



**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 ending 31st March 2024 (Q4)



Progress against our objective:



# 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.

- Training provided to circa 20 Citizens' Advice Advisors in homelessness and promoting better awareness and joint working between Citizens Advice and the council who is leading on 'commitment to collaborate' as part of wider strategy work.

- 2nd round of UKSPF Inclusive Communities Fund awarded to Citizen's Advice NED to target specialist debt advice. Funds secured from Healthy North East Derbyshire to fund volunteer training to provide benefits and debt advice in Clay Cross via Derbyshire Unemployed Workers Centre.

- Working with First Art to discuss how we can help shape the community element for the Clay Cross cultural space.

- New partnership with Fairplay Chesterfield who support children and young people with disabilities. They supported us with the Special Education Needs (SEN) sessions at Killamarsh Active on the soft play which attracted 18 children on 4th February which is a fantastic achievement.

## Collate and analyse district wide data to inform improvements

- Local economic data being updated to support the development of the Growth Strategy, Skills Plan and Tourism Strategy.
- Further analysis being undertaken on the Resident Survey results to maximise insight.

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

- Administered Community Recovery Grants of £500 to residents affected by Storm Babet. 111 grants awarded totalling £55,500. 149 applications received in total. The scheme closed 25 January 2024.



## 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

- 2022/23 Statement of Accounts still awaiting sign off by Mazars (External Auditors), expected to be completed by end of April 2024. Delays have been experienced by many councils. 2023/24 accounts closedown process has now commenced.

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

- Results and insights from the Residents Survey (Nov 2023) reported and shared with Senior Management Team, Cabinet and Scrutiny during this period. Work has started on the action plan.
- Public and stakeholder consultations undertaken this quarter include Clay Cross Anti-Social Behaviour, Licencing, Supported Accommodation Review and Tourism Strategy.

- **89% of council employees who took part in the survey were satisfied with the ICT service.**

The service is now considering the comments received.

- The programme for taking Customer Services out into the district throughout April to October 2024 has agreed and publicised.

### Ensure good governance and transparency in all we do

- Equalities and data protection training for Streetscene operatives delivered over nine sessions with over 100 operatives in attendance.



- 18 requests for copies of personal information (data subject access requests) received in 2023/24. All administered within the statutory timescale of one calendar month. This is an improvement on 2022/23 when 22 requests were received and 3 of those took longer than the statutory timescale.
- 1 data breach reported to the Information Commissioner's Office (Regulator) during this quarter. No further action required.

- **645 Freedom of information requests received for 2023/24** which is an increase of 109 on 2022/23. 98.9% responded to within statutory timescales (Council target 95%).

- Additional support mechanisms implemented for major planning applications following complaint re Unstone housing scheme.
- Quest (continuous improvement tool for the leisure industry) assessors have been engaged to start the process at Clay Cross Active.
- 2 Internal Audit reports issued during this period. One report rated 'substantial assurance' and one rated 'limited assurance'. An action plan and monitoring arrangements have been put into place to improve that rating.

## A great place to access good public services



- 68 formal complaints had been received this quarter including cross cutting complaints, 52 of these were handled within timeliness standard - 76%. For 2023/24 as a whole - 244 formal complaints were received of which 192 had been dealt within standard - 79%.

- **6 Internal Review complaints had been received this quarter** including cross cutting complaints, 4 were handled within timeliness standard - 67%. For 2023/24 26 internal reviews have been received of which 22 were handled within standard - 85%.

### Modernise and innovate services to continually improve

- Telephony migration for Coney Green Business Centre underway.

- **Hybrid Mail** (system to move incoming and outgoing post onto a digital system **is progressing well** with most council services using it (80%).

### Maintain a motivated and skilled workforce

- **The first newly qualified Environmental Health Officer completed qualification** through the MSc. pipeline, put in place to respond to challenging recruitment conditions. Six other supported Trainee Environmental Health Officers are being supported, at different stages of their qualification journeys.

- The new People Strategy draft has been developed including establishing the internal Talent Pipeline and what that can offer employees.
- Risk Management Strategy draft also developed during this quarter.
- Streetscene Operative training programme now completed with 136 staff receiving in person sessions on Customer Service, Equalities, Data Protection, HR, Health and Safety and Anti-Terrorism. Positive feedback received from attendees and presenters. This has fostered ongoing productive discussions and, prompting workforce driven suggestions to further enhance employee productivity and satisfaction.
- 150 employees completed internal training courses and 4 employees undertook qualification-based training this quarterly period.
- 1 Apprentice has completed training in this period.
- A connection with Sheffield Hallam University has been established and one Sandwich placement has been formed.

