

North East Derbyshire Council

Services Scrutiny Committee

**Council Plan Objective – A Great Place to Access Good Public Services –
Update April to June 2024**

17th September 2024

Report of the Information, Engagement & Performance Manager

Classification: This report is public

Report By: Kath Drury, Information, Engagement and Performance Manager

Contact Officer: As above

PURPOSE / SUMMARY

To report progress on the strategies underpinning the Council Plan objective - “A great place to access good public services” for the period ending 30th June 2024

RECOMMENDATIONS

1. That progress against the Council Plan “A great place to access good public services” objective be noted.
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IMPLICATIONS

Finance and Risk: Yes No

Details:

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details

On Behalf of the Solicitor to the Council

Staffing: Yes No

Details:

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p>NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
District Wards Significantly Affected	None
<p>Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet <input type="checkbox"/> SMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Details: Ward Members</p>

Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.

A great place to access good public services:

- Assist and influence other public partners to improve their services in the district.
- Continually improve Council services to deliver excellence and value for money.

REPORT DETAILS

1 Background

1.1 The Council plan 2023-27 has four objectives:

- A great place to work.
- A great place to access good public services.
- A great place to live well.
- A great place that cares for the environment

Information on progress on what the Council has done for the *access good public services* objective is contained at appendix one.

1.2 Under the good public services objective there are two strategies – Assist and influence other public partners to improve their services in the district and Continually improve Council services to deliver excellence and value for money.

Underneath those sit tactics - our approaches to positively influence the strategies.

2. Details of Proposal or Information

- 2.1 The appendix notes under each strategy and tactic the significant work that has been undertaken during this period together with a suite of metrics.
- 2.2 Notable achievements include appointing Citizens Advice North East Derbyshire to deliver the Digital Connect scheme to provide free digital training for residents all over the district, increased resilience against a cyber-attack through ICT's work with others, and the introduction of new digital systems for monitoring playground safety and memorial headstone testing.
- 2.3 Regarding targeted metrics two have been flagged at exception - % of formal complaints responded to within 15 working days and % of internal reviews responded to within 20 working days.
- 2.4 Regarding the three metrics for trend monitoring, all are showing negative trends for this quarter. The position at quarter two will give a better indication for the yearly outturn.
- 2.5 The report was taken to Senior Management team on 27th August 2024 for consideration and oversight.

3 Reasons for Recommendation

- 3.1 This is an information report to keep Members informed of progress against the council plan objective for good public services.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of progress against the council plan objective for good public services.

DOCUMENT INFORMATION

Appendix No	Title
1	A summary of progress for the Council Plan objective – A Great Place to Access Good Public Services – for the period ending June 2024
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers)	