



North East
Derbyshire
District Council

Year 1, Council Plan Annual Performance Report 2023 - 2024



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Welcome

We are pleased to present our Annual Report for 2023/24 which sets out our year 1 progress against our Council Plan.

The Council Plan sets out our shared vision and priorities for North East Derbyshire District. The plan and this report describe the way that we do things, how we work together with our communities and partners to improve the district and improve people's lives.

Our approach is a way of working that enables us to focus on the things that people value most of all such as lifelong good health, decent housing and living in areas which are clean, safe, and attractive. This approach enables us to have the biggest impact on the lives of local people.

This can only be achieved by listening to, and collaborating with, those who live, work, visit and do business in our district, and building on the great things that are already happening.

We're very proud of the achievements we have delivered during the year including the commissioning and delivery of projects under the UK Shared Prosperity Fund which benefits the whole district, the regeneration work being undertaken at Clay Cross under the Town Deal, improvements to our council housing through external wall insulation, improvements, and utilisation of technology to make our buildings and facilities more carbon friendly and modern, publication of

our inaugural Biodiversity Plan, exceeding our target for leisure centre visits, opening a new skatepark at Killamarsh, maintaining high prevention rates for homelessness applications, launch of our new food and drink trail, and the huge amount of work that our staff do from undertaking food hygiene inspections, determining planning applications, emptying bins and grass cutting, to providing advice and supporting vulnerable residents.

We know that things don't always go to plan and the report highlights that too. However, we look forward to continuing this journey and working together to continue to make North East Derbyshire a great place to live.

This annual report sets out our progress towards our priorities by theme including a spotlight on some strategic projects. Each theme is accompanied by metrics to give a wider context.

We hope you find this report interesting, insightful, and reassuring.



Lee Hickin
Managing Director



Cllr Nigel Barker
Council Leader



Creating a great place to live well



Creating a great place to work



Creating a great place to access good public services



Creating a great place that cares for the environment

Our Vision

Putting strong community leadership at the heart of everything we do, we will create *A Great Place...*

Our Values

Our Values are:

- Be honest and accountable.
- Treat everyone fairly and with respect.
- Listen, involve and respond.
- Embrace change and innovation.
- Be collaborative, open and transparent.

Our Council Plan at a glance...



SCAN ME

To view our Council Plan scan the QR code

A group of people, including men and women of various ages, are hiking on a grassy path through a forest. They are wearing backpacks and some are using walking sticks. The scene is outdoors with tall green grass and a dense line of trees in the background under a blue sky with light clouds.

**A great place
to live well**





During 2023/24, 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

- Secured S106 contributions of £38k to be spent on recreation ground/cricket ground, Birkinstyle Lane, Stonebroom.

• **15 Community Action Grants (CAGs) approved in 2023/24 totalling £7k.** For 2022/23 there were 4,783 beneficiaries from CAGs.

- A new monthly 'walking for health' group established in Holmewood with McIntyre service users and residents.
- Leisure Centre attendances for 2023/24 were strong at 821,908 exceeding its target (804,000).
- Clay Cross Active under construction and due for completion late 2024. Additional 3G pitch is under development with Football Foundation backing.

• **Killamarsh Skate Park opened** beginning of March (full launch event to be held in May half term) Positive feedback received from users.



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

• **Community-based activity attracted a total of 4880 attendances in 2023/24.**

- Funded sessions for Parkinson's delivered at Eckington and Killamarsh leisure centres.
- Public Health funding of £79.5k secured each year for Healthy NED Partnership for 5 years.
- Wellbeing Wednesday hosted at The Hub at Clay Cross supporting Live Life Better Derbyshire referrals.

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

- 115 Disabled Facilities Grant applications were approved in 2023.
- 662 pest control treatment courses were completed in 2023.

- **Supported 68 private sector tenants regarding housing disrepair and health issues during 2023/24.** Most cases resolved informally but 8 enforcement notices were served because of non-compliance.

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

- 516 food hygiene inspections/audits were carried out in 2023.

- **Dealt with 955 licencing applications** including Animal Welfare (28), House to House and Street collections (21), Gambling Premises (4), Small Society Lotteries (12) Alcohol and Entertainment licenses for premises (98), Personal Licences (48), Temporary Event notices (215), Taxi and Private Hire Vehicle licences (411), Taxi and Private Hire Driver licences (103), Taxi and Private Hire Operator licences (9), and Scrap Metal licences (6).

Spotlight on External Wall Insulation - one of our strategic projects with Rykneld Homes

This project will improve the thermal efficiency and external envelope (weathertight skin) of 640 non-traditional council homes increasing the performance of these homes to an Energy Performance Certificate (EPC) of C or above. Energy efficient homes have lower carbon emissions, so it's good for householder budgets (cheaper to heat) and for the planet.

In 2023/24, 295 council properties were improved against a target of 333. The shortfall is within project tolerances. The Council is on course to meet its target of 640 properties by September 2025. Council performance is monitored by the Department for Energy Security and Net Zero who have given positive feedback on the Council's performance to date.





During 2023/24, 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

- As part of approved application ref. 23/00708/FL at North Wingfield we approved a variation to increase the numbers of affordable rent to adapt scheme to demand/need of local residents.
- Working with Rykneld Homes to establish a programme to deliver social housing upgrades through the Devolution Retrofit funding programme, with £583k secured.
- Total homelessness caseload through the year has seen an average of 150 live cases at any one time. Our prevention outcomes are high, 89% of cases are successful in preventing homelessness.

• In 2023/24 the Housing Strategy Team working with Rykneld Homes bought back five former council houses through the Right to Buy Back process, built six new build properties at Pine View, Danesmoor, and acquired nine properties on new build developments for affordable housing. A total of 20 new Council homes.



- As at March 2024, there are currently 3486 homes being delivered through the planning process of which 581 are for affordable housing to be delivered over the next few years. The estimate of affordable completions for 2023/24 is 94.

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

- Worked with police and Environmental Health to approve new and upgraded public realm with a scheme of CCTV as part of Clay Cross Town Deal application (planning permission ref. 23/00601/FL).
- In 2023, the Environmental Health Enforcement Team responded to 349 service requests from partners and residents to act on environmental issues including abandoned vehicles, fly tipping/litter accumulations, and dog related issues (strays, lost, fouling), and proactively carried out 149 enforcement

initiatives/patrols. 58 fixed Penalty Notices (FPNs) served for fly tipping, littering, dog fouling, abandoned vehicles, and non-compliance with household duty of care. Four known fly tipping hotspots were monitored using new CCTV equipment and 166 abandoned vehicle reports were responded to. There were three successful prosecutions for littering and the Dog Management Public Space Protection Order (PSPPO) was renewed for a further three years following public consultation.

- **Numerous activities undertaken jointly with the police to reassure residents and tackle anti-social behaviour** including Cuppa with a Copper sessions held in Killamarsh, Eckington and Dronfield, door knocks took place in Unstone following a spate of burglaries with over 150 households visited, 70 Operation Shango Patrols done (ASB initiative for hot spot areas) and visiting over 30 households across the district to gather evidence for enforcement action.



- Extreme Wheels through the Community Safety Partnership have been working in Clay Cross, Killamarsh and Holmesfield to engage young people who struggle to access more traditional leisure pursuits. Over 150 young people visited the sessions in total including spectators.

- **Work has started on implementing the long term empty council tax premium.** This has resulted in a reduction in empty properties from 310 to 265.

- Public Space Protection Order (Nuisance Vehicles) introduced to provide local partners including the council to counteract unreasonable and persistent anti-social behaviour where it is reasonable and appropriate to do so.

Well maintained public realm that connects our communities

- Approved new and upgraded public realm as part of Clay Cross Town Deal planning application approval.

- **Dronfield Civic Centre Public Realm works progressing and in design,** including the external entrance area of Dronfield Sports Centre.



During 2023/24, the following progress has been made on a place where people enjoy spending time:

Improve and promote places and attractions to spend leisure time

- Extensive use of social media, website, council magazine throughout 2023/24 to promote district attractions. What's on Guide published in the NEWS and distributed to every household as well as on the website and social media.



- The increased use of YouTube and Instagram in 2023/24 has been effective and particularly drove interest in the Council's Food and Drink Trail. Each 'ambassador' business had a video made and published on the Council's website and these have been viewed thousands of times.



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

- Food and Drink Trail launched to tie in with English Tourism Week (15-24 March 2024). Funded by the UK Shared Prosperity Fund, the trail highlights the amazing food and drink venues and suppliers across North East Derbyshire.

- **What's on event guide produced** and updated weekly on the council website.

- Established a UKSPF-funded role (Tourism Officer) to promote the local offer of activities and events taking place across the district.

Spotlight on UK Shared Prosperity - one of our strategic projects

North East Derbyshire District Council was awarded £2.5 million UK Shared Prosperity funding to spend on initiatives to level up opportunity and prosperity and overcome geographical inequalities. The primary goal of the UKSPF is to build pride in place and increase life chances across the UK.

The Council developed a series of grant funding schemes to deliver against its outturns and outcomes set out in its Investment Plan and noted below:

Quality Parks and Play Areas

- Funding allocated through external grants targeted at Parish and Town Councils to improve parks and play areas.
- 18 grants awarded so far with 14 parks and play areas improved or in the process of. Four grants awarded via conditional offers yet to start.

Green Routes

- Working in partnership with Derbyshire County Council to complete the circular route and way finders in Grassmoor Country Park. On track to be delivered in 2024/25.



Exploring the District

- Facilitation and promotion of the district's arts, cultural and tourism offer including social media campaigns, branding, and dedicated resource.
- Food and Drink Trail launched 18th March 2024 as part of Tourism Week.



Inclusive Communities

- Grants awarded to three voluntary and community sector support organisations to support economic and social sustainability in households and communities including fuel efficiency, access to entitlements, developing social networks and digital training.

Village Halls and Community Venues

- Grants available to upgrade facilities and install energy efficiency initiatives to help increase sustainability and viability of community buildings.
- 14 grants awarded with all either complete or in delivery.

Community Activities

- Youth focused activities supporting social inclusion and reducing anti-social behaviour. During 2023/24, 29 Extreme Wheels sessions were delivered in the district at identified 'hot spots' areas.

Continued

Spotlight on UK Shared Prosperity - one of our strategic projects, continued

Chesterfield Canal Improvements

- The Chesterfield Canal Trust is leading a partnership approach between this council, Derbyshire County Council, Rotherham Metropolitan Borough Council and Chesterfield Borough Council.
- An evidence based feasibility study looking at the economic impact assessment to identify opportunities for future development to be commissioned during spring 2024/25. This will cover the length of canal between Chesterfield and Kiveton followed by a detailed geographical analysis for the council.

Shopfront Enhancements

- Grant funding scheme available to commercial landlords and tenants to improve street facing commercial properties, particularly on high streets and town centres to make those centres more inviting and to increase footfall.



- 16 grants awarded so far with high level of interest in Clay Cross and Killamarsh.

East Midlands Chamber (EMC) Business Accelerator

- EMC delivering dedicated business advice and energy audits on behalf of a consortium of local authorities.
- During 2023/24, 34 enterprises within the district received support with 1 enterprise undertaking an energy audit.

Vision Derbyshire Start Ups

- In partnership with Derbyshire County Council, delivering support for start-up businesses. Project commenced in January 2024 with 3 business start-ups supported by the end of March 2024.

Green and Digital Skills Training

- Green Skills looks at working with existing trade businesses to diversify workforce with green skills to install energy efficiency initiatives such as Solar PV and air source heat pumps.
- Digital Skills element looks at providing Building Information Modelling (workflow management) and Auto CAD (Computer Aided Design) to optimise efficiency when designing for customers which in turns helps to support business growth.
- Training providers currently being commissioned.

Pride in the Public Realm

- Proposed public realm improvements in Dronfield Civic Centre on track to deliver during 2024/25.

In numbers, some of what the Council has done against this objective during 2023/24:

618 Commercial premises inspected by environmental health in 2023



491 Commercial premises risk rated by environmental health in 2023



662 Pest control treatment courses completed in 2023



821,908 Visits to Leisure Centres



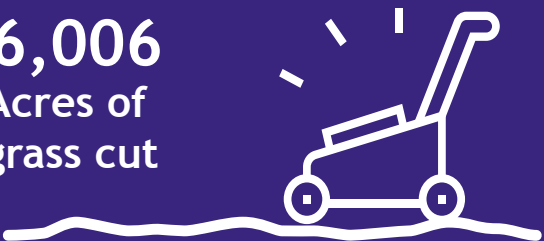
328 Residents supported through the Exercise by Referral Scheme



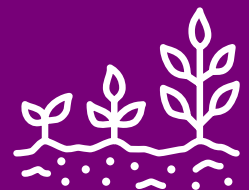
115 Disabled facilities grants approved to improve the home



6,006 Acres of grass cut



37,332 Plants put into the ground throughout the district



20 new Council homes



94 new affordable homes in the district



Metric	Target	Previous 2022/23 Outturn or as stated	Current 2023/24 Outturn or as stated	Trend
Increase participation in leisure activities at leisure centres by 5000 visits per year	804,000	674,994	821,908	✓
Achieve 19,200 monthly attendance through community-based activity	19,200	26,142	16,944	✗
% Customer satisfaction with Leisure Centres	Increase	82.91%	88.69%	✓
% Resident satisfaction with local area (Residents Survey)	Increase	New	83.60%	New
% Resident agreement that they belong to local neighbourhood (Residents Survey)	Increase	New	64.50%	New
% Resident agreement that people in local area treat one another with respect (Residents Survey)	Increase	New	68.90%	New
% Resident agreement that people from different backgrounds get on well together (Residents Survey)	Increase	New	59.70%	New
% How safe residents feel when outside in the local area (during the day) (Residents Survey)	Increase	New	92.00%	New
% How safe residents feel when outside in the local area (during the evening after dark) (Residents Survey)	Increase	New	61.30%	New
% Overall tenant satisfaction with Rykneld Homes (Tenant Satisfaction Measure)	Increase	New	84.90%	New
% Resident satisfaction with sports, recreation grounds and parks in their area (Citizens Panel)	Increase	65% Jan 20	46.4% Nov 22	✗
% Resident satisfaction with green open spaces in their area (Citizens Panel)	Increase	60% Jan 20	52.5% Nov 22	✗
% Resident satisfaction with Town Centre Services (Citizens Panel)	Increase	21% Jan 20	26.1% May 23	✓
% Resident satisfaction with town centre amenities to spend time (food & drink) (Citizens Panel)	Increase	30% Jan 20	44.9% May 23	✓

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say

A great place to work





During 2023/24, the following progress has been made on a community with growing, commutable employment opportunities:

Support existing businesses (including the Council) to maintain and grow workforce

- Shop Front Enhancement Scheme funded 13 sites to date, with 5 under appraisal and 23 in the pipeline.
- Approved planning application 23/00333/FL (old Colliery Yard, Morton) for new building at existing business to increase storage space.

- **Derbyshire Accelerator 2023/24 - 34 businesses supported to end of March 2024 with 17 businesses receiving one to one support.**



- 17 businesses supported through the Food and Drink Trail with 7 others having expressed an interest to get involved following the launch.
- S106 monies secured for a signalised junction at Mill Lane/A61 which will assist to unlock other development land and deliver The Avenue Southern Access.

Support new business to start creating employment

- UKSPF supporting Vision Derbyshire Business Start-Up project which commenced in January 2024 with three business start-ups supported by the end of March 2024.
- Business Start-up event held with four exhibitors (Chamber of Commerce, University of Derby, Chesterfield College, and Vision Derbyshire).

- Commenced work with Chesterfield Borough and Bolsover District Councils regarding updated employment study.

• **Town Centre retail audits carried out for the four town centres:** Clay Cross, Eckington, Dronfield and Killamarsh to gain updated information on empty units and vacancy rates etc. to support new businesses.

- 378 service requests relating to business advice were received in 2023 - food hygiene (225), licensing (70), health & safety at work (46), animal welfare advice (26), environmental pollution (11). 372 of which have been fully addressed and 6 are ongoing.

Attract new businesses to the area which brings new jobs

- Participated in the consultation and development of the forthcoming Derbyshire (D2) Inward Investment Strategy.

• **Approved Clay Cross Town Deal redevelopment (23/00601/FL)** which will potentially create 16 new build commercial units and bring back into use two historic buildings in the town centre.

- Land at Rotherwood Road Killamarsh under review to be brought forward for employment use - 3.3acre site zoned General Employment Area in Local Plan.
- Through Council owned property, provided accommodation for 144 businesses across the district.





During 2023/24, the following progress has been made on a community with a diverse range of commutable employment that match the skills of residents:

Work with partners to match and develop local skills with local business employment need

- Ensure major developments encourage local training and employment opportunities in line with condition requested by Economic Development Team e.g., condition 2 of planning permission 23/00708/FL (Whiteleas Avenue).
- Clay Cross Active Social Value initiative has commenced with an apprentice and two students, and initiatives with local schools and Derby college.
- Scheme to enhance and maximise employment and training opportunities during the construction period of the development secured by condition as part of major housing development in Calow.
- Supporting a major local employer with ongoing shortage of welders, linking them with training providers.



- **Joint NEDDC-CBC Green Skills and Digital Skills programme developed** and commissioning underway, aimed primarily at the construction sector. Project start is planned for Summer 2024.



Spotlight on Clay Cross Town Deal - one of our strategic projects

Clay Cross Town Deal comprises a total budget of £24.1m awarded through the government's Town Deal programme.

It consists of five themes to be fully completed by March 2029.

Town Centre Regeneration - to create a new Town Square in Clay Cross together with a community hub as the anchor building providing food, beverage, leisure, and cultural activities.

New rooms in the Adult Education building will enable new learning opportunities and it is proposed the current library will relocate next to the Adult Education building.

Work undertaken at the start of 2023/24 to prepare relevant planning documentation; conditional planning permission awarded in November 2023. Preliminary works anticipated on site to commence during Spring 2024.

Derbyshire County Council, Chesterfield College and the University of Derby working on a strategy to deliver the learning outcomes committed in the business case.

The new town square will be known as Baileys Square.

Low Carbon Challenge Fund (LCCF) is a programme of support to help stimulate the transition to a low carbon economy and is targeted at developers of new

homes and at developers or tenants/ owners of commercial property in the Clay Cross Town Deal area.

The scheme was launched early in 2023/24. Twelve applications have been approved during the financial year totalling £325k. 6680 sq.m of commercial buildings have been improved against a target 6000sq.m.

Local Area Energy Plan (Low Carbon Energy Network Strategy) was a one-off piece of work to commission a report which has now been published and has helped to inform the LCCF. It will also help to identify future low carbon opportunities.

Rail Station Feasibility was another one-off piece of work to commission and publish a study. This has been completed. Potential site identified and economic case presented. Further work will be undertaken to ensure that it remains on the agenda at a regional and national level as capital funding will be required to take the project forward.

Clay Cross Active will replace Sharley Park Leisure Centre with a brand new community hub, comprising of a leisure centre, health provision and support services. Please refer to project update under A Great Place to Access Good Public Services for more information.

Each theme has outcomes agreed and these are monitored on a quarterly basis and reported to Department of Levelling Up, Housing and Communities and Clay Cross Town Board.

In numbers, some of what the Council has done against this objective during 2023/24:

55 Businesses engaged with by Business Support



16 Shopfront Scheme applications approved



554 Commercial, food, water service requests dealt with in 2023



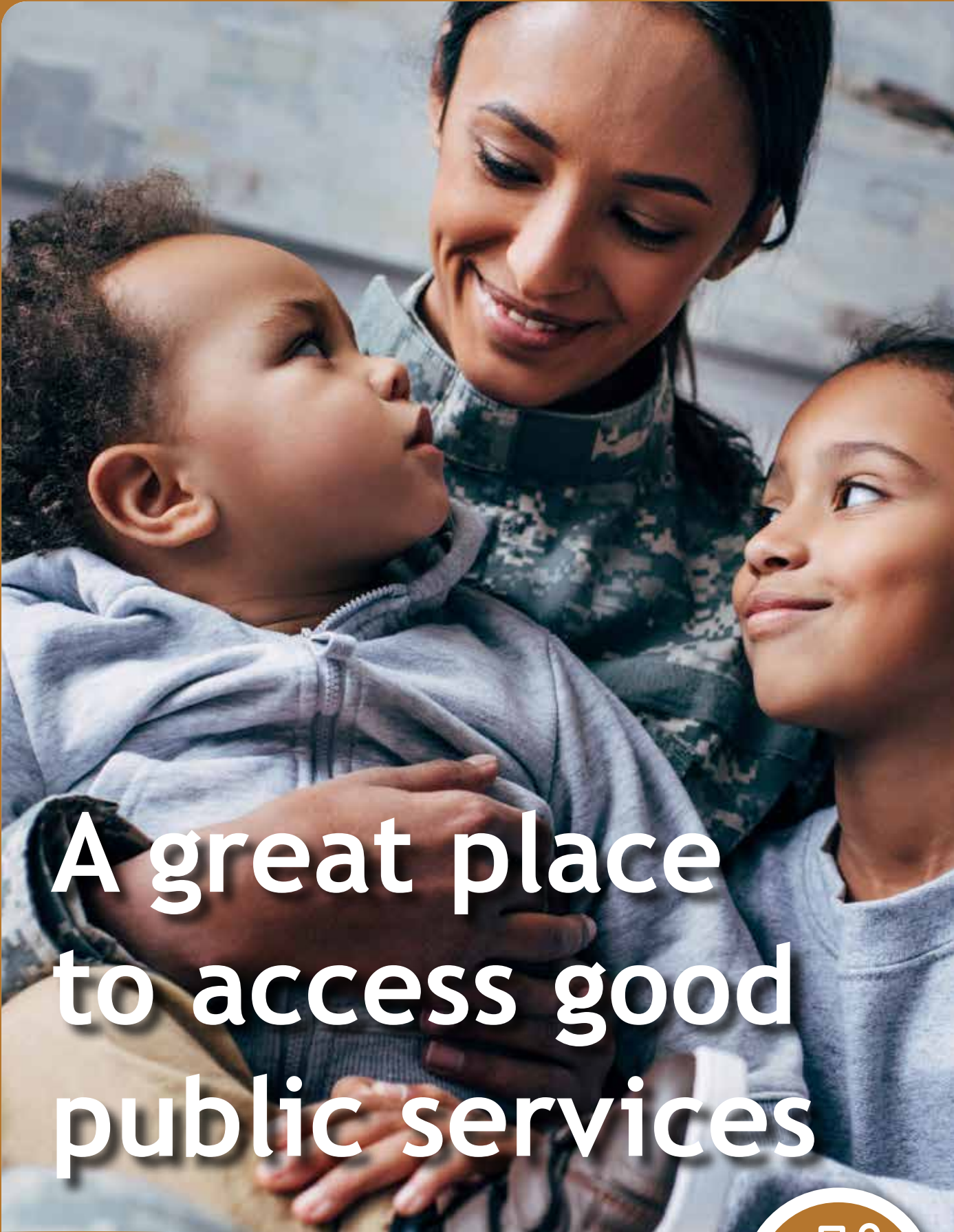
114 businesses operating from Council business accommodation



Metric	Target	Previous 2022/23 Outturn or as stated	Current 2023/24 Outturn or as stated	Trend
Number of business enterprises (based on VAT/PAYE records) Source: Nomis	Increase	3515 (2022)	3395 (2023)	✗
Number of local units (individual site e.g., factory or shop) Source: Nomis	Increase	3895 (2022)	3775 (2023)	✗
Number of empty business premises	Decrease	145	150	✗
Number of businesses engaged with business support (council)	20	New	55	✓
Number of employees within a business trained/upskilled (through council)	25	New	34	✓
% Residents aged 16-64 with RQF (Regulated Qualifications Framework) 4 and above e.g., HND, degree Source: Nomis	Increase	Not available	35% 2023	?
% Residents aged 16-64 in employment and (number economically active) Source: Nomis	Increase	73.8% (74.8%) 2022	68.4% (73.2%) 2023	✗

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say



**A great place
to access good
public services**





During 2023/24, 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 20 Citizens' Advice Advisors in homelessness** and promoting better awareness.

- 2nd round of UKSPF Inclusive Communities Fund awarded to Citizen's Advice NED to target specialist debt advice.
- Funding secured from Healthy North East Derbyshire to fund volunteer training to provide benefits and debt advice in Clay Cross via Derbyshire Unemployed Workers Centre.
- A new partnership with Fairplay Chesterfield who support children and young people with disabilities. They supported Killamarsh Active with Special Education Needs (SEN) sessions on soft play.

Collate and analyse district wide data to inform improvements

- **Data from the Residents Survey (3269 respondents) analysed** and shared throughout the council to build insight and support wider council work.

- Local economic data being updated to support the development of the Growth Strategy, Skills Plan and Tourism Strategy.
- Centralised management and performance data collated to inform performance monitoring and decision making.

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

- Armed Forces Community (AFC) service providers consultation event held to consult on AFC needs in the district. This was supported by a social media campaign.

- **Administered 111 Community Recovery Grants of £500** totalling £55,000 to residents affected by Storm Babet.



During 2023/24, 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 signed off by Mazars (External Auditors).
- Council's Risk Management Strategy and arrangements assessed externally at level 4 overall (1 to 5 rating with 5 being the highest). Council scored at level 5 for its Culture and Leadership - this is classed as Transformational.
- Co-location with Rykneld Homes at Mill Lane.

Listen to customers (Residents and Businesses) to improve services

- **Conducted 21 consultation surveys** during 2023/24 including a district wide residents' survey: engaging with over 6886 residents and customers.

Ensure good governance and transparency in all we do

- 16 Internal Audit reports issued of which 9 were rated as 'substantial assurance', 4 as 'reasonable assurance' and 3 as 'limited assurance'. Action plans have been developed for the latter.

- During 2023/24 **council website rated best for accessibility in Derbyshire** and 14th in the country.

- 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.
- 1 data breach reported to the Information Commissioner's Office (ICO - Regulator). No further action required by the ICO.
- 645 Freedom of information requests received for 2023/24. 98.9% responded to within statutory timescales (target 95%).
- 244 formal complaints were received during 2023/24 of which 192 (79%) were dealt within council standard. 26 internal reviews (escalated formal complaints) were received of which 22 (85%) were administered within council standard.

Modernise and innovate services to continually improve

- Increased use of technology has **significantly reduced the time taken to validate planning applications** by approximately 40%.
- Hybrid Mail (system to move incoming and outgoing post onto a digital system) is progressing well with 80% of council services using it.

- Developed the Council's new online training platform. Currently being tested prior to corporate roll-out.
- Roll out of TEAMS is improving inter-departmental collaboration and saving time on document management.
- More on-line forms added to give customers and residents more choice and flexibility with requesting services.

Maintain a motivated and skilled workforce

• 61% of council employees completed the 2023 employee survey and **75% of employees feel like they belong at North East Derbyshire District Council.**

- 25 employees are undertaking qualifications through the Institute of Leadership and Management.
 - A new draft People Strategy and Risk Management Strategy have been developed.
 - Domestic Abuse project (SALUS) nominated for affordable housing award.
 - Streetscene Operative training programme completed with 136 staff receiving in person sessions on Customer Service, Equalities, Data Protection, HR, Health and Safety and Anti-Terrorism.
 - Ongoing professional development within Environmental Health with 2 employees completing their training to become qualified Environmental Health Officers.
 - In total 333 employees have received internal training on data protection, health and safety, equalities, safeguarding, customer services and wellbeing.
- Three new apprenticeship posts started.
 - Two staff events took place to build and maintain the one team ethos; both have been well attended and successful.

Spotlight on; The Council's Risk Management Strategy and Arrangements

As part of the development of the Council's new Risk Management Strategy 2024-2026, through its insurers Zurich, the Council undertook an external assessment to help inform the process.

In order to assess our strategy, approach and to measure the maturity of our risk management arrangements, a performance model was used which breaks down risk management activity into six categories; Culture and Leadership, Risk Appetite and Strategy, Governance, People and Training, and Project and Partnerships.

Given the complexity of services provided and the resources available to support risk management in the public sector, a good score is considered as level 3, whilst most local authorities would be judged to be at level 2.

Across the range of themes and out of a maximum score of 5 the Council were assessed at level 4 overall with the Council scoring level 5 for its Culture and Leadership, the highest score possible - this is classed as Transformational.

In numbers, some of what the Council has done against this objective during 2023/24:

58,832 calls answered by Customer Services



11,754 emails replied to by Customer Services



8,694 visitors received at Council House, Mill Lane



617 Freedom of information requests administered



50,718 calls answered by Revenues Services



18,408 emails responded to by Revenues Services



1,971 Housing Benefit and/or Council Tax Reduction claims processed



21,136 changes in circumstances processed by Revenue Services



3.4 million bins emptied



9,572 invoices paid



30 major planning applications determined

199 minor planning applications determined



Metric	Target	Previous 2022/23 Outturn or as stated	Current 2023/24 Outturn or as stated	Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days)	20	17.01	16.67	✓
Average time to process change in circumstances for Housing Benefit / Council Tax Reduction claims (days)	6	4.03	4.35	=
% Council Tax collected	Increase	96.14%	96.64%	=
% National Non Domestic Rates (NNDR) Collected	Increase	96.66%	96.56%	=
Capital receipts to be achieved from disposal of surplus land and property assets (£)	Increase	£240,000	£673,910	✓
% payment of invoices within one calendar month	98%	98.47%	98.87%	✓
% internal audit reports rated Substantial or Reasonable assurance	Increase	100%	81.25%	✗
% Employees who feel that they belong at NEDDC	Increase	New	75%	New
% of Customers dealt with at first point of contact	80%	95%	87%	✓
Percentage of Ombudsman complaints upheld	Decrease	20%	8.30%	✓
% How well informed residents feel about council services and benefits (Residents survey)	Increase	Biennial	70%	New
% How satisfied are residents with the way the Council runs things (Residents survey)	Increase	Biennial	57.90%	New

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say



A great place
that cares for
the environment





During 2023/24, 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



- **Biodiversity report for 2023/24** including an action plan for the next five years **developed and published** on the website.



- UKSPF Greener Routes project to complete the Grassmoor County Park circular route approved.
- Work underway to widen scope of Community Action Grants to enable applications for tree planting across the district. This will help with delivery of the Heartwood Community Forest which will stretch over a geographic area of approximately 289 square miles, including Coal Aston, Clay Cross, Dronfield, Eckington and Killamarsh, Sutton, Wingerworth, and Shirland.
- Procured Derbyshire Wildlife Trust to deliver District Nature Recovery Strategy.

Where appropriate, utilise Council assets to improve biodiversity

- Sustainability Officer engaging with Planning for Local Nature Recovery Strategy (LNRS) and Biodiversity Net Gain (BNG) work to ensure synergy on approach to deliver new legislation.

- **Planning permission ref. 23/00601/FL (Clay Cross Town Deal) to preserve and enhance bat mitigation on existing historic buildings.**

- A biodiversity plan has been produced for Clay Cross Active and will be implemented towards the end of 2024.



During 2022 there were no reported exceedances of any Air Quality Objectives, including the annual mean NO2 objective. This continues the trend of no exceedances over the last 6 years and therefore there remains no requirement to declare a Local Air Quality Management Area.

- Ensured major developments have mitigated against climate change through use of planning conditions e.g., 23/00708/FL (Whiteleas Avenue).

- **In 2023/24, 295 council properties were improved by external wall insulation** against a target of 333. The shortfall is within project tolerances. The council is on course to meet its target of 640 properties by September 2025.

During 2023/24, 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

- **Sustainability Officer commenced in post to co-ordinate the delivery of the Climate Change Strategy** which has been refreshed to include the new Council Plan priorities.



- The 2023 Annual Status Report, which documents the air quality monitoring data from the calendar year of 2022 has been compiled, submitted, and approved.

- Low Carbon Challenge Fund established - 11 applications approved (10 commercial, 1 residential) with total grants of £325,000. To date 14 enterprises supported and improved 6680 sq. m of commercial buildings (exceeding the target of 6000 sq. m).
- Sustainable transport contribution secured through planning permissions e.g., Dark Lane Calow.

Continually reduce the Council's own carbon emissions

- **18 Streetscene vehicles replaced with more fuel efficient models** during 2023/24.

- Meeting room facilities and technology improved at the Council's head office to enable more hybrid meetings and support hybrid working.

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

- Encourage and condition need for car charging points and renewable energy provision on major development approvals e.g., condition 13 of planning permission ref. 23/00601/FL at Clay Cross.
- Environmental Health continue to be proactive dealing with 115 domestic accumulation issues, 67 domestic bonfires/smoke complaints, over 40 requests for advice on or complaints about industrial or commercial air/noise/odour/light pollution together with 7 risk assessments/check inspections of industrial premises in 2023.

- **Working with Derbyshire County Council and district partners to introduce EV charging infrastructure** throughout Derbyshire via the Government's £7.312m LEVI (Local Electric Vehicle Infrastructure) and private sector funding.

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

- Working with the Barrow Hill Line Restore Your Railways initiative regarding potential Killamarsh Rail Station.
- Secured travel plans on major developments e.g., Bus station improvements as part of Clay Cross Town Deal approval (ref. 23/00601/FL).

- **Completed and published the Clay Cross Rail Station Feasibility Study and the Local Area Energy Plan.** Working with Derbyshire County Council (Transport lead) and other partners to progress further.

- Bus Stop promotional campaign being supported through Visit Peak District and Derbyshire, to encourage residents from across Derbyshire and visitors to use public transport when visiting attractions.

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

- Attach waste management plan conditions on planning permissions for major development e.g., condition 22 of planning permission 23/00708/FL.

- **60 business waste compliance inspections were carried out across the district** to ensure commercial waste is disposed of legally and correctly as well as 30 Fixed Penalty Notices for litter and dog fouling offences in 2023.

- Supporting Great British spring clean campaign through publicity, provision of bags and litter pickers for 16 community groups.

Spotlight on Dronfield Leisure Centre - Decarbonisation Scheme - one of our strategic projects

The decarbonisation of the Dronfield Leisure Centre building is nearing realisation with all works scheduled to be completed by June 2024. This will make the centre 100% electric.

The centre received £1.33m of government

funding, which has been used to replace the old gas-powered boilers and installed energy efficient air source heat pumps as well as the fitting of 200+ solar panels. Cavity wall insulation as well as efficient LED lighting has been installed.

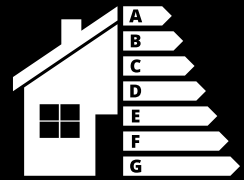
This project contributes to the Council's commitment towards net zero. The solar panels have been in operation for just over a year and generating just over 100,000kWh of energy in that time.

In numbers, some of what the Council has done against this objective during 2023/24:

248 Domestic noise complaints including barking dogs dealt with in 2023



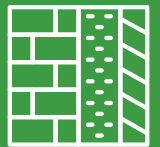
18 Households supported with energy efficiency advice in 2023



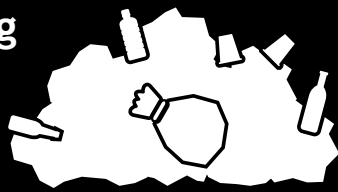
67 Domestic fires/smoke complaints dealt with in 2023



295 properties improved with external wall insulation.



91 Fly tipping reports responded to in 2023



58 Notices served for fly tipping, littering, dog fouling and abandoned vehicles in 2023



14 businesses supported to decarbonise



16 community litter pick groups supported



Metric	Target	Previous 2022/23 Outturn or as stated	Current 2023/24 Outturn or as stated	Trend
* % of household waste reused, recycled and composted	43%	40.88%	43.29% (The estimated outturn)	✓
* Reduction in Council CO2 emissions	Decrease	2011.46 - 2020	1850.15 - 2021	✓
* Reduction in the District's CO2 emissions	Decrease	632385.6 - 2020	694410.8 - 2021	✗
Resident satisfaction with 'streets kept free from litter' (Citizens Panel)	Increase	57% Nov 20	64.70% Nov 22	✓

* Some estimated data used where currently unavailable

Key to trends:	
✓	Better
✗	Worse
=	Similar
?	Can't say

Equalities Statement

North East Derbyshire District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video [Call](#): a FREE, three way video call with us and a BSL interpreter.
- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking.
- Visiting our [offices](#) at Wingerworth:
2013 Mill Lane, [S42 6NG](#).

