

North East Derbyshire District Council – Decisions taken by the Cabinet on Thursday, 16 April 2026

Agenda Item No	Topic	Decision	Reasons	Options
4	Corporate Comments, Compliments and Complaints Policy Review	<p>RESOLVED –</p> <ol style="list-style-type: none"> 1. That the review of the Corporate Comments Compliments and Complaints Policy be noted. 2. That the formal response timescale for complaints be amended so that complaints are answered within 10 working days instead of the current 15 working days. <p>This was not a Key Decision and so can be implemented with immediate effect by officers.</p>	<p>To work in line with LGSCO recommendations and best practice. To address audit recommendations following the internal audit review on complaints (July 2025), which recommended harmonising NEDDC's formal complaints handling code to 10 working days – See Appendix A, attached to Item 4 in the Agenda reports pack. A Complaints Procedure Survey was conducted from 15 December 2025 to 25 January 2026 to gather residents' views on acceptable response times. Outcome above, for full complaints survey – see Appendix B, attached to Item 4 in the Agenda reports pack. To align with other local neighbouring authorities. The proposed change will require clear communication to staff and adequate support to ensure compliance with the new timescale. Ongoing monitoring will be necessary to assess the impact of the change on complaint handling performance and staff workload. The policy should be reviewed again in three years, or sooner if further best practice guidance emerges.</p>	<p>Retain the current 15 working day timescale for the next three years. This option is not recommended as it does not align with best practice or audit recommendations.</p>

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5	Medium Term Financial Plan Update - Final Settlement	<p><u>RESOLVED</u> –</p> <p>That Cabinet noted the report.</p> <p>This was not a Key Decision and so can be implemented with immediate effect by officers.</p>	<p>To ensure that the Cabinet is kept informed of the latest position concerning the MTFP.</p>	<p>This report is for noting the amended position of the MTFP therefore no alternative options are required.</p>
8	Housing at North Wingfield (Whiteleas) Development	<p><u>RESOLVED</u> –</p> <p>That Cabinet agreed to the proposed change of mix required on the Whiteleas development at North Wingfield.</p> <p>This was not a Key Decision and so can be implemented with immediate effect by officers.</p>	<p>Developing the vacant Council owned land at Whiteleas supports the delivery of new homes in the District. Changing the mix supports the Council's commitment to the delivery of high-quality affordable housing for rent in the District.</p>	<p>To continue with existing mix. Rejected due to risk of lack of sales due to worsening economic and market conditions.</p>