

Public Document Pack



**North East
Derbyshire**
District Council

Contact: Thomas Scott - Governance and
Scrutiny Officer

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Date: Monday, 1 September 2025

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

Please attend a meeting of the Services Scrutiny Committee to be held on **Tuesday, 9 September 2025 at 10.00 am in the Council Chamber.**

Yours sincerely

A handwritten signature in cursive script that reads "Sarah Skeneberg".

Assistant Director of Governance and Monitoring Officer

Members of the Committee

<u>Labour Group</u>	<u>Conservative Group</u>	<u>North East Derbyshire Independents Group</u>
Councillor Kathy Clegg Councillor Carol Lacey Councillor Derrick Skinner Councillor Christine Smith Councillor Mick Smith – Chair	Councillor Richard Spooner Councillor Neil Baker Councillor Kevin Tait	Councillor Ross Shipman

For further information about this meeting please contact: Thomas Scott - Governance and Scrutiny Officer 01246 217045

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 interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

3 Minutes of Last Meeting (Pages 5 - 8)

To approve as a correct record and the Chair to sign the Minutes of the Services Scrutiny Committee held on 29 July 2025.

4 Overview of Council's Complaints Procedure

To receive an overview of the Council's complaints procedure and reporting system.

Rachael Pope, Customer Services Manager

5 Missed Wheelie Bin Collections

To receive an overview of how missed wheelie bin collections are recorded and processed.

Darren Mitchell, Streetscene & Waste Services Manager

6 Local Plan Update

Update on the Local Plan.

David Thompson, Assistant Director of Planning

7 Equality Plan and Duty Review 2024/25 (Pages 9 - 21)

To receive the Equality Action Plan.

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

8 Performance Management (Pages 22 - 31)

Council Plan Targets Performance Update.

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

9 Cabinet Business (Pages 32 - 34)

To inform Committee of recent and forthcoming Cabinet business.

A digest of Cabinet decisions taken since May 2025. This information is published by Cabinet meeting on the Council's website. Cabinet Agendas, Decisions and Minutes can be viewed at: [Cabinet](#)

The Forward Plan of Executive decisions.

[Plans](#)

These plans are updated to include new business.

Joe Hayden, Senior Scrutiny Officer

10 Policy Development

To contribute to major Policies being considered by the Council.

11 'Horizon Scanning'

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

12 Work Programme (Pages 35 - 41)

To consider the Committee's Work Programme.

Joe Hayden, Senior Scrutiny Officer

13 Additional Urgent Items

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

14 Date of Next Meeting

The next meeting of the Services Scrutiny Committee is scheduled to take place on 25 November 2025 at 10.00 am.



North East Derbyshire District Council

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SERVICES SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 29 JULY 2025

Present:

Councillor Mick Smith (Chair) (in the Chair)

Councillor Richard Spooner (Vice-Chair)

Councillor Neil Baker

Councillor Derrick Skinner

Councillor Ross Shipman

Councillor Christine Smith

Also Present:

J Dethick

D Vickers

P Kerry

J Hayden

T Scott

Director of Finance and Resources & Section 151 Officer

Communications, Marketing & Design Manager

Trainee Accountant

Senior Scrutiny Officer

Governance and Scrutiny Officer

SSC/ Apologies for Absence

1/25-

26

Apologies for absence were received from Councillors K Clegg, C Lacey and K Tait.

SSC/ Declarations of Interest

2/25-

26

None.

SSC/ Minutes of Last Meeting

3/25-

26

RESOLVED – That the Minutes of the Services Scrutiny Committee held on 13 May 2025 be approved as a correct record and signed by the Chair.

SSC/ Medium Term Financial Plan - Outturn 2024/25

4/25-

26

The Director of Finance and Resources presented a report informing the Committee of the contents of the attached Financial Outturn 2024/25 report to be presented to Cabinet on 31 July 2025.

The report to Cabinet included details on the Financial Outturn 2024/25, the General Fund, Reserves, General Fund Balances, the Housing Revenue Account, the Capital Investment Programme and Capital Financing.

RESOLVED – That the Outturn Report was noted.

SSC/ Budget Monitoring Report - Q1 2025/26

5/25-

26

The Director of Finance and Resources presented a report informing the Committee of 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. The report would be presented to Cabinet on 31 July 2025.

Members referred to the section in the Capital Programme Outturn appendix called 'prudential borrowing', and asked what this involved and why it had increased in amount. The Director of Finance and Resources explained that this figure was an estimate of how much the Council would need to borrow, and the amount had increased because the Council was undertaking more external borrowing.

Members referred to the new Clay Cross Active leisure centre, and enquired if it would end the year in profit. The Director of Finance and Resources informed Members that when Finance Officers undertake the next revised budget, the report presented to the Committee would include details on the financial performance of Clay Cross Active.

RESOLVED – That the Monitoring Report was noted.

SSC/ 6/25-26 Generative Artificial Intelligence - Task Group Update

The Director of Finance and Resources and the Communications, Marketing & Design Manager delivered a presentation informing the Committee of ways the Council would be utilising Generative Artificial Intelligence.

The presentation included information on:

- What AI was and how it could assist the Council
- The Council's 3 Step Plan (Copilot integration, integration into current systems and a data cleanse)
- The risks involved

The Director of Finance and Resources explained some of these points in more detail, and told the Committee that AI was a technology evolving rapidly, and it could change the way the Council delivers services. Members were also informed that the Council has selected Microsoft Copilot as its main AI application going forward because the Council already used a number of Microsoft products.

The Committee discussed some of the risks of AI, and the Director of Finance and Resources stated that the Council are being careful with how quickly it progresses with AI, because of the number of risks involved especially those that could lead to data protection issues.

Members discussed the opportunity this would bring to the Authority in terms of saving time in work processes and also reducing costs, and enquired as to how this will be monitored. The Director of Finance and Resources informed the Committee that there would be a number of ways this would be monitored but gave an example of how the testing of Copilot has saved a particular service area a lot of time and this will undoubtedly lead to efficiencies and has already been successful in some service areas.

A Member of the Committee asked whether unions were consulted when

employee positions and terms and conditions were being reviewed. The Director of Finance and Resources confirmed that unions were consulted in such matters as a matter of course.

The Committee discussed that this was a significant area of change and improvement at the Authority going forward and requested that this topic come back to a future meeting (approximately 6 months) to see what progress has been made.

RESOLVED – That the update was noted, and AI is added to the Work Programme for around 6 months' time.

SSC/ 7/25-26 **Policy Development**

The Communications, Marketing & Design Manager presented the draft Digital Strategy to the Committee.

The Communications, Marketing & Design Manager advised that the Strategy replaced the current one which was more inward facing. The new Strategy was not only inward facing but external facing too. The Committee were informed that 'Digital Inclusion' was a section of the Strategy that sought to help residents without the Internet if they needed to apply or pay for something. Members were pleased to see this included, because they felt there were a number of people who did not have access to the Internet for a number of reasons.

Members enquired to the development of a Council based App, which was becoming more popular for accessing information and are generally easier to use/navigate. The Director of Finance and Resources informed the Committee that the Council were looking at ways to improve access to services etc but have been looking at the Gov Notify route, however options will be explored.

RESOLVED – That the update was noted.

SSC/ 8/25-26 **Cabinet Business**

The Senior Scrutiny Officer presented a digest of Cabinet decisions taken since the last Committee meeting on 13 May 2025. The digest set out key information for each decision.

The Senior Scrutiny Officer also presented Members with the Forward Plan of Executive Decisions for the period 15 June 2025 to 15 July 2025.

Members referred to the decision in the Forward Plan titled 'Award of Contract for Financial Software' and enquired as to given the potential changes to Local Authorities in a few years, and the discussions that had just taken place on AI, is the new software future proof. The Director of Finance and Resources confirmed that it was and explained that the contract has been done in such a way that it covers 3 years with a view to be extended.

RESOLVED – That the update was noted.

SSC/ 'Horizon Scanning'

**9/25-
26**

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

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

RESOLVED – That the update was noted.

SSC/ Work Programme

10/2

5-26

The Senior Scrutiny Officer presented the Work Programme 2025/26 for the Committee to agree. Members were informed that this was the first Work Programme of the 2025/26 year.

Members asked if the missed bin collection suggestion that was raised in 2024/25 had been added to the Work Programme. The Senior Scrutiny Officer explained that she was liaising with the relevant officers to confirm availability but it would appear at a future meeting.

RESOLVED – That the Work Programme 2025/26 be agreed.

SSC/ Additional Urgent Items

11/2

5-26

None.

SSC/ Date of Next Meeting

12/2

5-26

The next meeting of the Services Scrutiny Committee was scheduled to take place on 9 September 2025 at 10.00 am (meeting moved from 2 September).

North East Derbyshire Council

Services Scrutiny Committee

Equality Plan and Duty Review 2024/25

9th September 2025

Report of the Information & Improvement Manager

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.
-

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 Scrutiny 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.

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- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](#).



North East Derbyshire Council

Services Scrutiny Committee

**Council Plan Objective – A Great Place to Access Good Public Services –
Update April to June 2025**

9th September 2025

Report of the Information and Improvement Manager

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

PURPOSE / SUMMARY

To report progress on the strategies underpinning the Council Plan objective - “A great place to access good public services” for the period ending 30th June 2025

RECOMMENDATIONS

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

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☐ No ☒

Details

On Behalf of the Solicitor to the Council

Staffing: Yes ☐ No ☒

Details:

On behalf of the Head of Paid Service

DECISION INFORMATION

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 type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.
A great place to access good public services: <ul style="list-style-type: none"> Assist and influence other public partners to improve their services in the district. Continually improve Council services to deliver excellence and value for money.

REPORT DETAILS

1 Background

1.1 The Council plan 2023-27 has four objectives:

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

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

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

2. Details of Proposal or Information

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

2.2 Notable achievements include 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.

2.3 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 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 The report was taken to Senior Management team on 28th July 2025 for consideration and oversight.

3 Reasons for Recommendation

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

4 Alternative Options and Reasons for Rejection

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

DOCUMENT INFORMATION

Appendix No	Title
1	A summary of progress for the Council Plan objective – A Great Place to Access Good Public Services – for the period ending 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)	

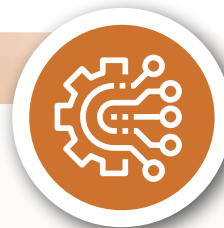


North East
Derbyshire
District Council

Council Plan 2023 - 2027

A summary of progress for **a great place to access good public services** for the period April to June 2025 (Q1)





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.

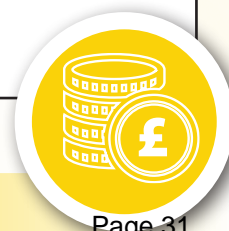
Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	15.27	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	2.05	
Council Tax collected %.	Annual target 96.14%	28.52%	
NNDR Collected %.	Annual target 96.66%	28.42%	
Total number in Temporary Accommodation.	Decrease	10	<div>↓</div> <div>13</div> <div>Q4 2024/25</div>
Total number in Bed & Breakfast.	Decrease	1	<div>↔</div> <div>1</div> <div>Q4 2024/25</div>
% 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	<div>↑</div> <div>£1,044,250</div> <div>2024/25</div>

% 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.





Forward Plan of Executive Decisions for the period 15 August 2025 – 15 September 2025

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

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

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

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

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

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

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

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

Sarah Sternberg
Assistant Director of Governance & Monitoring Officer

Published on: 14th August 2025

Cabinet members and their responsibilities

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

DECISION TO BE TAKEN	DECISION-MAKER	DATE OF DECISION	KEY DECISION	EXEMPT DECISION (INCLUDING GROUNDS FOR EXEMPTION)	RESPONSIBLE PORTFOLIO HOLDER	RESPONSIBLE OFFICER
Appointment of Facilities Management Contractor	Assistant Director of Property Estates and Assets	Not before 21 Aug 2025	Key	Open	Councillor Jayne Barry, Portfolio Holder for Growth and Assets	Assistant Director of Property Estates and Assets
Simpler Recycling	Cabinet	11 Sep 2025	Key	Open	Councillor Stephen Pickering, Portfolio Holder for Environment and Place	Assistant Director of Streetscene

SERVICES SCRUTINY WORK PROGRAMME 2025/26
CHAIR: CLLR MICK SMITH
VICE CHAIR: CLLR RICHARD SPOONER

AGENDA ITEM	BRIEF DESCRIPTION	LEAD OFFICER/ORGANISATION
Meeting Date: 29 July 2025		
Financial Outturn 2024/25	To receive the financial outturn for 2024/25	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager — ACCEPTED
	Outcomes: <i>Gained an overview of the outturn for 2024/25</i>	
Medium Term Financial Plan Budget Monitoring Q1 2025/26	To receive the budget monitoring report for 2025/26 — Quarter 1	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager — ACCEPTED
	Outcomes: <i>Gained an understanding of the Council's financial outturn position for 2024/25</i>	
Generative Artificial Intelligence — Task Group Update	Overview on Generative Artificial Intelligence and steps the Council are taking	Jayne Dethick, Director of Finance & Resources (S151 Officer) / David Vickers, Communications, Marketing & Design Manager — ACCEPTED
	Outcomes: <i>Understand the work being undertaken across the Authority. ACTION: Come back in 6 mths for an update</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</i>	
Policy Development	To contribute to major Policies being considered by the Council	David Vickers, Communications, Marketing & Design Manager — ACCEPTED

	<ul style="list-style-type: none">● Digital Strategy	
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Agreed a Work Programme going forward for the year</i>	
Meeting Date: 9 September 2025 (moved from 2 September)		
Overview of Council's Complaints Procedure	To receive an overview of the Council's complaints procedure and reporting system	Rachael Pope, Customer Services Manager - ACCEPTED
	Outcomes: <i>To gain insight into the complaints procedure and reporting system</i>	
Missed Wheelie Bin Collections	To receive an overview of how missed wheelie bin collections are recorded and processed.	Darren Mitchell, Streetscene & Waste Services Manager - ACCEPTED
	Outcomes: <i>To gain insight into missed bin collections, and whether there are any areas of concern</i>	
Local Plan Update	Update on the Local Plan	David Thompson, Assistant Director of Planning – ACCEPTED
	Outcomes: <i>To hear about the Local Plan and any changes/issues that have arisen</i>	
Equality Plan and Duty Review 2024/25	To receive the Equality Action Plan	Kath Drury – Information and Improvement Manager / Amar

		Bashir – Improvement Officer - ACCEPTED
	Outcomes: <i>To understand the actions within the Action Plan</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 1	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees’ work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	
Meeting Date: 25 November 2025		
NEDDC Park Equipment	Overview of NEDDC owned parks/play areas	Joy Redfern, Assistant Director of Streetscene / Cate Harris, Streetscene Coordinator – ACCEPTED

	Outcomes: <i>To gain an insight into parks/play areas owned by NEDDC, including how many and location, age of equipment, maintenance schedules and plans for upgrades</i>	
Medium Term Financial Plan – Revised Budget	To receive the revised budget for 2025/26	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of the Council's financial outturn position for 2024/25</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 2	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council • Taxi Licensing Policy	Charmaine Terry, Environmental Health Team Manager (Licensing) – INVITE SENT
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	

Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	
Meeting Date: 24 February 2026		
Generative Artificial Intelligence – Update	Update on generative Artificial Intelligence and current position	Jayne Dethick, Director of Finance & Resources (S151 Officer) / David Vickers. Communications, Marketing & Design Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of AI and steps being taken</i>	
Annual Local Government Ombudsman Report	To receive and discuss the Annual Ombudsman Report	Rachael Pope, Customer Service Manager – TBC
	Outcomes: <i>Informed of any major complaints logged with the LGO.</i>	
Medium Term Financial Plan Budget Monitoring Q3 2025/26	To receive the financial outturn for 2025/26 – Quarter 3	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of the Council's financial outturn position for 2024/25</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 3	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer

	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	
Meeting Date: 12 May 2026		
People Strategy Action Plan - Annual Update	Update on progress made against the Action Plan	Lee Hickin – Managing Director / Sara Gordon – HR & OD Manager - TBC
	Outcomes: <i>To understand the progress of work that has been taken against the Strategy/Action Plan</i>	
Employment Rights Bill	Overview of the legislation and how the upcoming changes affect the staff/Authority	Sara Gordon – HR & OD Manager - ACCEPTED
	Outcomes: <i>To gain an understanding of the legislation</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 4	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	

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

Notes