

North East Derbyshire Council

Services Scrutiny Committee

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

19th November 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 September 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 - £125,000 <input type="checkbox"/> Capital - £310,000 <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
<p>District Wards Significantly Affected</p>	None
Equality Impact Assessment (EIA) details:	
<p>Stage 1 screening undertaken</p> <ul style="list-style-type: none"> Completed EIA stage 1 to be appended if not required to do a stage 2 	N/A - information only report
<p>Stage 2 full assessment undertaken</p> <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	No, not applicable
<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>Yes</p> <p>Details:</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 1099 residents responding to the July 2024 Citizens Survey, analysis and publishing of demographic insight for the Residents' Survey which will support future decision making and priorities, and the engagement level (80%) and results of the Leadership and Empowerment staff survey undertaken which supports the workstreams under the Council's People Strategy.

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. These were also flagged and Q1 and performance will be reviewed as part of a light touch review of this area.

2.4 Regarding the three metrics for trend monitoring, all are showing improved trends from Q1.

2.5 The report was taken to Senior Management team on 21st October 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 September 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)	