

**North East Derbyshire District Council**

**Services Scrutiny Committee**

**Council Plan Objective – A Great Place to Access Good Public Services –  
Update January to March 2025**

**13<sup>th</sup> May 2025**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

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**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 31<sup>st</sup> March 2025

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**RECOMMENDATIONS**

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

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**IMPLICATIONS**

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**Finance and Risk:** Yes ☐ No ☒

**Details:**

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes ☐ No ☒

**Details**

On Behalf of the Solicitor to the Council

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**Staffing:** Yes ☐ No ☒

**Details:**

On behalf of the Head of Paid Service

## DECISION INFORMATION

<b>Decision Information</b>	
<b>Is the decision a Key Decision?</b> 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:  <b>NEDDC:</b> <b>Revenue - £125,000 <input type="checkbox"/> Capital - £310,000 <input type="checkbox"/></b> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	N/A
<b>District Wards Significantly Affected</b>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<b>Stage 1 screening undertaken</b> <ul style="list-style-type: none"> <li>Completed EIA stage 1 to be appended if not required to do a stage 2</li> </ul>	N/A - information only report
<b>Stage 2 full assessment undertaken</b> <ul style="list-style-type: none"> <li>Completed EIA stage 2 needs to be appended to the report</li> </ul>	No, not applicable
<b>Consultation:</b> <b>Leader / Deputy Leader <input type="checkbox"/> Cabinet <input type="checkbox"/></b> <b>SMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/></b> <b>Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></b>	Yes  Details:

<b>Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.</b>
A great place to access good public services: <ul style="list-style-type: none"> <li>Assist and influence other public partners to improve their services in the district.</li> <li>Continually improve Council services to deliver excellence and value for money.</li> </ul>

## 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 the work undertaken this quarter under 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

2.1.1 The appendix notes under each strategy and tactic the significant work that has been undertaken during this period together with a suite of metrics.

2.1.2 Notable achievements include increased subscriptions to the business ezines, 660 issues dealt with through the Citizen Advice sessions held at Killamarsh Active, UK Shared Prosperity Fund 2022-25 confirmed as fully allocated to local delivery, disposal of surplus land and property assets surpassed its £1m annual target, completion of head office reception and timeliness targets exceeded for processing new benefit and council tax claims and change in circumstances, complaint internal reviews and freedom of information requests.

2.1.3 The Housing Strategy team has proactively reduced the duration homeless applicants spend in temporary accommodation, leading to a substantial decrease in bed and breakfast costs. An initial estimate indicates savings of £85,000 compared to last year's annual expenditure on such accommodation. Additionally, the Housing Options service has demonstrated outstanding performance by achieving settled accommodation outcomes for individuals facing homelessness or at risk. With a remarkable 90% success rate, the team's achievements rank among the highest recorded by local authorities across England.

2.1.4 Regarding targeted metrics, two of the seven are at exception this quarter:

- % of customers dealt with at first point of contact achieved an outturn of 73% against a target of 80%. Whilst this is a good indicator it can no longer be monitored accurately since PCI DSS (Payment Card Industry Data Security Standard) compliance as calls requiring a payment are transferred for data compliance

purposes however this skews the number of calls dealt with at first contact by Customer Services. The KPI will be replaced with another telephony target for 2025/26 performance reporting.

- % of formal complaints responded to within 15 working days - 59 complaints received of which 56 were responded to within timescale (95%). 3 late responses – one each for Environmental Health, Licensing and Planning.

2.1.5 Regarding the three metrics for trend monitoring, the two homeless metrics have remained the same as Q3 and the capital receipts metric has seen a significant increase from Q3 which is very positive.

2.1.6 The report was taken to Senior Management team on 22<sup>nd</sup> April 2025 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 March 2025
<b>Background Papers</b> (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)	