



**North East
Derbyshire**
District Council

Council Plan 2023 - 2027

A summary of progress for the period
October to December 2024 (Q3)





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



- Over 160 families participated in the Winter walking Trail in Clay Cross as part of the collaborative active neighbourhood pilot work.

- 12 district wide teams and 74 participants took part in the Killamarsh Kurling tournament.
- Active and Healthy Lifestyles target of 4800 not met this quarter (3939 outturn). A long term sickness absence has impacted on pupil participation. However on course to meet the annual target at the end of March 2025. 189 new participants attending activities this quarter. 3 new volunteers recruited supporting walk Derbyshire. 4 new sessions created this quarter one of which is an ongoing activity.
- Leisure centre participation levels - 152,925 visits recorded for this quarter which is slightly below the target due to 2-week gym closure at Eckington Active and 6-week pool closure at Dronfield Active. Still on track to meet the annual target of 689,000 with 505,184 visits to date..

- Dronfield Active swimming pool refurbishment completed Dec 2024 (pool re-line, filtration, controls and pool cover).

- Council supported the annual Volunteer Awards with a sponsored award.
- Clay Cross Christmas Market included activities for local children which were delivered by First Art. Estimated 1-2,000 attendees during the day.
- Planning permission granted for upgrade of facilities at Holymoorside Tennis Club (planning permission ref. 24/00940/FL).
- Scrutiny Committee has completed a review of Leisure Activities for Older Children/ Teenagers. The recommendations will be submitted to Cabinet in January 2025.



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

- Supported promotion of National Vegetarian Week and supplied more vegetarian options during this week at the leisure centre cafes. Also supported County's cold and flu vaccination programme and Healthy NED partnership grants.

- **Through the Healthy North East Derbyshire Partnership, the Walking into Communities (led by NEDDC Leisure) has been awarded an additional £35,970 to extend the project for 4 years.** Open grants round to reduce social isolation, called Social Connectedness, took place during this quarter and the successful applicant, Derbyshire Voluntary Action, will receive £50,000 for 2025/26 to help reduce social isolation and build community capacity across the District.

- Planning permission granted for 3G pitch as part of Clay Cross Active development (planning permission ref. 24/00349/FL).

- **Annual grants to Voluntary and Community Infrastructure Support Organisations** - provisional offer letters sent to Citizens Advice North East Derbyshire, Derbyshire Law Centre, Rural Action Derbyshire, Derbyshire Unemployed Workers Centre and Volunteer Centre, totalling £135,377 to support core funding costs. Support to residents and vulnerable households across the District included benefits, debt, energy, housing, legal and employment advice, and volunteering roles.

- Community Action Grants (CAG) - 12 now awarded during 2024/25 totalling £4,586.74. During Q3 2 Community Action Grants awarded both for £500. Warm Spaces grant (part of CAG) launched in December and will run until 31/01/25.

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

- 5 adaptation inspections (disability) and one Decent Homes inspection carried out by the Engineers Team.

- **Rykneld Homes continue with the decarbonisation programme:** 47 homes in progress of which 13 to be completed before the end of the financial year. 228 completed to date.

- Approved application for change of use of 3 dwellings to supported living accommodation in New Tupton (planning permission ref. 24/00549/FL).
- Disabled Facilities Grants (DFG) on behalf of County is experiencing an increase in the waiting list for Occupational Therapist assessments which may impact on DFG referrals being received. No promotion of DFG currently taking place. County have decided to cease the Disability Design Team which assist in delivery. As such the Council is exploring alternative emergency arrangements.
- Landlord Forum held and well attended. Environmental Health have taken action under the Housing Act including an emergency prohibition order to protect tenants. Also taking part in a Ministry of Housing, Communities & Local Government project on damp and mould and will be applying any learning from that in future years.



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

- Communication campaigns - Promotion of successful fly-tipping prosecution and three fixed penalty notices, and dark nights campaign to protect against burglaries by highlighting measures residents can take to deter.
- Liaison with Yorkshire water to deal with ongoing sewage flooding incidents.
- Securing noise mitigation measures as part of planning permission for new community facility in Stonebroom (ref. 24/00642/FL).

- During the past quarter Environmental Health have issued 14 Infectious Diseases notifications.
- Environmental Health have given general advice and assistance to business and public on the following topics - Pest advice 19; animal licensing advice 3; HMO (Homes in Multiple Occupation) advice 1; Housing advice 8; Planning advice 10; Miscellaneous Food advice 20; H&S advice 11. 32 New Food Registrations; 6 Food Hygiene Training Level 2 and 9 Food Hygiene Training Level 3.

- **Successful littering prosecution (Clay Cross) with a £200 fine.**



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 is currently in the process of being renewed and residents and stakeholders have been consulted on its' content to ensure that it helps to meet their needs.

- Facilitated regeneration in Stonebroom through providing pre-application advice on estate redevelopment and approving 2 applications to begin this process (24/00642/FL and 24/00601/FL)

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

- As part of Anti-Social Behaviour week Streetscene undertook a litter pick with Rykneld Homes.
- Graffiti Project - to counter a problem with offensive graffiti in the underpass at Dronfield we are working as a partnership with County, Police, MP, Councillors, Schools and Police and Crime Commissioner to undertake an arts project working with young people to design an arts wall within the underpass.
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- Disabled Persons Project / School Project - We are investigating a project within schools to look at Scams and highlighting this within schools for young people as well as working with those people who are disabled / elderly and "lonely" who are susceptible to Scams - we are working with DCC and Scam watch.
- Pentland Road Shop Project - this is a shoplifting / ASB project in and around Pentland Road shops. We are working with the Local SNT (Safer Neighbourhoods Team) to eradicate / reduce this. The project is in its infancy, but we are looking at a series of drop ins, work with local employer to empower staff as well as staff training.
- Meeting with the Police Crime Commissioner to showcase Extreme Wheels and our approach to antisocial behaviour and young people. Extreme Wheels being held 3 times a week in Holmesfield, Clay Cross and Killamarsh.
- A Private Landlord Forum was held at NEDDC where 30 landlords attended and had presentations on forthcoming legislative changes, support available through Decent and Safe Homes (DASH) for both landlords and tenants and advice on dealing with Fire Safety and Damp and Mould issues.



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

- The Supported Accommodation Review Team have continued working with and advising supported housing providers in the district to improve the standard of accommodation and service to residents. We have specifically offered advice and guidance to The Way, a new provider with 8 bedroom supported accommodation in Clay Cross.

- **The Empty Homes Officer has continued to work with Revenues, Planning and Legal to reduce the number of homes classed as empty. A review found 20 homes that were incorrectly classified. This has been reclassified and are now eligible for Council Tax as either second homes or occupied. The reclassification of properties does not contribute to the “bring 6 long term empty properties back into use per year” indicator. However, during this period four long term properties have been brought back into use following continued efforts and collaborative work by the Empty Homes Officer.**

- Instruct annual report on Wingerworth Lido (raised reservoir) and carry out urgent repairs.
- 24 businesses supported this quarter through the UKSPF Shopfront Enhancement Scheme. the scheme is now closed to new applicants. 57 businesses have benefitted in total.

Well maintained public realm that connects our communities

- Public realm works are complete at Dronfield Active which have resulted in improved entrance to the facility with bench seating and new digital display screen.

- **Dronfield Public Realm Improvements project now in final phases with main elements having been delivered. Car park resurfaced, bus shelter in place.**

- Supported the delivery of equipped open space as part of the development at Hanging Banks Wingerworth (planning permission ref. 24/00508/OL).



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

- **Clay Cross Christmas Market attracted 1-2,000 attendees during the day.** The media campaign ran 9 social posts and received 44,403 views, Website views 1285, email campaign sent to 8440 subscribers of which 3961 opened the communication. The Clay Cross Christmas window competition had 21 participants.

- Continued promotion of the Leisure facilities in line with priorities identified in the Marketing plan.
- Extended hours of use of restaurant at Woodseats Hall Barlow (planning permission ref. 24/00620/FL).

- **We have started delivering the Exploring the District project.** The aim of the project is to promote the District and it's cultural offer to residents and visitors through social media and campaigns which in turns promote the profile of North East Derbyshire.



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

- Promotion of leisure memberships and leisure wider offer across all channels including the new leisure website and Instagram account.
- There are now 33 businesses on the Food and Drink Trail - 4 added this quarter and 2 removed as no longer in business. Food and drink social media posts and walking posts sent weekly. 12,341 interactions on Instagram this quarter promoting the Food and Drink Trail, Walking and Christmas activities.

A great place to live well

Metric	Target	Quarter 3 Value	RAG
Increase participation in leisure activities at leisure centres by 5000 visits per year.	172,000	152,925	
Achieve 1600 monthly attendance through community-based activity.	4800	3939	
Bring 6 long term empty properties back into use per year.	6 per annum	4	
Number of targeted proactive littering/dog fouling patrols carried out.	36	17	
Number of proactive community patrols or events focussing on litter, waste, and dog fouling.	4	1	

Metric	Comments
Increase participation in leisure activities at leisure centres by 5000 visits per year	152,925 visits recorded for this quarter which is slightly below the target due to 2-week gym closure at Eckington Active and 6-week pool closure at Dronfield Active. Still on track to meet annual target.
Achieve 1600 monthly attendance through community-based activity	Pupil participation figures affected by a long term staff sickness absence. On course to meet the annual target at the end of March 2025.
Number of targeted proactive littering/dog fouling patrols carried out.	Team has been affected by 2 longer term absences and 1 vacancy. The vacancy should be filled soon.
Number of proactive community patrols or events focussing on litter, waste, and dog fouling	Reactive work will need to take priority during this time.





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

- Communication campaigns this quarter:
 - Christmas window display campaign communicated and promotion of small and independent businesses on the food and drink trail.
 - Advertising and Sponsorship policy amended to include mitigation of allowing alcohol promotion where it supports small and independent businesses.

• **Significant recruitment taking place through 2025 for Clay Cross Active workforce.** We have completed our internal recruitment with 10 vacancies filled across a variety of roles (Duty Officer, Head Attendant, Swim Teachers, Leisure Attendants and Gymnastics). We are looking to recruit approximately 30 new members of staff.

- Expansion of Bluebell Industries premises in Stonebroom and at The Old Sawmills, Pilsley.



Attract and support new businesses to the area which bring new jobs

- Bailey's Square, Clay Cross - Facilitated workshops held to understand requirements for new units, letting of the Square's commercial units continues. Terms have been agreed for 3 businesses to take 6 of the new units.

• Vision Derbyshire Start Up programme:

- 6 entrepreneurs assisted this quarter (target 25, 52 achieved so far).
- No. of business non-financial support, 3 this quarter (target 53, 37 achieved so far).
- No. of grants approved, 5 this quarter (target 5, 10 achieved so far).
- No. of new businesses created (target 5, 13 achieved so far) .
- No. of jobs created (target 8, 11 achieved so far).
- No. of businesses adopting new technologies (target 10, 11 achieved so far).

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

- Derbyshire Accelerator Programme:
 - E23 (strengthening local entrepreneurial ecosystems) businesses receiving non-financial support - 72 (target 100).
 - E29 (supporting decarbonisation) businesses receiving non-financial support - 17 (target 37).
 - Decarbonisation plans - 7 (target 20). Agreed for East Midlands Chamber of Commerce (EMC) to go to businesses directly from January 2025 to meet targets.
- Green Skills project UKSPF (UK Shared Prosperity Fund) - 15 businesses completed with 23 in the pipeline (target 50).

- **Digital Skills** - 45 completed with 2 in the pipeline (target 50). (Driving interest was supported by Customer Services who contacted local businesses on behalf of Economic Development).

Leisure have secured a free Food Safety Level 2 course through Derbyshire County Council.

12 members of staff from Clay Cross Active will go on the course at the Adult Education Centre in Clay Cross on 20 February 2025.

- Granted planning permission for construction of new training facility at I K O Polymeric, Clay Cross.
- Creation of recruitment flyer for promoting recruitment opportunities at the Council with contact details to access our vacancies.



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.

- Through the Healthy North East Derbyshire Partnership, the Walking into Communities (led by NEDDC Leisure) has been awarded an additional £35,970 to extend the project for 4 years. Open grants round to reduce social isolation, called Social Connectedness, took place during Q3 and the successful applicant, Derbyshire Voluntary Action, will received - £50,000 for 2025/26 to help reduce social isolation and build community capacity across the District.
- Annual grants to Voluntary and Community Infrastructure Support Organisations - provisional offer letters sent to Citizens Advice North East Derbyshire, Derbyshire Law Centre, Rural Action Derbyshire, Derbyshire Unemployed Workers Centre and Volunteer Centre. Grants totalling £135,377 awarded to support core funding

costs to these organisations that support residents and vulnerable households across the District. This included benefits, debt, energy, housing, legal and employment advice as well as supporting volunteering opportunities.

- 28 business attended the Business network events in Dronfield and Clay Cross in quarter 3.
- 5 business attended the Tourism networking event and 5 business attended the Manufacturing Supply Chain Cluster meeting.
- 5 businesses and 6 support organisations attended the Baileys Square business.

Collate and analyse district wide data to inform improvements

- HUQ average weekly footfall data is showing a lower footfall this quarter compared with the same time in 2023 - Clay Cross 2457 (-1004) Eckington 618 (-816) Killamarsh 2240 (-994) Dronfield 3303 (+577).

- Residents' Survey red and amber priorities for improvement reviews completed by end of December - 79 actions listed in total (not unique actions as some appear in several reviews). Work commenced on You Said, We Did informing document.

Progress against our objective:



This quarter, the following progress has been made on ***assist and influence other public partners to improve their services in the district***

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

- Implementing new GovTech online portal with the Revenues and Benefits team to improve the customer experience and introduce additional automation for processing of Council Tax.

- Monthly business ezine sent to 2896 each month and the weekly recruitment ezine was sent to 2900 each week.

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

- Budget has been revised to reflect unavoidable delays to the opening of Clay Cross Active. Some of this has been offset by the increase in income from other leisure sites.

- **B&B spend is £30k down as at the same time last year with further savings expected.** (As at 31.12.24 there was only one applicant in B&B and only 13 in total in temporary accommodation).

- Overseen several grant agreements to external organisations providing a variety of service including on benefits, debt, energy, housing, legal and employment advice as well as reducing social isolation.

- **Continue to oversee UKSPF programme and monitoring financial profiles to ensure spend is on track.** No underspend expected, full programme value is £2.568m.





This quarter, the following progress has been made on *continually improve Council services to deliver excellence and value for money*

Listen to customers (Residents and Businesses) to improve services

- Customer Services community events finished in this quarter and were well received. More will be scheduled in 2025/26 due to demand.
- The new Housing Strategy has been out to consultation with the public and stakeholders and feedback incorporated into the final document.

- **Leisure Customer satisfaction survey completed and achieved a score of 89.07% which is above the 80% target.**

Ensure good governance and transparency in all we do

- Cyber Assessment Framework (CAF) completed and £15k funding received. Updated ICT Information and Cyber Security policy and published on the intranet. Replacement of old devices ready for Windows 11 upgrades progressing well. New web-based firewalls installed to improve security.
- The revised budget 2024/25 (General Fund and HRA) was presented to Cabinet in November. The Annual Financial Resilience review was presented to Scrutiny in November.
- Two enquiries received from the Local Government and Social Care Ombudsman (LGSCO). One has been closed down as the LGSCO have determined that they will not be investigating the complaint, the other is still being reviewed.

- **Significant improvement achieved this quarter in handling formal complaints within timescale - 98% compared with 80% in the previous quarter.**

- 123 Freedom of Information requests received this quarter, all except one was administered within the statutory timescale.
- Standards Committee has started the process for the annual review of the Constitution to ensure it is up to date and user friendly. This is on track for completion and presentation at the Annual Meeting in May.

Modernise and innovate services to continually improve

- New core switch infrastructure procured and being configured to improve network performance. Improving mailboxes and email to provide additional resilience and improved features. New Servicedesk tool being configured to improve the ICT service customer experience.
- Transfer of Coney Green Business Centre's telephony to new supported telephony in progress.

- **Swimming Pool upgrades have been completed at Dronfield Active to include pool tank refresh, new drain covers, décor and refurbishment of pool plant filters to improve water quality.**

- Manager Essentials Programme launched and Brilliant at the Basics library continues to be progressed.

- **Reception Re-vamp - Ongoing and on schedule, due to be completed by 31.01.2025.**



This quarter, the following progress has been made on ***continually improve Council services to deliver excellence and value for money***

Maintain a motivated and skilled workforce

- Housing Options & SART Team are involved in reflective practice training funded via County. This is a 4-month long programme and will help the team's resilience and ability to deal with often challenging circumstances.
- **Housing Options Team performance regarding outcomes for clients remains in the top 3 of all local authorities in England.**
- Economic Development Team held an away day to update their service plan, discuss projects and upcoming workshop.
- Brilliant at the Basics - a project being coordinated by a small number of Service Managers to deliver an information resource for new managers has started in this quarter.
- Employee appraisals and review undertaken in this quarter. Service review discussions taking place with developing career pathways within service areas as a priority.
- One Team Christmas engagement event took place with over 100 employees in attendance, positive feedback received from the Leader, Senior Management Team and employees.





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

- Held a Heat Hub event at Dronfield Active, communications supported with news release and social media promotion for attendance.
- Article published on website which raised awareness of creating hedgehog highways in gardens to help with biodiversity.
- Call for sites underway inviting the submission of land to be used for biodiversity offsetting.

Where appropriate, utilise Council assets to improve biodiversity.

- Sustainability officer communicated internal blogs called HUGS which were successful and highly read. Communicated the Hedgehog Highway campaign via digital channels highlighting how to help create wildlife corridors for wildlife across the district.
- Wingerworth Lido - Notice to Quit now served on CCDA to vacate the site on or before 30th June 2025. The plan is to promote the site as a destination in the district as a biodiversity hub.



• **Staff allotment project commenced.** Aim to encourage staff (to be known as the Green Thumbs Group) to use re-purposed beds in the courtyard at Mill Lane to grow vegetables and plants. Anticipated planting to commence in March.

- Biodiversity Net Gain (BNG) list provided to Planning and Estates team for possible sites to plant up to offset developments.



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.

- Communicated recycle week across our channels, highlighting how to recycle, what you can and can't recycle and what happens to your recycling.
- Submission of Expression of Interest to Warm Homes Scheme for 3-5-year programme of between £22-36m to retrofit approximately 4,500 homes. Outcome expected Spring 2025.

• **Clay Cross Low Carbon**

Challenge Fund - 23 applications approved this quarter with 25 enterprises supported. Total spend to date £528,197.

- Regarding targets for this fund:

Targets exceeded:

- Floor space with improved carbon performance (M2) - Target 6,000 - Achieved 16,351.
- Sites generating electricity from renewable sources - Target 2 - Achieved 10.

Targets not yet achieved:

- Enterprises receiving grant support - Target 37 - Achieved 22.
- Enterprises with improved energy consumption - Target 37 - Achieved 22.
- Innovative projects developed - Target 5 - Achieved 1.

- Climate Change communications plan in place. Articles on Halloween and Christmas sustainability and raising awareness of creating hedgehog highways in gardens to help with biodiversity.



- Community Action Grants - 12 now awarded during 2024/25 totalling £4,586.74. During this quarter 2 grants awarded both for £500, one was for tree planting.
- Streetscene taking forward tree planting scheme on key sites until March 25 funded by UK Shared Prosperity Fund (UKSPF).
- Sustainable construction methods required by conditions on planning permissions e.g. Hanging Banks, Wingerworth. Facilitated changes to original approval for development of solar park at Manor House Farm.

Continually reduce the Council's own carbon emissions

- This is currently being reviewed as part of the implementation of the Procurement Act 2023 due to go live on 24 February 2025.

- **Upgrades made at Dronfield Active following £70k funding from Sport England.** Improvements include: - New Pool Covers, VSD (variable speed drives) on pool pumps and triple glazed windows on swimming pool.



This quarter, the following progress has been made on ***reducing carbon emissions and pollution across the district***

- Dronfield Active decarbonisation is due to complete January 2025 including commissioning of the Air source heat pumps (ASHPs) and removal of Gas boilers (subject to successful commissioning / resilience testing).

- **Public Sector Decarbonation Scheme Financial Audit for Dronfield Active signed off - Substantial Assurance rating received.**

- Dronfield Active poolside glazing works completed December 2024. Installation of triple glazing will reduce heat loss from the pool hall and subsequently reduce the heating demand.
- Sustainability policy for Leisure Centres produced and published on the Council's website.
- Carbon Disclosure Project (benchmarking project) - NEDDC completed disclosure questionnaire, along with other Derbyshire Borough's and District's. Once results are published, areas for improvement will be analysed.

- **Secured solar panels on the roof of new community facility approved in Stonebroom.**

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

- Approval of ground mounted solar panels at High Ashes Farm, Ashover.
- Rykneld Homes Ltd continue with the decarbonisation programme: 47 Homes in

progress: 228 completed: 13 to be completed before the end of the year.

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

- Sustainable Travel Plan approved as part of major residential development.

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

- Ran a dog fouling campaign highlighting the responsibilities of dog owners with the darker nights and how to report littering. Also a sustainable Christmas campaign in December aiming to help residents re-use and recycle at the festive time of year when people are buying more gifts and have more potential recyclable material.
- Undertaken a litter pick with Rykneld Homes Ltd as part of Antisocial Behaviour week in November 2024.
- Article on how to be sustainable during Halloween and Christmas produced for residents.
- Issued EIA (environmental impact assessment) screening opinion to facilitate application for development of a Battery Energy Storage System in Calow.

A great place to access good public services

Metric	Target	Quarter 3 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	14.29	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	3.58	
Council Tax collected %.	Annual target 96.14%	83.65%	
NNDR Collected %.	Annual target 96.66%	82.38%	
Total number in Temporary Accommodation.	Decrease	13	 Q2 - 18
Total number in Bed & Breakfast.	Decrease	1	 Q2 - 5
% of Customers dealt with at first point of contact.	80%	79%	Q2 - 77%
% of formal complaints responded to within 15 working days.	100%	98%	Q2 - 80%
% of internal reviews responded to within 20 working days.	100%	100%	Q2 - 70%
Capital receipts to be achieved from disposal of surplus land and property assets (£).	Increase	£391,000	 Q2 - £147,000