Niall Clark has been appointed. The Board ratified this appointment on 4th September, subject to the approval of this Cabinet. This is required as Clause 19.1 of the Management Agreement states that *"RHL shall not make any significant changes which remove, replace or disestablish staff unless it obtains prior written consent of the Council. If RHL seeks consent to replace any staff under this clause, it shall provide the Council with all information necessary for the Council to consider whether to give consent"*.

3 Reasons for Recommendation

- 3.1 Continuity of service provision for a major front line service such as Housing is hugely important. RHL have demonstrable high levels of service provision across all areas.

4 Alternative Options and Reasons for Rejection

- 4.1 To undertake an external review. Rejected as sufficient external assurance was available from the recent RSH inspection
- 4.2 Not to extend the Management Agreement. This was rejected as the result of the review undertaken is that this is the best arrangement for the Council.

DOCUMENT INFORMATION

Appendix No	Title
None	
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)	
Management Agreement with Rykneld Homes Limited dated 4 th October 2021	

North East Derbyshire Council

Cabinet

Equality Plan and Duty Review 2024/25

11 September 2025

Report of Councillor J Barry, Portfolio Holder for Growth & Assets

Classification: This report is public

Report By: Kath Drury, Information & Improvement Manager

Contact Officer: As above

PURPOSE / SUMMARY

To report progress on the Equality Plan 2023-27 action plan and to demonstrate our continuing compliance with the Equality Duty.

RECOMMENDATIONS

1. That progress against the objectives set within the Equality Plan 2023-2027 and ongoing compliance with the Equality Duty be noted.

Approved by the Portfolio Holder for Growth & Assets – Cllr Barry

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

On behalf of the Head of Paid Service

DECISION INFORMATION

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 	N/A - information only report
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 type="checkbox"/> Cabinet <input 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; <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 Equality Duty and Plan is an underpinning foundation to the Council Plan.

REPORT DETAILS

1 **Background**

- 1.1 We are required under the Public Sector Equality Duty (PSED) to set equality objectives every four years. Our Equality Plan 2023-2027 set four objectives to further our work under the Equality Duty.
- 1.2 These objectives are in addition to our general equality duty obligations to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not under the Equality Act.

2. **Details of Proposal or Information**

2.1 **General Equality Duty**

The attached Equality Plan and Duty Review provides some examples of how we are meeting our obligations under the three core strands of the Equality Act.

- 2.2 This progress reflects our ongoing commitment to embedding equality, diversity, and inclusion across all areas of service delivery and the organisation.

2.3 **Eliminating discrimination, victimisation, and harassment**

A strong commitment to equality and inclusion across both internal practices and community engagement is evidenced. All Council employees continue to receive regular equalities and diversity training via the online platform, supported by expert guidance from the corporate team—ensuring high levels of awareness that enhance service delivery and customer care. In response to legal developments, guidance was issued to staff and managers following the Supreme Court ruling on sex under the Equality Act 2010. Regarding community cohesion, nearly 60% of residents (1,953 out of 3,269 respondents, Residents' Survey) agree that people from different backgrounds get on well together in their local area.

The Council continues to support victims of hate crime through its online self-service reporting portal, which received six reports in 2024/25. Victims are offered assistance, including referrals to partner agencies. Following a spate of hate-related graffiti in Dronfield, the Council successfully secured funding for a community graffiti project, with artwork inspired by local schoolchildren.

2.4 **Advancing equality of opportunity**

This is a very strong area for the Council with the ability to have real impact. Reasonable adjustments are available for communication formats, and mental health is actively promoted. Equality Impact Assessments help identify and support inclusive practices. In 2024/25, over 21,000 vulnerable households and 356 adults received targeted support, while more than 18,500 residents participated in inclusive physical and social activities. Accessibility improvements include Changing Places facilities, Water Wellbeing sessions, and a highly rated website for accessibility. The refurbished Head Office

reception enhances public access. Employment pathways at the Council were strengthened through apprenticeships, trainee posts, and work experience placements. The Residents' Survey gathered inclusive demographic insights, and efforts continue to improve workforce data collection.

2.5 Fostering good relations between communities

Made meaningful progress in strengthening relationships with the Deaf community, most notably through the successful Deaf Community Engagement event held in May 2025. The event was met with positive feedback and marked a significant step in building a collaborative partnership with the British Deaf Association. Responding to insights gathered during the event, the Council is exploring how best to seek insights from the deaf community for the Residents Survey in November 2025.

A wide range of diversity days have been actively promoted, including International Women's Day, Pride, Race Equality Week, and others, alongside awareness campaigns such as Hate Crime Awareness Week. Internally, staff events have provided opportunities for employees of different ages and backgrounds to connect, reinforcing the Council's One Team culture.

2.6 Equality Plan Action Plan

Regarding our Equality Plan 2023-2027 objectives which further our work under the Equality Duty, the following progress has been made by objective:

Improving Customer and Resident Insight

- Residents' Survey successfully delivered with 3,269 responses, showing improved representation across age, ethnicity, and disability.
- Demographic Reporting embedded into biennial Residents' survey planning; full report and infographic published.
- Citizens' Panel rebranded and promoted across the district as the Citizens' Survey. Both response rates and diversity has improved.
- Equality Impact Assessments (EIAs): Two-stage process implemented; six EIAs submitted in 2025/26 so far. This provides consistent information to decision-makers and improves transparency via published council reports.

Leadership and Organisational Commitment

- Bespoke equality training sessions delivered to managers and councillors; new EIA forms embedded in council reports.
- Internal Equalities Group established via Teams channel with active departmental engagement.
- Celebrating Diversity: Events like International Women's Day, Race Equality Week, and Deaf Awareness Week promoted through comms and social media.
- Public Sector Equality Duty Compliance reviewed; annual reporting to begin summer 2025.

Diverse and Engaged Workforce

- Workforce data collection actively sought from job applicants and new starters. Existing employees being encouraged to provide also. This will be made easier when the new HR and Payroll system is fully implemented.
- HR policy reviews now include equalities considerations; anti-harassment guidance implemented.
- Mandatory equality and diversity training embedded in induction and refreshed biennially. The Council's new training platform is now well embedded.
- Employee engagement supported through multiple forums and meetings.
- People Strategy and online learning platform launched.
- Workforce Health and Wellbeing programme enhancements in progress.

British Sign Language (BSL) Charter Commitments

- As noted in 2.5.

2.7 Progress against our Equality Plan demonstrates strong organisational commitment to equalities, with most actions either completed or embedded. Key achievements include enhanced resident insight, improved workforce diversity monitoring and engagement and strengthened leadership on equalities. Remaining actions focus on data mapping, consultation policy refresh, and expanding BSL-related resources.

3 Reasons for Recommendation

3.1 This is an information report to keep Cabinet Members informed of progress against the objectives set in the Equality Plan 2023-2027 and to demonstrate our continuing compliance with the Equality Duty.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable to this report as providing an overview of progress towards and compliance with our Equality Act obligations.

DOCUMENT INFORMATION

Appendix No	Title
1	Equality Plan and Duty Review Document for 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)	



North East
Derbyshire
District Council

Equality Duty and Plan Review 2024 - 2025



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Introduction

As a public organisation, the Council is required under the Equality Act to demonstrate how we are fulfilling the Public Sector Equality Duty.

This document highlights some of the ways we are working to promote equality, eliminate discrimination and foster good relations within our communities.

Eliminating discrimination, victimisation and harassment

Hate crime reporting

- Victims of hate crime can report incidents online via the self-service portal. We received 6 reports during 2024/25.
- We continue to provide support and assistance to victims of hate crime including referrals to partner agencies.
- Council successfully applied for funding for a Graffiti project in Dronfield after a spate of hate related graffiti. The artwork was inspired by children from the local schools.

Training and guidance

- All employees receive regular equalities and diversity training via the Council's online training platform with advice and guidance available too from a corporate team. This supports a good level of internal awareness that enhances service delivery and customer care.
- Guidance issued to staff and Managers following the Supreme Court ruling on sex under the Equality Act 2010.
- Autism training delivered to 17 frontline Leisure services staff in April 2024 which received positive feedback received from all participants. This has increased awareness and given confidence to those staff who meet and deliver services to a wide range of people.

Corporate Complaints

- The Council received one complaint alleging discrimination in the use of council services during 2024-25. Following an investigation the complaint was not upheld.

Eliminating discrimination

- Nearly 60% of residents (1,953 respondents) agreed that people from different backgrounds get on well together in their local area, according to the Residents' Survey. The survey received 3,269 responses in total. Additionally, 31.9% (1,044 respondents) neither agreed nor disagreed with the statement.
- The equality impact assessment framework has been reviewed and improved and fully incorporated into the council reporting process increasing transparency.



Advancing equality of opportunity

Access and support

- Customers and residents can request a 'reasonable adjustment' based on disability for their preferred method and format for receiving communications from the council.
- Regularly promoting materials and raising awareness through our communication channels to support mental health and wellbeing internally and externally.
- Our Equality Impact Assessment process promotes equality opportunities as well as identifying any equality impacts.
- 21,499 vulnerable and disadvantaged households have been supported through investment in voluntary and community organisations in 2024/25. Support covered areas such as benefits, debt, energy, housing, legal and employment advice, along with volunteering opportunities.
- 356 vulnerable adults received Community Outreach support provided by the Home Improvement Team (Environment Health) assisting with matters such as benefit entitlements.
- Over 18,500 residents took part in physical and social activity during 2024/25 with 10,231 pupils participating in the School Delivery Programme, 4025 residents taking part in Walk Derbyshire and 4,511 engaging with the Walking into Communities Programme. These activities are attended by individuals of all ages, backgrounds, and health conditions.
- Changing Places facilities installed at Clay Cross Active. This supports users with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis.
- Water Wellbeing sessions helping disabled users gain confidence, independence, and improved quality of life.



- Mindscapes and the Snap and Chat group in Clay Cross provide a supportive environment for individuals to engage in mindfulness and photography.
- The Council's website continues to score highly on accessibility (over 90%) making it easier for individuals



with visual impairments (using screen readers), hearing impairments (captions, transcripts), motor impairments (keyboard navigation), and cognitive disabilities (clear language, logical structure).

- 89 Disabled Facilities Grants have been approved to help make homes more accessible for individuals with mobility needs.
- The Head Office reception refurbishment was completed in February 2025, significantly enhancing public accessibility. Improvements include a wheelchair-friendly reception counter, better access to meeting rooms and the waiting area, a self-service counter, a food bank drop-off point, customer information screens, improved lighting, and the installation of Visual Alarm Devices.
- A total of 10 apprenticeships and trainee posts have been created, along

with 9 work experience placements. These opportunities offer valuable skills development and career pathways—particularly for young people—supporting their transition into employment and further education.

Customer and employee insight

- The new Residents' Survey received 3,269 responses, reflecting a more representative and inclusive sample.
- Gender: 62% female, 36% male, 2% preferred not to say.
- Ethnicity: 96% White British or Irish, 4% Ethnic Minority – consistent with the 2021 Census.
- Disability: 70% reported no disability, 18% were limited a little, and 12% limited a lot.
- Age: 13.2% aged 16-34, 34.4% aged 35-54, 23.3% aged 55-64, and 29% aged 65+.
- Encouraging all job applicants and new starters to provide demographic data to provide greater insight. Promoting this with existing employees too.



Fostering good relations

Promoting understanding

- A BSL engagement event took place on the 6th May 2025 during Deaf Awareness Week. The event focused on council tax and benefits, elections and the upcoming citizens' survey. The event was well received.
- We have actively promoted a variety of diversity days, including International Women's Day, Pride, National Day for Disabled People, Older People's Day, International Youth Day, Race Equality Week, and International Men's Day. We also raised awareness during Hate Crime Awareness Week.
- Internally we have held staff events which gives an opportunity for employees from different backgrounds and ages to mix and get to know each other. This supports the Council's One Team culture.



Summary

We remain dedicated to promoting equality, eliminating discrimination, and fostering good relations across all communities.

This review reflects our ongoing commitment to embedding equality in everything we do—from policy development to frontline services.



Access for All statement

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

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video [Call](#): a FREE, three way video call with us and a BSL interpreter.



- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking.
- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](#).



North East Derbyshire Council

Cabinet

Council Plan 2023-2027 Performance Report - Update April to June 2025

11th September 2025

Report of the Leader

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

PURPOSE / SUMMARY

To report progress on the objectives underpinning the Council plan for the period April to June 2024 (quarter 1).

RECOMMENDATIONS

1. That progress against the Council Plan 2023-2027 objectives be noted.

Approved by Cllr Nigel Barker, Leader of the Council

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

On behalf of the Head of Paid Service

DECISION INFORMATION

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)	N/A
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 	N/A - information only report
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 type="checkbox"/> Cabinet <input type="checkbox"/> SMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details: SMT – 28/07/25 Scrutiny committees x 4 – September 2025

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 report links to all Council Plan 2023-27 objectives and priorities.

REPORT DETAILS

1 **Background**

- 1.1 The attached appendix contains the performance updates by objective as of end of June 2025.

2. **Details of Proposal or Information**

- 2.1 The appendix details what has been achieved and progressed by objective, strategy, and tactic.

2.2 **A Great Place to Live Well**

- 2.2.1 Notable achievements include the successful launch of Clay Cross Active with over 1 million Facebook views and 2,200+ new memberships and the rollout of the £233,776 UKSPF Inclusive Communities Fund supporting seven community projects. Planning has commenced for home improvements following the award of the £5.1 million Warm Homes Local Grant, while environmental health responded to ten infectious disease cases and issued safety guidance for inflatables and animal attractions. Community safety addressed anti-social behaviour with formal actions and a Closure Order extension, and the Dronfield Mural Project transformed a graffiti-prone underpass into a vibrant, community-led artwork.

- 2.2.2 Regarding metrics, most metrics for this period are currently within target, reflecting steady performance across services. One measure has flagged as red due to staffing challenges, which have impacted delivery. The leisure participation target is on track to be met; however, final data capture has been delayed due to technical issues downloading attendance figures from the newly opened Clay Cross Active Centre. These are expected to be resolved shortly, allowing for full reporting in the next update.

2.3 **A Great Place to Work**

- 2.3.1 Notable achievements include preparations for the Digital Skills project launch in 2025/26, aiming to train 40 individuals in areas such as AI and cybersecurity. The Derbyshire Accelerator Programme began with 44 businesses receiving non-financial support—towards an annual target of 60. Additionally, 44 enterprises have adopted new technologies or processes, already exceeding the yearly target of 20. Council and partner job vacancies were actively promoted to over 3,000 email subscribers with high engagement rates.

- 2.3.2 We continue to support local businesses through regular networking opportunities. In Quarter 1, we hosted two key events: the Clay Cross Business Network on 5 June, attended by 23 representatives from 16 businesses, and the Manufacturing Supply Chain Cluster on 6 May, with 12 attendees from 8 businesses. In addition, our Tourism Officer has engaged

with 10 tourism-related businesses through ad hoc meetings and direct contact.

2.4 A Great Place to Access Good Public Services

- 2.4.1 Notable achievements include improving data tools like MyMaps GIS, and refining communications to boost engagement. Business bulletins grew in reach, and internal efficiencies were identified through an ICT major systems review and realised through bringing most external legal work in-house. Public consultations informed service improvements, while governance and cyber security were strengthened through early publishing of annual accounts, internal audit report assurance and changes to the Council's constitution. Workforce development progressed via the Leadership Academy and leisure training,
- 2.4.2 Regarding targeted metrics all are within or above target except for internal reviews for complaints which fell short at 75% (target 85%). Three reviews took longer than standard due to their complexity.
- 2.4.3 Regarding the three metrics for trend monitoring, one is showing positive, one remains the same. One metric, capital receipts is showing as negative however this is tracking an annual target due to the timescales involved in capital sales.

2.5 A Great Place that Cares for the Environment

- 2.5.1 Notable achievement include progressing the £5.1m Warm Homes Local Grant scheme to improve energy efficiency in private homes, promoting sustainable behaviours through Earth Day and Food Waste Action Week campaigns, and having three car parks shortlisted for rapid EV chargers. Action was taken against littering, and our new Community Recycling Officer actively forging links with schools and community groups. Biodiversity was supported through No Mow May, adding 30+ sites, and campaigns like Community Garden Week and Great Big Green Week.

3 Reasons for Recommendation

- 3.1 This is an information report to keep Cabinet informed of progress against the council plan objectives.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of progress against the council plan objectives.

DOCUMENT INFORMATION

Appendix No	Title
1	A summary of Council plan progress for the period April to June 2025
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)	



North East
Derbyshire
District Council

Council Plan 2023 - 2027

A summary of progress for the period
April to June 2025 (Q1)





A great place to live well

This quarter, the following progress has been made on ***a community with lifelong good health***

Maximise opportunities for residents of all ages and abilities to participate in physical and social activity.

- Sustained and high-impact promotion of the Clay Cross Active launch generated over 1 million views on the Clay Cross Active Facebook page in the 28 days leading up to the opening. Ongoing promotion of community events, such as Snap and Chat, has also continued throughout.

- **New Clay Cross Active facility opened to the public on 18th June 2025** offering a diverse range of activities and facilities to meet the needs of residents across the District. This has been a cross cutting project involving external partners and internal support teams such as ICT, Property, Estates and Assets.

- Working with the Arts Derbyshire and The Arts Council to develop co-operation on locally focused initiatives.

Directly or in partnership, reducing health inequality supporting Public Health, DCC and other partners to deliver targeted programmes in the district.

- Development of the Older People's Co-ordinator role continued, with a focus on

raising awareness of local services, groups, and amenities, and improving access—particularly for underserved and vulnerable communities. The role is intended to be hosted externally.

- **Led the launch of the UKSPF Inclusive Communities Fund, totalling £233,776. This included the extension of existing initiatives:**

- Citizens Advice NED - Specialist Energy and Debt Advisors
- Derbyshire Voluntary Action - Feeling Connected project and Social Connector
- In addition, four new projects were funded:
- Derbyshire Unemployed Workers Centre - Outreach benefits advice
- Chesterfield FC Community Trust - Youth engagement activities
- Citizens Advice NED - Income Maximisation Advice
- First Art - Pop-up community activities





This quarter, the following progress has been made on *a community with lifelong good health*

- Launched grant schemes for Luncheon Clubs, Clubs for Disabled People, and Older People's Clubs. To date, 11 grants totalling £2,800 have been awarded.
- Under the Community Action Grants programme, 10 grants were awarded in this period, amounting to £3,545. Funded activities included VE80 celebrations, Armed Forces Support Day, and community litter-picking events.

Assist residents in ensuring their homes are suitable and meet their health needs.

- We are actively progressing governance assurance assessments with the Department for Energy Security and Net Zero (DESNZ) following the award of £5.1 million through the Warm Homes Local Grant scheme. The funding will support energy performance upgrades, low-carbon heating installations, and solar panel provision for privately owned and rented households in targeted priority areas.
- There has been a rise in anti-social behaviour (ASB) incidents impacting individuals' mental health. In this period, one ASB Case Review has been conducted—primarily involving neighbour disputes with significant mental health implications. In response, action plans have been implemented, formal warnings issued, and a Closure Order has been extended to address persistent ASB.
- Three decent homes inspections carried out to assess structural concerns and integrity issues raised by Rykneld Homes.
- Collaborated with Rykneld Homes to pursue warrants to facilitate access for gas and electric inspections as quicker more cost effective means of gaining access to properties. Pre action warrant applications have successfully resulted in access being given in four properties.

Protect the public from ill health caused by environmental factors and business operations.

- Liaison with Yorkshire water to deal with ongoing sewage flooding incidents. Working with Rykneld Homes to upgrade a private sewer to prevent internal flooding to bungalows in Grassmoor.

• Ten infectious disease notifications were received (4 Salmonella, 3 Cryptosporidium, 2 E. coli, 1 Legionella).

Investigations linked the Cryptosporidium cases to an animal attraction site, which has responded positively and is implementing improved infection control measures. Guidance was issued to all primary schools and animal attractions in the district, with inspections scheduled. A public advisory was also shared via Facebook to raise awareness and help prevent further spread.

- Guidance was emailed to all pubs ahead of the bank holiday on safety requirements for hiring inflatables. Similar advice is being sent to organisers of known private events. For public events, checks are carried out to identify inflatable use, and relevant documentation is verified where applicable.
- All high risk food premises have been inspected as planned during the quarter.



This quarter, the following progress has been made on *a place to live that people value*

Develop and continually improve the quality and range of housing providing a nice home and area for all residents to meet all needs

- The Housing Strategy Team is actively collaborating with Housing Associations and developers to deliver affordable housing on new build sites. They are ensuring a mix of tenures, including affordable rent, social rent and affordable homeownership options (to help residents buy homes at discounted rates). A total of 667 affordable housing units are planned for delivery over the coming years, with 392 units already underway. Progress is also being made with P3 on a new supported housing service. P3 has appointed a contractor to carry out works on two previously void Council homes in Clay Cross.

Directly and with partners, improve where people live to ensure they are safe, clean, functional, and attractive.

- Embrace our place events including visible clean-ups and community estate walkabouts held at Grassmoor, Dronfield and Holmgate.

- **The Dronfield Mural Project was successfully completed**, transforming the Gosforth underpass—a site previously targeted by repeated graffiti—into a vibrant, community-inspired artwork. Since installation, no graffiti has returned. The mural was developed in consultation with local schools, with children's ideas embedded into the design, and supported by funding from UKSPF. The County Council has committed to maintaining the installation, which has significantly improved the safety and appearance of the area.



Well maintained public realm that connects our communities.

- Design works for the public realm in Clay Cross Baileys Square ongoing. Snagging work for Dronfield Civic Centre improvements undertaken, improving pedestrian access through overflow car park.
- **With funding from the UKSPF, planning has begun for further public realm improvements, including:**
 - Enhancements around Southgate shops in Eckington. These works aim to enhance the public realm in front of 10-14 Southgate and will include resurfacing, the installation of decorative resin surfacing with tree protection pits, additional seating, safety bollards, and an upgraded planter.
 - Removal of outdated, decommissioned CCTV cameras in Clay Cross
 - Installation of town centre maps in Eckington, Killamarsh, and Clay Cross
- A61 consultation for proposed traffic light signals at the junction with Mill Lane took place. Results collated and will be passed onto Derbyshire County Council the project owner.



This quarter, the following progress has been made on ***a place where people enjoy spending time***



Improve and promote places and attractions to spend leisure time

- Continued promotion of the Leisure Facilities in line with priorities identified in the Marketing and Service plans. Clay Cross Active performance has been excellent with over 2,200 new memberships and 100 junior memberships with weekly growth in our swimming lessons.

• **Play area improvements programme continues with consultation results shaping scheme improvements to be funded by UKSPF.**

- Overflow parking has been marked out and sign posted at Clay Cross Active to assist with the increased number of visitors to the new facility.

Develop and promote the local 'offer' to ensure a diverse range of high-quality activities and places to spend time

- Promotion of leisure memberships and leisure wider offer across all communication channels including the new leisure website and Instagram account.

• **Planning is underway for the UKSPF-funded Exploring the District project, aimed at promoting local attractions and encouraging residents and visitors to discover more of North East Derbyshire. Q1 promotional activity included:**

- A Dog Friendly Guide campaign, which attracted over 17,000 views on social media.
- Production and release of three short videos showcasing local walks and attractions.
- Participation in National Gardening Week, celebrating the district's garden centres.
- Cross-promotion of Clay Cross Active and the Clay Cross Games to boost visibility.
- Continued promotion of the Food and Drink Trail, encouraging people to explore local venues and enjoy the outdoors.

Metric	Target	Quarter 4 Value	RAG
Increase participation in leisure activities at leisure centres by 5000 visits per year.	196,000	Awaiting data See note	
Achieve 1600 monthly attendance through community-based activity.	4800	4,650	
Bring 6 long term empty properties back into use per year.	6 per annum	1	
Number of targeted proactive littering/dog fouling patrols carried out.	36	19	
Number of proactive community patrols or events focussing on litter, waste, and dog fouling.	4	3	

Metric	Comments
Number of targeted proactive littering/dog fouling patrols carried out.	The team continues to be affected by staffing issues however recruitments have been made.

Note: Currently unable to download attendance data from the new Clay Cross Active Centre. This issue will be resolved for Q2 reporting.





A great place to work

This quarter, the following progress has been made on ***a community with growing, commutable employment opportunities***

Support existing businesses (including the Council) to maintain and grow workforce.

- The Derbyshire Accelerator Programme for 2025/26 is now underway, with initial funding provided by East Midlands Chamber while the Council awaits UK Shared Prosperity Fund support. So far this year, 44 businesses have received non-financial support—towards an annual target of 60. Additionally, 44 enterprises have adopted new technologies or processes, already exceeding the yearly target of 20.
- Regular promotion of council and partner job vacancies to over 3,000 email subscribers. These updates consistently achieve open rates above 50%, showing strong interest and engagement from our subscribers.

• We continue to support local businesses through regular networking opportunities. In Quarter 1, we hosted two key events: the Clay Cross Business Network on 5 June, attended by 23 representatives from 16 businesses, and the Manufacturing Supply Chain Cluster on 6 May, with 12 attendees from 8 businesses. In addition, our Tourism Officer has engaged with 10 tourism-related businesses through ad hoc meetings and direct contact.

- We've welcomed a T Level student from Chesterfield College, who will be gaining hands-on experience and supporting our Engineering team over the next year as part of their placement.
- Establishing the £1m UK Shared Prosperity Fund programme for 2025/26 with internal stakeholders whilst awaiting the receipt of funding.

Attract and support new businesses to the area which bring new jobs.

- Marketing of business units at Baileys Square, Clay Cross is ongoing in partnership with commercial property consultants Fisher Hargreaves Proctor. Three units are currently at the legal stage, two are progressing through Heads of Terms, and four others have registered interest. The goal is to have all units under offer by autumn 2025.

• We've developed and updated a standard lease agreement to support businesses using Council-owned facilities. This ensures a consistent, clear, and efficient process for setting up agreements—making it easier for businesses to access and use our spaces while ensuring legal and operational requirements are met.



Progress against our objective:



This quarter, the following progress has been made on ***a community with growing, commutable employment opportunities***

- Preparations for the next phase of the district-wide Shop Front Enhancement Scheme were carried out during this period in anticipation of receiving UK Shared Prosperity Fund (UKSPF) support. Once funding is

received, the scheme will reopen for new applications—offering grants to help improve the appearance of high street shopfronts and business premises across North East Derbyshire.

A great place to work



This quarter, the following progress has been made on ***a community with a diverse range of commutable employment that match the skills of residents***

Work with partners to match and develop local skills with local business employment need

- Digital Skills project to continue for 2025/26 when UK Shared Prosperity funding is received. Proposed target to deliver digital training to 40 people from new businesses. Training offer includes AI, digital marketing and cybersecurity.





A great place to access good public services



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

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

- Led the launch of the UKSPF Inclusive Communities Fund, totalling £233,776. This included the extension of existing initiatives:
 - Citizens Advice NED - Specialist Energy and Debt Advisors
 - Derbyshire Voluntary Action - Feeling Connected project and Social Connector
- In addition, four new projects were funded:
 - Derbyshire Unemployed Workers Centre - Outreach benefits advice
 - Chesterfield Football Club Community Trust - Youth engagement activities
 - Citizens Advice NED - Income Maximisation Advice
 - First Art - Pop-up community activities
- Dissemination of partner communications, including messages from the Environment Agency, Derbyshire County Council and the UK Health Security Agency., covering topics such as heat-health alerts and drought conditions.

- **Communities Scrutiny Committee received presentations from three voluntary sector organisations** that detailed how their funding from the Council was spent. This increases awareness and nurtures partnerships that support local communities.

Collate and analyse district wide data to inform improvements

- We're continuing to develop the MyMaps GIS system and ArcGIS to make local data more accessible and useful. This includes publishing interactive maps and providing tools that help council officers and residents explore and understand information about their area.
- Following analysis of our communications campaigns we have reduced the number of daily social media posts from several to just three. This adjustment has boosted our social media engagement rates showing that less can be more when it comes to reaching our intended audience - customers, residents, businesses.

Progress against our objective:



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

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

- Bulletins and e-newsletters to local businesses has grown again in this period with monthly subscribers to our main business e-zine reaching 3,081 from 2,896.

Additionally, our new 'Business First' e-zine, launched last quarter, has seen subscriber numbers rise from 62 to 84.

A great place to access good public services



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

Fiscally responsible and efficient

- Major ICT Systems review completed to inform efficiencies, maximisation of current systems and procurement priorities.

- Brought majority of external outsourced legal work back in house, particularly s106 debt recovery work. This can be accommodated now and will reduce cost.
- Statement of Accounts for 2024/25 completed and published 20 June, ahead of statutory deadline of 30 June 2025.
- Reviewed commercial waste fees and charges and introduced incentives for businesses to use all council collection services.



Listen to customers (Residents and Businesses) to improve services

- Four play area consultations have been completed with the results and findings being considered for the improvement programme.



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

- The draft report for the Young Persons Sport and Physical Activity consultation has been shared with stakeholders for review. With 320 responses received, the findings will offer the Leisure Team valuable insights into what motivates young people to engage in physical activity, as well as the barriers that may be preventing participation—helping to shape more effective and inclusive programmes.
- The A61 Mill Lane / Nottingham Drive Consultation closed with 451 responses. A report of the results has been compiled for the project lead Derbyshire County Council to consider.
- To ensure Warm Homes Local Grant scheme is delivered responsibly, the Council is actively progressing through Department for Energy Security and Net Zero (DESNZ) governance assurance assessments, with a strong focus on fraud prevention and data protection measures.
- The Council's Constitution was updated at Annual Council in May following a programme of review by the Standards Committee.

Modernise and innovate services to continually improve

- **Our new Community Recycling Officer is now in post and actively forging links with schools and community groups.** Bookings are already confirmed for the upcoming academic year, supporting greater awareness and engagement around recycling and sustainability.

- We're in the process of ordering digital poster leaflet holders that will display QR codes linking to key service booklets. These will provide easy access to core information for both the Council and Rykneld Homes.
- We are trialling the use of iPads to digitally capture signatures for Disabled Facilities Grant contracts. This move away from paper-based documentation is designed to streamline the process, reduce administrative overheads, and improve cost efficiency.

Ensure good governance and transparency in all we do

- One complaint was received by the Local Government and Social Care Ombudsman (LGSCO) this quarter concerning the council. The case has now been closed and will not be investigated further.

- **Implementing a new Virtual Desktop Infrastructure system.** This technology allows staff to securely access their work desktops and applications from any device, whether they're in the office or working remotely.




- **Internal audit of our cyber security governance arrangements concluded with a rating of reasonable assurance,** confirming that key controls are in place and operating effectively.



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

Maintain a motivated and skilled workforce

- Service Reviews are encouraging career graded posts and are being innovative in filling posts to support succession planning.
 - Further courses have been rolled out on the Learning Management Platform, to support continuous learning.
 - Staff Summer Event and Awards held on 3 June 2025 at Dronfield Active, well attended and good feedback from employees.
 - £20k funding secured through UKSPF to provide Leisure training (Lifeguard, Swim Teacher & Gymnastic Coach) for both internal and external candidates.
- The Council has started its fourth Leadership Academy programme, offering two distinct development pathways—Level 3 and Level 5 cohorts. These are designed to support staff at different stages of their leadership journey:
 - Level 3 Cohort: Typically aimed at emerging leaders or those new to management roles.
 - Level 5 Cohort: Geared towards more experienced managers preparing for senior leadership positions.
 - The programme is part of the Council's broader Talent Pipeline Strategy, which focuses on developing leadership skills, behaviours, and confidence across all levels of the organisation. Participants engage in mentorship, coaching, and hands-on project work to build their capabilities and prepare for future leadership roles. This initiative supports the Council's "One Team" culture and its commitment to "growing our own" leaders from within.

Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	15.27	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	2.05	
Council Tax collected %.	Annual target 96.14%	28.52%	
NNDR Collected %.	Annual target 96.66%	28.42%	
Total number in Temporary Accommodation.	Decrease	10	 13 Q4 2024/25
Total number in Bed & Breakfast.	Decrease	1	 1 Q4 2024/25
% of formal complaints responded to within 15 working days.	98%	97%	Within target
% of internal reviews responded to within 20 working days.	85%	75%	
% of abandoned calls (01246 231111).	5%	1.3%	
% calls answered within 30 seconds (01246 231111).	80%	87%	
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative).	Increase	Nil	 £1,044,250 2024/25

% of internal reviews responded to within 20 working days.	There were 12 Internal Review complaints this quarter and 3 were out of standard = 75 %. These related to the Planning Department.
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative).	No receipts yet as no sales have completed.





This quarter, the following progress has been made on **reducing carbon emissions and pollution across the district**

Assist and influence other public partners, residents, and businesses to reduce their carbon emissions.

- Derbyshire Accelerator business support service commissioned for 2025/26 using UK Shared Prosperity Fund. This will no longer include specific business de-carbonisation plans, instead focusing on the introduction of new technologies or processes which may include reducing impact on climate change.

- **Work underway to deploy the £5.1m Warm Homes Local Grant scheme to fund energy performance upgrades,** low carbon heating installations and solar panels to privately owned or privately rented households in targeted priority areas.

- We've begun a monitoring exercise on the Council's Climate Change Action Plan. Progress on delivering actions during this period was limited due to capacity challenges - previously unsuccessful in appointing a dedicated Sustainability Officer and the need to prioritise the setup of the UK Shared Prosperity Fund programme for 2025/26.
- Communication campaigns around Earth Day and Food Waste Action Week promoted sustainable behaviours such as reducing waste and composting, helping to lower carbon emissions.



- Three Council-owned car parks have been shortlisted for new rapid electric vehicle chargers, as part of a county-wide rollout funded by Derbyshire County Council through the Local Electric Vehicle Infrastructure scheme. This will provide residents and visitors with more EV charging options within the district.

- **Initial findings from the Carbon Disclosure Project regarding the Council's emissions have been published.** These results are currently being analysed to identify opportunities for improved efficiency and further emissions reductions.

Continually reduce the Council's own carbon emissions.

- Removal of unnecessary hardware phones in council offices completed and staff transferred to softphone to reduce power consumption and provide consistent remote working tools.



This quarter, the following progress has been made on ***reducing carbon emissions and pollution across the district***

Assist and influence other public partners, residents, and businesses to reduce pollution.

- One Community Action Grants awarded to support Eckington Litter Pickers, grant total £463.



Develop policies and plans which require and encourage alternatives to car usage.

- No outcomes to report this quarter.

Directly and with partners and residents, reduce litter and pollution from waste.

- A notable enforcement action was publicised in June 2025, where a Morton resident was issued a £100 fixed penalty notice for discarding a cigarette butt from a vehicle.

- **Our new Community Recycling Officer is now in post and actively forging links with schools and community groups.** Bookings are already confirmed for the upcoming academic year, supporting greater awareness and engagement around recycling and sustainability.



This quarter, the following progress has been made on ***increasing biodiversity across the district***

Assist and influence other public partners, residents, and businesses to utilise their assets to improve biodiversity

- **Communication campaigns around Community Garden Week**

and No Mow May supported local biodiversity by promoting green space use and creating habitats for pollinators. Great Big Green Week celebrated community-led environmental action, including initiatives that protect and enhance local ecosystems.

- No Mow May has now concluded, with over 30 new sites added to support pollinators and promote biodiversity. However, due to extremely dry conditions, the growth of wildflowers and other species was limited this year. Residents can continue to support the initiative by nominating future sites through our online form.



Where appropriate, utilise Council assets to improve biodiversity.

- Biodiversity plans are in place for Clay Cross Active facility and 3G pitch. Tree planting and other associated grounds works won't be undertaken until October when conditions are more suitable.