



**North East
Derbyshire**
District Council

Council Plan 2023 - 2027

A summary of progress for the period
January to March 2024 (Q4)



Progress against our objective:



A great place to live well

This quarter, 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

- 1 luncheon club supported in this period, giving a total of 10 grants (£1,468) awarded in 2023/24 benefiting 321 people.

- **5 Community Action Grants (CAGs) approved** in this period bringing the total of CAGs for the year to 15 (£7,010.01). For 2022/23 there were 4,783 beneficiaries from CAGs.

- New monthly **'walking for health'** group established in Holmewood with McIntyre service users and residents (15 attendances).



- Leisure Centre attendances strong in this period culminating in the target for 2023/24 being exceeded at 821,908 (target 804,000).
- Exploring training options in line with changes to Public Health funding for Exercise by Referral.
- 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 from the users.

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

- Public Health has confirmed £79,501 will be allocated each year for Healthy NED Partnership for 5 years.
- Commissioning for young people's mental health support is in progress. Aim to have link workers working with young people social prescribers for 2 years to ensure meaningful activities are in place.

A great place to live well



- Commissioning for Digital Connect underway, to continue free digital training for people aged 18+ across this district. Both fully funded by Public Health.

- **5 council grants** to voluntary/ community sector support organisations approved this quarter (£122,085) for activity covering 2024/25.

- **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

- The Housing Strategy Team continue to work with Housing Associations and developers, to enable affordable housing schemes across the district. Currently, there are 2 rural exception schemes being considered in Killamarsh and Holmewood. Resident consultation via a postal survey will commence at the end of April.

- 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.
- Dealt with 68 requests from 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

- Amended damp and mould advice to private sector landlords and website content. This will be supported with the launch of a new private sector Information pack on damp and mould later in the year.
- 9 infectious disease reports investigated in this period. Advice given to 22 businesses regarding food hygiene and 15 businesses regarding health and safety.



This quarter, 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

- The Housing Strategy team are currently working with the County Council to deliver a scheme of affordable housing for deaf people. Following a consultation event, it has been recognised that there is a need for such a scheme. The team are currently looking at available land for development and identifying a suitable Housing Association to deliver this type of accommodation.

• **Six applicants in bed and breakfast** (at 27/03/24) with one due to move out. This is the lowest number for some time and follows a concerted effort to move people on more quickly through both bed and breakfast and our own temporary accommodation.

- Total homelessness caseload through the year has seen an average of 150 live cases at any one time. Prevention outcomes rates remain high - 87% received a settled accommodation outcome this quarter and 89% so far in March 24. PRS (Private rented sector) offer being worked on to increase prevention and relief measures.

• In 2023/24 the Housing Strategy Team working with Rykneld Homes has **bought back five former council houses** through the Right to Buy Back process, built 6 new build properties at Pine View, Danesmoor, and acquired 9 properties on new build developments for affordable housing.



- As at March 2024, there are currently **3486 units of accommodation** being delivered through the Planning process of which 581 are for affordable housing to be delivered over the next few years. Estimate of affordable completions for 2023/24 is 94. This will be confirmed by the end of April 2024.

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

- Five Cuppa with a Copper sessions held in Killamarsh, Eckington, Dronfield, and Clay Cross. Door knocks took place in Unstone around burglary with over 150 households visited.
- Over 70 Operation Shango Patrols done. Operation Shango is an Anti-social Behaviour (ASB) initiative funded by the Police and Crime Commissioner and the Police to deal with hot spot areas.
- Door knocking by the Community Safety Team to gather over 30 households visited across the district. Actions taken include community protection warnings and notices, housing enforcement and potential residential closure orders.

A great place to live well



- Extreme Wheels have been working in Clay Cross, Killamarsh and Holmesfield. **Over 150 young people visited** the sessions in total including spectators.



- Prevent - work undertaken in last quarter around permissive environments and changes made to our venue hire policies to ensure the Council is compliant.

- 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.**



- Rykneld Homes perception survey results showed 85% customer satisfaction with their home and services provided.

Well maintained public realm that connects our communities

- Dronfield Civic Centre Public Realm works in design, including the external entrance to Dronfield Leisure Centre.

A great place to live well

This quarter, the following progress has been made on ***a place where people enjoy spending time***

Improve and promote places and attractions to spend leisure time

- Google Ads used to promote Killamarsh Active during this period. Results suggest that this approach has contributed to the increase in attendances for this period.

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

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





A great place to work

This quarter, 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

- 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.
- Two Tourism Strategy workshops and a survey undertaken to review the priorities for 2024-27.

• **S106 monies secured for a signalled junction at Mill Lane/A61** which will then assist to unlock other development land and support the progress for Pioneer House, Wingerworth.

Support new business to start creating employment

- 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.

• **3 businesses start-ups created** through Vision Derbyshire during this quarter.

- Business Support e-zine is sent out monthly. This is being developed into a newsletter that will showcase business news, business support and skills etc.
- Principle agreement with Eckington School to participate in the Culture of Enterprise initiative.
- Discussions with Chesterfield Borough and Bolsover District Councils have commenced regarding updated employment study.

Attract new businesses to the area which brings new jobs

- **Business Start-up event** held with 14 attendees, four exhibitors (Chamber (Accelerator), University of Derby, Chesterfield College, and Vision Derbyshire) and 8 businesses (two representatives from two businesses) to better inform those wishing to set up a business.

A great place to work



This quarter, 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



- **Joint NEDDC-CBC UK Shared Prosperity Funds Green Skills and Digital Skills procurement exercise underway**, aimed primarily at the construction sector to support them to upskill for green technologies. Project start is planned for 1st May 2024.



- The Tourism Hospitality Charter may not go forward - set up by Visit Peak District and Derbyshire, business take up has been poor, so the programme is under review.
- Working with East Midlands Chamber and their Communications Agency to agree joint promotional activity for the Accelerator skills programme. A series of social posts and direct mail campaigns will take place as a result.
- 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 Bosch with ongoing shortage of welders, linking them with training providers.

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 Killmarsh 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.



Progress against our objective:



A great place that cares for the environment



This quarter, 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 published on the website.



- 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.



- UKSPF Greener Routes project to complete the Grassmoor County Park circular route.
- Procured Derbyshire Wildlife Trust to deliver District Nature Recovery Strategy.

Where appropriate, utilise Council assets to improve biodiversity.

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



A great place that cares for the environment

This quarter, 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

- Campaigns undertaken for green bin return and food waste action week.

- 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.



- **Low Carbon Challenge Fund - 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).

- Sustainability/Climate Change communications plan agreed for 2024 and linked in with Streetscene's plan.
- Sustainable transport contribution secured through planning permissions e.g., Dark Lane Calow.



Continually reduce the Council's own carbon emissions

- **Climate Change Strategy** now updated to reflect new Council Plan priorities, endorsed by Environment Scrutiny in February, and approved at Cabinet.



- An Expression of interest to the Low Carbon Challenge Fund has been received for energy efficiency measures at Coney Green Business Centre, and additional **240 solar PV installation at Clay Cross Active has been approved.** The latter will generate a carbon saving of 22,802 kg/year.

- Hybrid meeting room equipment installed at Mill Lane meeting rooms to provide greater opportunities for less travel.



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

- Working with Derbyshire County Council and district partners to introduce **EV charging infrastructure throughout Derbyshire** via the Government's LEVI (Local Electric Vehicle Infrastructure) and private sector funding. Shortlist of NEDDC carparks is being finalised for inclusion in the bid including Eckington Swimming Pool, Bridge Street Clay Cross, Dronfield Sports Centre, Greendale Shops, Killamarsh Active and Sharley Active.



- Working with Yorkshire Water to resolve longstanding surface water contamination at Grassmoor, and sewage flooding at Eckington.

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

- Working with Derbyshire County Council Highways Authority to discuss next steps for Clay Cross Rail Station.
- Collaboration with Killamarsh representatives and Derbyshire County Council to address current transport challenges and opportunities within the town.
- 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.

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

