

North East Derbyshire Council

Council

Council Plan Annual Performance Report 2024-25

14 July 2025

Report of Councillor Nigel Barker, Leader of the Council

Classification: This report is public

Report By: Lee Hickin, Managing Director

Contact Officer: Lee Hickin, Managing Director

PURPOSE / SUMMARY

To report progress on the objectives underpinning the Council Plan (2023-2027) for 2024/25.

DECISION ROUTE AND REASON FOR DECISION BEING BROUGHT TO COUNCIL

- The report is for Council's information.
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RECOMMENDATIONS

1. That progress against the Council Plan 2023-2027 be noted.

Approved by the Leader of the Council

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	
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: NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken Completed EIA stage 1 to be appended if not required to do a stage 2	N/A - information only report
Stage 2 full assessment undertaken Completed EIA stage 2 needs to be appended to the report	No, not applicable
Consultation: Leader / Deputy Leader <input checked="" 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"/>	Details: Ward Members

Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.

The report links to all Council Plan 2023-27 objectives and priorities.

REPORT DETAILS

1 Background

1.1 The Council plan 2023-27 has four objectives:

- A great place to live well.
- A great place to work.
- A great place to access good public services.
- A great place that cares for the environment.

- 1.2 Under each objective there are several strategies which prioritise what the Council is setting out to achieve by March 2027. Under each strategy there are specific tactics or commitments that shape our approach and positively influence the strategy.
- 1.3 The appended annual performance report sets out the Council's progress towards our priorities by objective including a focus on what the Council has done or is doing following the results of the Residents' Survey in early 2024. The report also includes spotlights on some strategic projects. Each objective is accompanied by metrics to give a wider performance context including service volumes and district wide data. The metrics are varied including perception metrics, those that we can influence and some compiled by other organisations.
- 1.4 It is important to note the role that Members play in the delivery of the Council Plan. Members strengthen the voice and concerns of our residents, provide constructive challenge and help drive improvement. This is best demonstrated by the work of the Council's Scrutiny Committees and evidenced in the Annual Scrutiny Report. Some of their work has also been included in the appended annual performance report.

2. Details of Proposal or Information

2.1 A Great Place to Live Well

Under this objective notable achievements include over 716,000 visits across the leisure centres, with 18,500 residents participating in social and physical activities. Housing initiatives delivered 92 energy referrals, upgraded 288 homes with external wall insulation, and provided 89 Disabled Facilities Grants to improve accessibility and energy efficiency.

- 2.2 Our efforts to reduce inequalities supported 21,499 households through council funded grants, while 4,500 residents engaged with the Walking into Communities programme. Public health and safety initiatives addressed 480 service requests, ranging from abandoned vehicles to homing stray dogs.
- 2.3 Tourism and local engagement have thrived through the Clay Cross Christmas Market, the Exploring the District initiative, and the We Are North East Derbyshire campaign, strengthening community connections.
- 2.4 Regarding the metrics, all except one metric has improved or sustained its level. Resident satisfaction with parks and green spaces has seen a positive improvement, and strong performance has been recorded for visits to leisure centres and community-based activities. Customer satisfaction with leisure centres remains high.
- 2.5 Regarding the Tenant Satisfaction Measures, nine of those have been included in the metrics section for relevance and context. It is pleasing to note that four of the measures show clear improvement from 2023/24 with tenant

satisfaction with overall service from landlord, being treated with dignity and respect and home safety remaining consistently high.

2.6 A Great Place to Work

Under this objective notable achievements include more than 100 businesses benefited from Derbyshire Accelerator funding, exceeding decarbonisation targets. 61 entrepreneurs received support, leading to 17 new businesses and 15 jobs created through Vision Derbyshire Start-Ups.

2.7 The Clay Cross Job Fair connected 149 attendees with employers and the Clay Cross Active Centre opens in June 2025. Skills development progressed through Digital and Green Skills training, while the Clay Cross Town Deal continues to drive investment, with businesses securing units in Baileys Square.

2.8 Regarding the metrics, trends reported by NOMIS show improvements for adults aged 16 to 64 regarding qualifications and those in employment. The number of business enterprises and local units, also reported by NOMIS, have remained similar to 2023. Council targets for business engagement and training have been exceeded. The Council has slightly more empty business premises than it did in March 2024.

2.9 A Great Place to Access Good Public Services

Under this objective notable achievement include Partnership team securing funding for Walking into Communities, Digital Connect, and social prescribing. Over 2,100 women were screened for breast cancer, flood preparedness measures enhanced with Parish Councils, and Citizen Advice sessions at Killamarsh Active improved access to essential services.

2.10 Fiscal responsibility led to cost savings, surplus land sales and property assets exceeded target, and improved council tax collection. Service innovation saw reception and swimming pool refurbishments, an AI Taskforce launch, and a new digital portal for housing and council tax benefits processing. Workforce development continues with leadership programmes, apprenticeship opportunities, and digital training, ensuring a motivated and skilled workforce.

2.11 Regarding the metric trends, all have improved or sustained their performance level. Whilst compliance with the timeliness standard for handling complaints has improved to 91%, it falls short of the target (100%). We are awaiting the Ombudsman to determine a complaint before we can finalise one metric.

2.12 A Great Place that Cares for the Environment

Under this objective notable achievements include remaining committed to sustainability, with £5.16m secured to improve home energy efficiency. The Low Carbon Challenge Fund delivered 23 projects to lower emissions, while Dronfield Active received upgrades, including a new Air Source Heat Pump.

- 2.13 Pollution reduction efforts included environmental campaigns and enforcement, alongside green travel incentives such as the Cycle to Work scheme. Waste management initiatives tackled fly-tipping, dog fouling, and responsible disposal, while 18 Community Action Grants supported biodiversity projects, tree planting, and the expansion of community orchards.
- 2.14 Regarding the metrics, we are awaiting external verification of the recycling outturn for Q4 so are unable to assess the annual trend. The Council has successfully reduced its own carbon emissions, and the latest data available for the district (2020) also shows a reduction in CO2 levels.
- 2.15 While we have made every effort to compile all outturn figures in a timely manner, there are two outstanding figures that we are currently awaiting, which remain beyond our control.

3 Reasons for Recommendation

- 3.1 This is an information report to keep Members informed of progress against the Council plan.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of progress against the Council plan objectives.

DOCUMENT INFORMATION

Appendix No	Title
1	Annual Performance Report for 2024/25
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)	