



**North East  
Derbyshire**  
District Council

# Council Plan 2023 - 2027

A summary of progress for the period  
July to September 2024 (Q2)





# 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**

- The new website for leisure centres - Just do more - is now live.

- **New Snap and chat walk launched in Clay Cross.** An opportunity to combine photography and walking to support mental health wellbeing.

- Ongoing work through Active Neighbourhood scheme in Clay Cross (increasing everyday walking within the community). It is a 2 year pilot scheme aimed at families and young people. We have been using a creative model with an organisation called First Art to engage in creative workshops and events that lead to active travel within the community. The offer has so far engaged with 1809 participants across 20 events
- Walk Derbyshire scheme ongoing and well established across the district. This also includes funds secured to continue delivery of the Exercise by Referral scheme within the sports centres. We will be looking at how we broaden that offer from next year so expand into a local community offer. Aimed at those with long term conditions and mental health issues.



- **Community Action Grants: 12 applications approved to date this year (4 this quarter) totalling £4,586.74.** Projects funded include planting, school pond restoration and bike and scooter racks.

- Walking blogs being promoted on the website via the “Explore our District” pages which has seen 9006 unique visits in this quarter.
- Completion date for Clay Cross Active may be delayed due to the main contractor going into administration. The Council’s contract is with Alliance Leisure who has been in contact with a new contractor to take over the project. This development has been publicised externally and internally to provide reassurance and transparency and is being closely monitored.

- **UKSPF- funded Green Routes project at Grassmoor Country Park completed and officially launched on 27th September 2024.**





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

- Referrals and promotions of weight management and smoking cessation initiatives on offer in all four leisure centres as part of the Live Life Better Derbyshire.
- Healthy North East Derbyshire Partnership projects that have started this quarter include Digital Connect (free digital training and confidence building for residents across the district) and Young People's Social Prescribing (one to one support for young people to help engage with social activities and community services to reduce social isolation and mental health issues).

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

- **105 homes improved as part of the external wall insulation social housing decarbonisation work in quarter 2. Total for 2024/24 is 210 and 543 for the programme to date.**

- The new Housing and Private Sector Housing strategies are in the final development stages with public consultation scheduled throughout October and November 2024. Both strategies have a focus on enabling residents to live longer in their homes through effective adaptations and mitigations.

**Following a recent inspection the Council has received a C2 grading from the Regulator of Social Housing. The Council and Rykneld Homes are working closely in partnership to achieve the highest grading (C1) in the near future.**

- An increased number of Disabled Facilities Grant (DFG) referrals have been received this quarter reflecting the completion of more Occupational Therapist assessments. This will lead to an increased number of DFG completions going forward.

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

- Enjoying the summer safely campaign included in the summer edition of The News covering keeping food fresh, summer pests, bonfires and food safety ratings when eating out.
- 17 infectious disease cases investigated.



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**

- Empty Homes Officer (EHO) role starting to have some impact on the number of empty properties within the district. The EHO is contacting owners and verifying properties and circumstances.

• **Actively working on 18 empty properties** and exploring options with owners and internally for those that may need cross-departmental action.

- The Strategic Housing team continue to work with developers, housing associations and the Planning team to maximise suitable affordable housing opportunities.
- The Planning team have been working closely with East Midlands Housing Association on a number of projects, these include:
  - Ellen House Holmewood, 11 units of supported accommodation expected to be completed by the end of September this year.
  - Stretton Road Morton, 20 units of accommodation for affordable rent expected to complete before the end of 2024.
- Current number in Bed & Breakfast is 5, all B&B long-stayers have now been successfully moved on. Numbers have been lower for the last two months due to the focussed move on work. B&B expenditure at the half way point of the financial year is down on the same point last year which is a real positive.



- Stonebroom social housing regeneration scheme progressing with regular meetings between Rykneld Homes Limited and relevant council teams. Funding for community building approved.

• **Seven shared ownership homes in Holmewood completed** and 11 supported living apartments for people with learning disabilities and/or physical disabilities with on site care and support via EMH Homes (Grant funded by the Council).

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

- UKSPF-funded Shop Front Enhancement Scheme: Approved to date £245,638. Under appraisal £116,314, Total £361,952 of £400,000 budget. 11 shop front grants were approved during quarter 2.



## A great place to live well



This quarter, the following progress has been made on ***a place to live that people value***

- **Community Safety** - door knocks undertaken in Eckington, Tupton, Holmegate and Pilsley to gather intelligence on drugs and impacts on local residents. A closure notice served in North Wingfield (this prohibits access to the premises for a period specified in the notice due to antisocial behaviour). Public Spaces Protection Order on antisocial behaviour in Clay Cross area implemented.

### Well maintained public realm that connects our communities

- Replacement “Welcome to North East Derbyshire” road signage licenses for pilot areas are being finalised by Derbyshire County Council.
- A contractor has been appointed for the UKSPF funded Dronfield public realm work. Preliminary works continuing on the new Bailey’s Square in Clay Cross which is being funded by Clay Cross Town Deal.

## 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

- Summer edition of The News contained plenty of articles promoting what was on offer from activities for the kids during the school holidays, to walking opportunities, places to eat and what local businesses offer.
- Working with Sport England to secure a consultant to deliver an updated Playing Pitch Strategy which will identify areas in need of developer contributions.
- Innerva suite (powered assisted gym equipment) to be implemented at Clay Cross Active following partnership working developed with the provider.



- **Website statistics for this quarter** - 9006 total visitors (Walks 4874; Food and Drink 2412; Events 676; Reservoirs 85; Attractions 467; Accommodation 326; Chesterfield Football Club 166). Outturn for 2023/24 - 8015.



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

- Gym refurbishment at Dronfield Active completed and promoted.

Metric	Target	Q2 Outturn	RAG
Increase participation in leisure activities at leisure centres by 5000 visits per year.	172,250	171,361	Within 10% of target
Achieve 1600 monthly attendance through community-based activity.	4800	5965	
Bring 6 long term empty properties back into use per year.	6 per annum	0	Q1 - 0
Number of targeted proactive littering/dog fouling patrols carried out.	36	12	Q1 - 42
Number of proactive community patrols or events focussing on litter, waste, and dog fouling.	4	0	Q1 - 4





# 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

- Approval given for conversion and extension of former public house to restaurant with three holiday apartments in Dronfield (application ref. 24/00510/FL).
- Expansion of existing care facility at Calow (application ref. 24/00453/FL).

## • Seven new lettings achieved on long-term void units across the Council's commercial property estate.

- A phased 5-year Condition Survey Programme across the Council's Commercial Property Portfolio now being put together through Arcus Consulting.
- Derbyshire Accelerator - 59 businesses supported this quarter (113 to date).
- Supply Chain event held with public and private sector specialists and five manufacturing businesses in September. Make UK event also held with three manufacturing businesses participating.
- Clay Cross Job fair in August attracted 149 attendees and linked with local employers, training providers and Town Deal developer.
- The Procurement Act 2023 which was planned to go live in October 2024 has been delayed until February 2025. It still has a strong focus on supporting local businesses. Work continues on training relevant staff,

refreshing policies, procedures and working practices and refreshing the Procurement Rules and Strategy.

- Two business networks attended in Dronfield with 19 businesses in attendance in total.

## Attract and support new businesses to the area which brings new jobs

- Ongoing work on Baileys Square, Clay Cross with agreements in principle with tenants to take six of the new commercial units (16 in total), now progressing to the Heads of Terms stage. Marketing of the remaining units continues through our agent partners FHP Ltd.

## • Vision Derbyshire Start up programme - to date 54 potential entrepreneurs provided assistance to be business ready, 19 new businesses and 15 jobs created.

- Change of use of former agricultural building and associated yard area to a personal fitness business (application ref. 24/00571/FL).
- Evidence gathering underway to understand the employment needs in the district and how this relates to future housing requirements.



## 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

- Memorandum of Understanding received from Ministry of Housing, Communities and Local Government to fund conservation and heritage work with local craftspeople to promote local building traditions and materials. A draft contract has been issued to procured consultants.
- **“How’s Business?” survey closed with 53 submissions.** 19 businesses asked for follow up contact which has been completed. Headlines from the survey include a 1/3 of businesses have not trained their workforce at all and 80% of businesses recognise Climate Change will impact their business but only 29% have taken measures to reduce the impact.
- Manufacturing sector networking group set up - first meeting held 11th September 2024. This subgroup is made up of manufacturing businesses within North East Derbyshire, Derbyshire University, East Midlands Chamber of Commerce and sector specialist RTC North. As well as networking opportunities, this group will be collaborating to develop a supply chain mapping exercise, identifying skills requirements across the sector and working together to build resilience within the sector.







# 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.**

- Healthy North East Derbyshire Partnership projects that have started this quarter include Digital Connect (free digital training and confidence building for residents across the district) and Young People's Social Prescribing which aims to provide one to one support for young people to help engage with social activities and community services to reduce social isolation and mental health issues.

**Collate and analyse district wide data to inform improvements**

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

- The "Business Hub" section on the Council website is now complete which will make it easier for businesses to seek relevant information.

- Chargeable pre-planning application advice service introduced to encourage early engagement and improved quality of applications.

- **Demographics and Area Cluster breakdown of the Residents Survey analysed, shared, and published.** This provides greater insight and will support future decision making.

## 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

- Q1 Budget monitoring reporting fully completed.
- Improvements have been made to the collection of debts processes for Risk Assessments and Water Testing of Private Water Supplies and Integrated Pollution Prevention and Control permitting of industrial activities. Old debts have now been recovered.

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

- **1099 residents responded to the July 2024 Citizens Survey.** The results provide insight to support the Local Plan review and provide satisfaction levels with street cleanliness, open spaces, and grounds maintenance.

- 53 businesses responded to the How's Business survey with the results being reviewed and followed up by the Economic Team.
- 32 residents took part in the consultation on the upgrade of the play and recreation facilities at School Lane, Arkwright. The results and comments will help the Council to make decisions on the upgrade priorities.
- Amendments made to some Environmental Health standard letters about alleged noise following customer feedback.



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

- Artificial Intelligence (AI) risks incorporated into the Council's strategic risk register.

- **Work continues on the Cyber Assessment Framework (CAF)** which provides a systematic and comprehensive approach to assessing the extent to which cyber risks are being managed.

- New Equality Impact form and guidance approved and rolled out. The inclusion of these within Council reports will strengthen transparency and compliance with the Equality Act.
- Interim arrangements for Clay Cross Town Deal project management put in place following the departure of the Project Manager and until a longer-term solution is confirmed.



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



### **Modernise and innovate services to continually improve**

- **Gym refurbishment at Dronfield Active completed.**

- An online form for completion by Environmental Health officers when carrying out public reassurance visits of Funeral Directors has been developed which is enabling real time data capture and avoiding duplication of effort.
- Exploring digital solutions to waste management. A business case to be developed following demonstrations from three software providers.

### **Maintain a motivated and skilled workforce**

- An away day event for Strategic Housing/ Communities based teams to encourage more collaboration. Positive feedback received from service managers.

- **Leadership and Empowerment staff survey undertaken. Positive feedback received and a high level of survey engagement achieved at 80%. Key results include:**

- 96% of respondents understand how their work contributes to the success of the council.
- 95% of respondents at line manager and team manager level feel that they are involved in making decisions that affect their work.
- 100% of service managers who responded feel they work collaboratively with colleagues to improve their ways of working.

- Action plan created and published internally following ICT User Satisfaction survey.
- Talent Pipeline update reported to the Senior Management Team to update on progress achieved to date. (This is the Council's strategy for growing its people and future proofing the organisation).
- A video for new employees has been launched making the induction experience more memorable.
- More social events and activities on offer including yoga sessions, golf society days and wellbeing workshops.



Metric	Target	Q2 Outturn	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	16.14	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	3.79	
Council Tax collected %.	Annual target 96.14	55.98	
NNDR Collected %.	Annual target 96.66	59.37	
Total number in Temporary Accommodation.	Decrease	18	<div>↓</div> Q1 20
Total number in Bed & Breakfast.	Decrease	5	<div>↓</div> Q1 14
% of Customers dealt with at first point of contact.	80	77	
% of formal complaints responded to within 15 working days.	100	80	Q1 91
% of internal reviews responded to within 20 working days.	100	70	Q1 60
Capital receipts to be achieved from disposal of surplus land and property assets (£).	Increase	147,000	<div>↑</div> Q1 - £100,000





## 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

- Communication campaigns ran for Organic September, Second-Hand September, and Forest week promotion.
- 105 homes improved as part of the external wall insulation social housing decarbonisation work in quarter 2. Total for 2024/24 is 210 and 543 for the programme to date.
- Working with partners in Derbyshire to interpret new waste legislation.
- Compliance with sustainable Travel Plan secured by condition as part of residential development approval at Hanging Banks, Wingerworth (Application ref: 24/00509/RM)
- Approved rapid EV charging points at McDonalds Clay Cross. (Application ref: 24/00614/FL)

- **Clay Cross Low Carbon Challenge Fund -19 applications approved to date (8 in 2024/25), and 20 enterprises supported. Total spend to date £471,158.**

- Sustainability Officer and AD for Streetscene met with Killamarsh Parish Council to help them develop their own Sustainability Plan.
- Climate Change Scorecard Review process commenced



### Continually reduce the Council's own carbon emissions

- Sustainability Officer has worked with Dronfield Active Manager and Facilities/ Estates Manager to prepare for an Environmental Management Audit undertaken by Sport England.
- Climate Fresk Training for Members, Senior Managers and Officers from across the Council has been delivered to raise awareness of climate change and how council decisions make an impact.
- Streetscene working with the Sustainability Officer to consider hydrotreated vegetable oil (HVO) impact on CO2 for southern Streetscene vehicles.
- Further online learning courses rolled out for employees which reduces the need for in-person attendance and travelling.



## 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 pollution

- Successful implementation of mitigation measures agreed during second phase of noisy construction works at Magnavale, Holmewood.

- **Temporary Stop Notice served on suspected waste transfer site at land south of Hut Lane Killamarsh.**

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

- Updated Agile Working policy in line with new legislation regarding number of employee requests within any 12-month period.

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

- Social media campaign on dog fouling run which will also feature in the autumn edition of The News.
- Continued monitoring and progress of the removal of waste transfer and associated activity at West Handley.



## A great place that cares for the environment



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

- **Work in progress to call for sites for Biodiversity Net Gain (BNG) including identification of council owned sites and proforma for the launch in October.**

- Wingerworth Lido now to be promoted as a council asset and a destination for a biodiversity hub with proposals in development and ongoing engagement with local community/wildlife groups.

Where appropriate, utilise Council assets to improve biodiversity

- Work in progress to plant public trees as part of UKSPF Quality Parks and Play Areas theme.