

## Council Plan 2023-2027 – A summary of progress by objective for the period ending 30<sup>th</sup> September 2023

### A Great Place to Access Good Public Services

*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.*

Reinstated the core grant to Derbyshire Unemployed Workers' Centres to help vulnerable families during the cost-of-living crisis, awarding £22,377 for 2023/24. (Regeneration & Programmes)

Produced the latest Armed Forces Community bulletin in June 2023, which signposts people to various NEDDC and external agency support provision. (Regeneration & Programmes)

New Derbyshire Police Safer Neighbourhood Team Headquarters being progressed on Council owned site at Bridge St Clay Cross. Contracts exchanged and completion now subject to planning. New NHS Health Clinic being considered on remaining Council owned land at Bridge St Clay Cross - private treaty disposal being progressed. New Sharley Park Leisure Centre to have dedicated leased space for other public sector services - terms agreed for both NHS & Citizen Advice Bureau to take space in the building. (Property and Estates)

*Collate and analyse district wide data to inform improvements*

Updated the District health data about 'Diamond' and 'Silver' Communities, to inform local intervention. Commencement of development of biennial Residents Survey, to issue in November 2023 (Regeneration & Programmes)

Customer satisfaction information, and how we collect data for Property and Estates, is to be considered as part of the Strategic Asset Management Plan that is currently being drafted. (Property and Estates)

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

For this period Leisure Services have worked with public partners including:

- Respiratory Rehab – discussions about relocation of their service into the new facility at Clay Cross Active.
- Parkinson's UK - Funding secured in August for Parkinson's project. MP met with Parkinson's regional rep and Senior Neuro physio in North East Derbyshire. Funding (£2.5K) for activities at Eckington & Killamarsh centres (anticipated to run until December with a view to continuing).
- Cardiac Rehab stakeholders meeting – potential funding opportunity.
- Killamarsh Medical Practice – meeting to plan open day at Killamarsh Active to support Exercise by Referral. A successful meeting which achieved 25 new referrals.

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*The following progress has been made on **Continually improve Council services to deliver excellence and value for money***

*Fiscally responsible and efficient*

Council Tax and Business Rates collection rates on track at 56% and 59% respectively.

Claims for Housing Benefit and Council Tax reduction administered on average within 17.5 days (standard 20 days). Similarly change in circumstances are being administered on average quicker than standard (within 3 days, standard 6 days).

Comparison of fees and charges commenced pending review (Streetscene)

New fees and charges schedule being considered by Estates for non-statutory functions that are requested by residents. (Property & Estates)

Quarter 1 (April to June 2023) budget monitoring reports presented to the Services Scrutiny Committee and Cabinet in October. No budget pressures of concern were noted at this time. (Finance)

Recently reviewed the debt outstanding for Private Water Supplies and improved debt recovery processes. (Property & Estates)

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

A Residents Survey (sample approach) developed and to go live in November 2023. The survey focuses on 'place' and local services and will provide valuable resident insight and satisfaction with local service provision to help monitor the new council plan and priorities. Consultation on 2 play parks in Killamarsh and 1 play park in Clay Cross undertaken (Regeneration & Programmes, Streetscene)

Sought feedback on No Mow May (Streetscene)

Environmental Health ran a customer satisfaction survey, with a 3-month period sample from May-July '23 taken from the Environmental Health customer database. The survey ran for 4 weeks, closing on Sunday 10th September, 107 responses were received with 58.9% of customers either 'very' or 'fairly' satisfied. (Environmental Health).

*Ensure good governance and transparency in all we do*

Clay Cross Town Deal received Substantial assurance level from Internal Audit review in September 2023. (Regeneration & Programmes)

All customer requests for Internal Reviews (6) under the Complaints Policy dealt within standard (within 20 working days). 78% of 51 formal complaints dealt within 15 days (78%). (Communities)

Data protection & /Freedom of Information, and equalities briefing sessions have been delivered to new starters in September 2023. (Regeneration & Programmes)

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Consulting ward Members and Parish Councils on applications and presenting cases to planning committee. Updated Statement of Community Involvement adopted June 2023 (Planning)

Public Service Network certification achieved Oct 2023. (ICT)

All major ICT security policies currently being reviewed. (ICT)

Terms of Reference for the Asset Management Board and operational group have recently been reviewed and are going to board on 09/11/23 for approval. The revised terms of reference now give clear direction for NEDDC/Rykneld for the management of their assets. (Property & Estates)

Council website is currently the best for accessibility in Derbyshire and 14th in the country. (Communications)

The Engagement and Improvement Strategy steering group has been established and held its first meeting. (Corporate)

### *Maintain a motivated and skilled workforce*

Officers supported to present to Senior Management Team, Portfolio Holder, Cabinet, and Scrutiny Committees. Within the period two officers have qualified at Level 5 and one with an MBA, whilst another has joined the Level 3 Apprenticeship Programme (Regeneration & Programmes)

Staff enrolled on level 3 and level 5 ILM apprenticeships and 2 x degree apprenticeships. (Planning)

Domestic Abuse project (SALUS) nominated for affordable housing award. (Communities)

Full refresh of all risk assessments and safe systems of work ongoing pending delivery to staff December onwards (Streetscene)

Designing new holiday procedures to ensure enough cover when staff are off. Mental Health focus based on sickness analysis. (Streetscene)

New career graded posts created in Estates Team for Senior Valuer/Estates Surveyors with progression built in giving incentive for postholders to progress and achieve professional RICS qualification. (Property and Estates)

5 staff have started ILM courses. (Streetscene)

### *Modernise and innovate services to continually improve*

Hybrid mail roll out progressing well. Testing taken place within various departments including for the Resident's survey and Armed Forces community bulletins. This system will improve service efficiency and reduce costs across the Council. (Communities Services/Corporate)

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Increased use of technology has significantly reduced the time taken to validate planning applications (by approximately 40%). (Planning)

Developed the Teams staff news bulletin which is due to go live next month providing useful information and updates for staff, sharing stories and learning, and successes. (Communications)

Using URL's and QR codes on our printed media to evidence usage and value to residents. This will provide valuable data to inform our future decisions on the media channels to use for different services. (Communications)

The Football Foundation have started the feasibility on the 3G pitch at Clay Cross Active. They will fund the feasibility (and 75% of the overall project cost) and procure the contractor to carry out the works. The football foundation board will then make a decision, regarding the suitability of a pitch at Clay Cross Active. This is decision expected Spring 2024. If approved, the works on the new pitch will start on site from October/November 2024 , lasting approx. 12 weeks, and the pitch will be available for use from Jan/Feb 2025. (Leisure)