



**North East
Derbyshire**
District Council

Council Plan 2023 - 2027

A summary of progress for **a great place to access good public services** for the period January to March 2025 (Q4)





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.

- Chesterfield Canal Partnership Masterplan Launch attended to develop linkages with strategic plans and operational activities, and meeting held with Chesterfield Football Club Community Trust to develop collaborative opportunities.
- Actively involved with the East Midlands Combined County Authority in developing homelessness priorities for the region including the development of a homelessness taskforce.

- **Breast screening unit at Dronfield**, Killamarsh and Eckington Active from mid-November through to January.

- A fortnightly book club meet in the café at Killamarsh Active. Also, Cuppa with a Coppa events.
- Attendance at two business forums to publicise opportunities for public engagement in the development of the Local Plan.

- Through the Healthy North East Derbyshire Partnership, funding has been secured for a project that trains volunteers to provide free cost-of-living and debt advice to Clay Cross residents. This initiative is delivered by the Derbyshire Unemployed Workers Centre.

Collate and analyse district wide data to inform improvements

- Call for biodiversity sites information being analysed by Intelligence software to support the site selection process.

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

- Monthly business ezine subscribers increased to 2896 and weekly recruitment ezine subscribers has increased to 2962.

- **Citizens Advice sessions are available at Killamarsh Active twice a week.** Between October 2024 and March 2025, 77 clients have attended, with 660 issues addressed. The top concerns raised include benefits, energy, and employment.

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***

- Communications have been issued to all commercial trade waste customers regarding the new government initiative, Simpler Recycling. Currently, this initiative applies only to businesses with 10 or more full-time employees (FTEs). As a result, a new waste stream for food waste has been introduced for businesses to make use of.

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

Fiscally responsible and efficient



- **NEDDC 2022-2025 UK Shared Prosperity Fund (UKSPF) programme budget confirmed as fully allocated to local delivery.** No funding to be returned to Ministry of Housing, Communities and Local Government (MHCLG).

- Investment Plan submission prepared for East Midlands Combined County Authority (EMCCA) to access the 2025-26 NEDDC UKSPF allocation of £1,050,067.
- Made residents aware of council tax and rent increases to ensure we have a balanced budget.

- External audit for 2023/24 was concluded at the end of February 2025 with an unqualified opinion issued from Mazars. Work began in March on the interim audit for 2024/25 and early planning for the full external audit later in the year.
- The Revised Budget 2024/25, Original Budget 2025/26 and Medium-Term Financial Plan (MTFP) 2026/27 to 2028/29 was presented to Joint Scrutiny and Cabinet in January and was approved by Council in January. Council



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also approved the Council Tax and Rent increase for 2025/26.

- **Actively worked to reduce the length of time homeless applicants are in temporary accommodation** and as a result significantly lowered the expenditure on bed and breakfast accommodation. The early estimate is a saving of £85,000 compared to the annual spend on bed and breakfast last year.

- Leisure memberships price review to be implemented from 1st April 2025.
- Completed first application through Planning Performance Agreement process. This is a project management tool used by local planning authorities and applicants to agree on timescales, actions, and resources for handling planning applications. A collaborative framework that enhances communication and transparency throughout the planning process, particularly for large or complex applications.
- Secured a total of £159,003 covering 2025/26 and 2026/27 from Derbyshire County Council Public Health to continue with the Healthy North East Derbyshire Partnership.
- Pioneer House, Wingerworth has been let to Clay Cross Food Bank reducing the financial burden to the Council of managing and maintaining an unoccupied building in the short term (pending a decision on the future of Pioneer House).

- **Disposal of surplus land and property assets capital receipts target of £1m surpassed at £1,044,250.**

- Council Tax collection rate exceeded for 2024/25 and business rate collection within target. Exceeded timeliness targets for processing new benefit and council tax claims and changes in circumstances.

Listen to customers (Residents and Businesses) to improve services

- Views being sought on two play area consultations out for views (Heath and Holmewood Parish) to help inform Streetscene and the parish council about priorities for improvement.

- **Planning have consulted on their customer charter, seeking feedback from regular service users on proposals to streamline the planning application process.**

Ensure good governance and transparency in all we do

- **95% of formal complaints dealt within standard this quarter, 59 complaints received. All requests for Internal Review, 5 this quarter, were dealt within standard.**

- Three Ombudsman complaints received this quarter of which two were responded to within timescale.
- Preparations for the May County Council election is well underway. An innovation this time is the availability of ballot papers in braille.
- Accounting Policies for 2024/25 Statement of Accounts were approved by Audit Committee in January. An update is being presented to



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Audit Committee in early April due to an update to leases published by Chartered Institute of Public Finance and Accountancy (CIPFA) in March.

- An extraordinary Standards Committee was held on 23 January 2025, this considered the Strengthening the Standards and Conduct Framework for Local Authorities in England Consultation.
- Parish and Town Council Conference was held on 7 April 2025. Updates were provided on Local Government Reorganisation and Planning.
- 179 requests received under the Freedom of Information Act and Environmental Information Regulations. Of those more than 95% (target) have been administered within 20 working days.

Modernise and innovate services to continually improve

- Discussing the implementation of digital mail with Rykneld Homes after a successful roll-out at the Council.
- Procurement of new HR & Payroll System underway, which will radically change and improve service provision.

- **The Gov Tech online Revenues and Benefits portal is being implemented to commence the project** to enhance the customer experience while incorporating further automation in the processing of Benefits and Council Tax.

- Employee mailboxes have been moved to Microsoft Exchange Online cloud to provide additional resilience and improved features.
- Software to replace paper processes in the Land Charges team is being considered. The

timing would need to align with the HM Land Registry project.

- Clay Cross Active development due for completion June 2025 and 3G pitch completion Summer 2025.

- **Head Office reception refurbishment completed February 2025 improving public access** including wheelchair friendly reception counter, improved access to meeting rooms and waiting area, self-service counter, food bank drop-off point, customer information screens, improved lighting and installation of VADs (visual alarm devices).

Maintain a motivated and skilled workforce

- Establishment of a NEDDC only Information and Improvement Team commenced February 2025, to be fully NEDDC focused from April 2025.

- **Housing Options performance in terms of settled accommodation outcomes for those homeless and threatened with homelessness are at 90%** and is amongst the best performance of all local authorities in England.

- Success in Focus (Revised Appraisal and Succession Management Scheme) approved by Senior Management Team and ready for roll out in May. Encourages career development conversations and long-term thinking by managers through provision of additional tools and training.



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• **Successfully promoted a temporary trainee into a vacant ServiceDesk position,** demonstrating the effectiveness of the Talent Pipeline approach.

• Green thumbs club has been launched to tend to the green space at the head office at Mill lane, Wingerworth. The old jetty site in the quadrant is now a bed currently growing a range of vegetables and fruit.

• £20k funding secured to provide Leisure Training (Lifeguard, Swim Teacher and Gymnastic Coach) for both internal and external candidates.

Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	16.24	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	1.45	
Council Tax collected %.	Annual target 96.14%	96.8%	
NNDR Collected %.	Annual target 96.66%	95.6%	
Total number in Temporary Accommodation.	Decrease	13	↔ Q3 - 13
Total number in Bed & Breakfast.	Decrease	1	↔ Q3 - 1
% of Customers dealt with at first point of contact.	80%	73%	
% of formal complaints responded to within 15 working days.	100%	95%	
% of internal reviews responded to within 20 working days.	100%	100%	
Capital receipts to be achieved from disposal of surplus land and property assets (£).	Increase	£1,044,250	↑ Q3 - £391,000

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<p>% of Customers dealt with at first point of contact</p>	<p>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.</p> <p>(Q1 79%, Q2 77% Q3 79%)</p>
<p>% of formal complaints responded to within 15 working days</p>	<p>59 complaints received this quarter of which 56 were responded to within timescale. 3 late responses - one each for Environmental Health, Licensing and Planning.</p> <p>(Q1 91%, Q2 80%, Q3 98%)</p>