

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

## Appendix 1

### **A Great Place that Cares for the Environment**

*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.*

Advertised the post of Sustainability Officer to co-ordinate the delivery of the Climate Change Strategy in September 2023 (Regeneration & Programmes).

Establishment of the Clay Cross Low Carbon Challenge Fund for businesses and public sector agencies. There have been 9 Expressions of Interests received, 3x £10k projects approved to date. (Regeneration & Programmes)

Completion of the Clay Cross Local Energy Network Strategy/Local Area Energy Plan. and the Clay Cross Rail Feasibility Study. Engaging with Department for Transport and partners to identify opportunities for developing this and access via the proposed Barrow Hill line. (Regeneration & Programmes)

Participated in Clean Air Day to promote and raise awareness of air pollution as part of a national campaign delivered across the UK. In collaboration with Communications, 6 social media posts were made to promote awareness and each post generated between 163 to 359 views which in turn were re-shared multiple times by public promoting the message. Engagement success has led to considering a campaign to tackle specific types of air pollution - Winter wood burners/coal campaign to educate/raise awareness of the impacts on using open fires/wood burners and re-iterate the coal ban in the UK. (Environmental Health)

Energy efficiency advice provided to 21 cases concerning vulnerable households. One case resulted in the installation of a new heating system at nil cost to the vulnerable resident via the Health Homes project. (Environmental Health)

Work has started on arranging branding design to highlight commitment to carbon reduction across our facilities. (Leisure)

*Continually reduce the Council's own carbon emissions*

Replacement programme for vehicles is ongoing - 74 new vehicles over this year's programme. Also, consultations conducted for 70 new Rykneld Homes vehicles. Currently out to tender for procurement for HGV sweeper and Gully Tanker, one Transit van delivered. Rykneld Homes Fleet potential delays due to availability from vehicle manufacturers in launching new Hybrid/EV models. (Streetscene)

Estates are currently looking at several options to reduce carbon emissions and pollution including EV charging points and Solar Panels at Mill Lane and Coney Green Business Centre. Also, the new Streetscene depot (feasibility currently underway) should be significantly less than the existing facility at Eckington. (Property and estates)

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Configured hardware to use energy efficient settings. Continued rollout of Microsoft teams is changing the way we can work collaboratively without the need to be in the same space. Looking to recruit a Microsoft Teams Engagement Officer to drive this forward. (ICT)

Clear desk policy awareness undertaken and encouraged across all services to encourage paperless working. (ICT)

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

Approved planning permission for a battery energy storage system in Calow. (Planning)

Pollution Control Team dealt with just short of 400 service requests, including over 200 planning consultations on which they gave advice and 15 licensing conditions requests. Dealt with 55 non domestic accumulations, 31 non domestic noise complaints, 11 commercial bonfires and 11 odour complaints. Three Notices were served under the Prevent of Damage by Pest Act 1949 legislation to clear or prevent harbourage from rats and mice, and 5 business premises were inspected to ensure they were in compliance with the IPPC (Integrated Pollution Prevention & Control) regime for their permitted industrial processes. (Environmental Health)

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

Secure travel plans through conditions on planning permissions for major development e.g., planning permission approved under ref. 22/01071/FL for development at the Coal Yard, Grassmoor. (Planning)

Add conditions to approved schemes seeking climate change mitigation to be included in the final design. (Planning) e.g., compliance with energy reduction measures secured by condition under planning permission ref. 22/00418/FL at Park Lane, Shirland. (Planning)

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

Initial meeting held with Derbyshire partners to discuss joint waste strategy. Collaborative working across all districts. Started series of meetings with Parish and Town Councils to understand pressures/opportunities. (Streetscene)

Attach waste management plan conditions on planning permission for major development e.g., refuse storage control secured by condition on planning permission approved under ref. 22/01071/FL for development at the Coal Yard, Grassmoor. (Planning)

34 business waste compliance inspections were carried out across the district to ensure commercial waste is disposed of legally and correctly. Two media campaigns concerning littering have been carried out, including press releases and social media. Also, a high-

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profile press release on enforcement action taken at West Handley. Two Household Duty of Care Fixed Penalty Notices issued. (Environmental Health)

### ***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.*

Engaging with DCC on the development of the County Tree Strategy and Community Forest Application (Regeneration & Programmes).

Provided formal response to partners about national woodland strategy. (Streetscene)

Including biodiversity enhancements on planning permissions for new development e.g., Land Between 6 & 8 Gables Close, Holmewood. (Planning)

*Where appropriate, utilise Council assets to improve biodiversity.*

Regarding utilising council assets to improve biodiversity the selection of sites for this purpose will be delivered through the property review process through Asset Management Officer Group / Asset Management Board (AMOG/AMB). Initial meeting already held with colleagues in the Local Planning Authority regarding the Council's obligations for bio-diversity net gain and how we comply. Some council sites are already utilised for this purpose. (Property and estates, Streetscene, Planning)

Work with Derbyshire Wildlife Trust to explore sites with potential for offsite biodiversity net gain (Planning)

As part of the Clay Cross Active-Biodiversity Plan the spoil heap located in front of the new development has been shaped and seeded to create a grassed area which will likely incorporate trees and wild planting later in the project. (Leisure)

## **A Great Place to Work**

### ***The following progress has been made on A community with a diverse range of commutable employment that match the skills of residents***

Commenced working with Chesterfield Borough Council to develop Green Skills support funded through the UK Shared Prosperity Fund (UK SPF), to commence April 2024. (Regeneration & Programmes)

Ensure major developments encourage local training and employment opportunities in line with condition requested by Economic Development Team. (Planning) e.g. Local labour agreement secured under planning permission ref. 22/00418/FL at Park Lane, Shirland (Planning)

### ***The following progress has been made on A community with growing, commutable employment opportunities***

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North East Derbyshire District Council to be accountable body of the Derbyshire Accelerator led by East Midland Chamber, a UKSPF-funded business support package covering 5 District/Borough Council areas.

12 UKSPF Shopfront Enhancement Grants awarded to high street businesses.

Enhancement of the weekly vacancies email available to residents, businesses, and partners by moving from a “top 5 vacancies” approach to one which promotes more known vacancies across a wider range of sectors and employers.

Working with Derbyshire County Council to extend the Vision Derbyshire Start-Up Programme between January 2024 and March 2025.

Promoting opportunities for suitable food and beverage and leisure businesses on the Clay Cross Town Centre development. (Regeneration & Programmes)

Strategic housing market assessment in procurement process which ties together housing demand with economic growth (Communities)

Two apprentices established within the team structure (Council growth - Streetscene)

The following planning applications have been approved, all of which provide more employment space:

- Redevelopment of Waste Disposal Facility at Doe Lea - ref. 23/00035/FL.
- Subdividing to create additional units at The Coal Yard in Grassmoor - ref. 22/01071/FL.
- Plots 1 and 2 at Coalite site - ref.22/00818/RM.
- Expansion of Norwood Industrial Estate ref. 22/0960/FL

The Winter edition of the NEWS has an update on the Clay Cross regeneration project which will provide opportunities to businesses to develop and grow in the district. (Communications)

Clay Cross Active - Social value work and Centre Manager post (Leisure). ISG contractor has undertaken social value projects to local schools/charities, which included: de-weeded the Hub in July and helped with repainting their furniture and walls, donated games, and toys to St Barnabas Youth Club. The new Centre Manager post for Clay Cross Active has been approved and expected to have the new post in place by March 2024.

### **A Great Place to Live Well**

***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.*

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7 Community Action Grants (CAGs) awarded within the financial year, totalling £3,100 (Regeneration & Programmes).

Launched a new monthly health walk from Clay Cross social centre with free room usage, supported by Clay Cross Parish Council, with 12 people in attendance (Leisure).

New walking groups being arranged for Killamarsh, new sessions arranged for Parkinson's at Killamarsh and Eckington (Leisure).

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

In process of commissioning a £100k young people's mental health project with Derbyshire County Council and Bolsover District Council through the Healthy North East Derbyshire Partnership (Regeneration & Programmes)

Supporting the development of the Derbyshire Health & Wellbeing Strategy, County Place Partnership Board and Local Place Alliance (Regeneration & Programmes).

Working with the Clinical Commissioning Group (CCG) and Rykneld Homes Ltd (RHL) to identify solutions to delivering a local falls support service (Regeneration & Programmes).

Continued delivery of external wall Insulation across council homes in partnership with RHL. 129 properties have been completed so far this year. (Communities)

Continued work towards ensuring compliance against Tenant Satisfaction Measures (TSM's) which requires the Council as landlord to take all reasonable steps to ensure tenants' homes are well maintained and safe. This plays a significant role within the health of populations. RHL have established a specialist damp and mould team (Communities).

Securing S106 contributions towards improved community facilities including play/open space provision, and contributions for healthcare including local surgery upgrades (Planning).

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

Working with the Clinical Commissioning Group (CCG) and Rykneld Homes Ltd (RHL) to identify solutions to delivering a local falls support service (Regeneration & Programmes).

Energy efficiency advice has been given to 22 households; 50 pest control requests have been carried out, and 57 Disabled Facilities Grant applications have been considered over this period. (Environmental Health)

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

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34 business waste compliance inspections were carried out across the district to ensure commercial waste is disposed of legally and correctly. (Environmental Health)

20 notices for either driver or vehicle suspensions and 4 taxi licences were revoked on the grounds of public safety. The taxi licensing CCTV policy has been implemented. (Environmental Health - licensing)

The Commercial Team received and dealt with 38 infectious disease notifications and 8 food safety complaints. 194 written warnings were issued to food businesses following proactive or reactive food hygiene interventions, and a total of 266 food hygiene inspections/audits were carried out. 23 complaints were received regarding food hygiene of which 18 cases have now been closed. Advice and guidance given to 184 (88%) businesses making enquiries within 3 working days. (Environmental Health)

Imposing conditions to limit noise and other environmental impacts of development and remediating contaminated land as part of planning permissions e.g., condition attached to planning permission ref. 22/01071/FL at The Coal Yard in Grassmoor. (Planning)

### ***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.*

Use planning policies to secure a range and mix of housing units (Gladys Buxton Adult Education Centre site, Dronfield). (Planning)

Working with RHL to establish a programme to deliver social housing upgrades through the Devolution Retrofit funding programme, to receive at least £583k (Regeneration & Programmes).

Local Authority Delivery (LAD)3: Sustainable Warmth Competition Grant funding ended September '23, with 4 properties improved in Renishaw (Regeneration & Programmes).

Submission of planning application for the Clay Cross Town Centre Regeneration scheme (Regeneration & Programmes).

Work through the Asset Management Officer Group / Asset Management Board continue to bring forward several sites for residential development purposes. Focus will be on the delivery of 100% Affordable Housing schemes (Property and Estates).

The Council aspires to manage homelessness proactively, satisfactorily resolving cases through prevention. Currently 91% of all our cases are resolved through prevention, one of the highest in the country. In addition, 82% of all our active homelessness cases result in a satisfactory outcome for the person/family displaced.

Use of bed and breakfast is a last resort, and we have several alternatives that we seek to utilise before placing households there. Currently there is real pressure on the

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homelessness service and number of cases seeking resolution are higher than they have been for many years, this is reflected nationally. Currently we have 32 households in temporary accommodation and 13 in bed and breakfast.

The Council has a strategy to acquire much needed social houses for rent across the district. This is progressing well with 30 currently in the process of being acquired. These houses will be added to the Council's current housing stock and let through Choice Move.

Private Rented Sector (PRS) strategy at final draft stage and consultation will commence in the next few weeks. (Communities)

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

Community Safety Partnership (CSP) working with Extreme Wheels on the autumn programme to provide activities for young people who struggle to access more traditional leisure pursuits.

Ongoing work in partnership with RHL to ensure housing delivery conforms with new social housing regulation (Communities).

Public Space Protection Order (PSPO) which will provide local partners including local authority community safety team to counteract unreasonable and persistent anti-social behaviour where it is reasonable and appropriate to do so (came into force September 2023). (Communities).

Mowing and hedge trimming regimes to be adjusted to reflect longer growing season, review to be completed by February '24. (Streetscene).

Programmed monthly inspections to be carried out by supervisors - 17 crew checks and 8 route checks for Grounds Maintenance (Streetscene).

26 housing disrepair complaints involving landlords resolved and 5 inspections carried out of Homes in Multiple Occupation (HMO) to identify any works required to remove hazards and meet the Council's amenity standards. 3 premises suspected of being unlicensed HMO were investigated and 8 privately rented properties with housing disrepair issues including damp and mould were investigated. Housing advice given to 12 enquirers on a range of issues e.g., overgrown gardens, drainage, landlord issues, rent rises, indoor air quality. (Environmental Health).

Public Spaces Protection Order (Dog management) renewal consultation took place to renew the existing order. New kennel provider in place which has improved the efficiency of the stray dog kennelling service. 30 Fixed Penalty Notices were issued for littering/other environmental offences. (Environmental Health).

Responded to 74 service requests from partners and residents to take action on and remove abandoned vehicles. The team responded to 65 reports of fly tipping received and proactively carried out patrols in town centres to tackle littering and dog fouling. 63 targeted proactive littering/dog fouling patrols and 10 proactive community patrols or



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events focussing on litter, waste and dog fouling were undertaken. The team continue to deploy CCTV kits where necessary to gather evidence. (Environmental Health).

### ***The following progress has been made on A place where people enjoy spending time***

*Improve and promote places and attractions to spend leisure time.*

Submission of planning application for the Clay Cross Town Centre Regeneration scheme (Regeneration & Programmes).

Working with DCC to identify Walking and Cycling development opportunities as part of UK Shared Prosperity Fund (UKSPF) activity (Regeneration & Programmes).

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

Tourism Officer promotion of local assets. Establishment of a UKSPF-funded role to promote the local offer of activities and events taking place across the district (Regeneration & Programmes).

Contract with Visit Peak District & Derbyshire extended to March 2024. UKSPF funding utilised to increase the number of Live & Local Performances in North East Derbyshire from 3 to 11 (Regeneration & Programmes).

Approving planning permission for touring caravan site and camping pods at Mill Lane, Holmgate (Planning).

News items – Ongoing work to improve and promote places and attractions to spend leisure time. This includes taking drone footage promoting places like Matlock Farm Park and using them on NEDDC socials as a tourist destination (Communications).

New water wellbeing accreditation at Dronfield Sports Centre and Eckington Pool (Leisure).

### **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***



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*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.

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

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### *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)

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

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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)

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

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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 decide 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 (approx. 12 weeks), and the pitch will be available for use from January/February 2025. (Leisure)