



North East
Derbyshire
District Council

Year 2, Council Plan Annual Performance Report 2024 - 2025



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Welcome

We are pleased to present our 2024/25 Annual Report, highlighting progress made in year two of delivering our Council Plan. While we recognise that we don't always get everything right, we are committed to learning and improving so that our services better meet the needs of residents and businesses.

We also understand that not everyone will agree with every decision we make or how we go about our work. However, we remain focused on doing what we believe is in the best interests of our communities. This report reflects how we've used public money to deliver services and initiatives, and we hope it demonstrates the value you receive for your council tax.



A great place to live well

Over 716,000 visits were recorded at leisure centres, with 18,500 residents participating in social and physical activities. Housing initiatives included 288 insulation upgrades, and 89 grants to improve accessibility and efficiency. Our efforts to reduce inequalities supported 21,499 households through council funded grants, while 4,500 residents engaged with the Walking into Communities programme. Tourism and local engagement have thrived through the Exploring the District initiative, and the We Are North East Derbyshire campaign.

A great pace to work

We invested in local specialist business advice, with more than 100 existing companies benefiting from the Derbyshire Accelerator service, whilst 61 entrepreneurs received support through the Vision Derbyshire Start-Up service, directly leading to the creation of 17 new businesses and 15 new jobs. The Clay Cross Job Fair connected 149 attendees with employers and the Clay Cross Active Centre opens in June 2025. Skills training advanced through digital and green initiatives, while the Clay Cross Town Deal continued to attract investment and new businesses to Baileys Square.

A great place to access good public services

Partnerships have been strengthened to enhance public services, with funding secured for Walking into Communities, Digital Connect, and social prescribing.

Over 2,100 women were screened for breast cancer, and Citizen Advice sessions at Killamarsh Active improved access to essential services. Good financial management led to cost savings, surplus land sales and property assets exceeded target, and improved our council tax collection rate.

A great place that cares for the environment

We secured £5.16m to boost home energy efficiency and delivered 23 low-carbon projects. Environmental upgrades included investment in new plant and equipment at Dronfield Active enabling the centre to operate entirely on renewable energy, while campaigns, enforcement, and grants supported pollution reduction, and biodiversity.

Each council plan theme includes detailed progress updates and metrics, along with actions taken in response to the Residents' Survey.

We look forward to continuing this journey and working together to continue to make North East Derbyshire a great place to live.



Lee Hickin
Managing Director



Cllr Nigel Barker
Council Leader

Our Council Plan at a glance...



Creating a great place to live well



Creating a great place to work



Creating a great place to access good public services



Creating a great place that cares for the environment

Our Vision

Putting strong community leadership at the heart of everything we do, we will create *A Great Place...*

Our Values

Our Values are:

- Be honest and accountable.
- Treat everyone fairly and with respect.
- Listen, involve and respond.
- Embrace change and innovation.
- Be collaborative, open and transparent.



To view our Council Plan scan the QR code



SCAN ME

Highlights for 2024/25

A great place to live well

- **Leisure Centre Success** - Attendance across leisure centres surpassed the annual target, reaching 716,137 visits, sustaining high levels of physically active residents whilst improving facilities and activities on offer.
- **Expanding Walking Initiatives** - The Walking into Communities Programme attracted 878 new participants and welcomed 11 new volunteers as walk guides enabling more residents to benefit physically and mentally from walking.
- **Green routes** - Completion of the circular walking route at Grassmoor Country Park promotes physical and mental wellbeing by encouraging inclusive outdoor activity for people of all ages and abilities.
- **Tourism Promotion Success** - The 'We Are North East Derbyshire' video garnered over 12,000 views, showcasing the district's countryside, events, historical landmarks and local food scene, encouraging visitors and residents to spend time and money in the district.

A great place to work

- **Digital Skills Training Success** - 55 people completed UKSPF- funded training upgrading their skills making them more productive and confident at work.
- **Green Skills Development** - 44 businesses participated in the UKSPF-funded Green Skills programme, helping them upskill staff in sustainable construction and energy efficiency. This boosts local employment and strengthens the supply chain for green infrastructure projects.
- **Accelerator Project Expansion** - Additional external funding was secured to extend the successful business support service for a further year, enabling more local businesses to improve their operational efficiency, develop their products and harness new trading opportunities.

A great place to access good public services

- **Health Screening Success** - 2,135 women received breast cancer screenings at Leisure Active locations promoting preventative healthcare and early detection. Locating screening units at leisure centres makes the service more accessible, especially for women who may not attend hospital-based appointments.
- **Facility upgrades** - swimming pool improvements, entrance enhancements and full gym refurbishment at Dronfield Active, and a reception make-over at the main offices at Wingerworth have significantly enhanced user experience, accessibility and energy efficiency.
- **Homelessness** - The Housing Options Team continues to rank amongst the top-performing local authorities in England for securing settled accommodation for individuals who are homeless or at risk of homelessness.

A great place that cares for the environment

- **Decarbonisation** - A total of 288 homes improved as part of the external wall insulation social housing decarbonisation initiative improving the energy efficiency of homes as well as reducing energy bills for families.
- **Fuel efficiency** - Environmental upgrades at Dronfield Active, including investment in new plant and equipment, now enable the centre to run entirely on renewable energy. The Centre is expected to reduce its annual carbon emissions by more than 172 tonnes, becoming carbon neutral in the process.
- **No Mow May In 2024** - the No Mow May areas totalled 42,342m², which was an increase of over 63% from 2023. This initiative supports biodiversity by allowing wildflowers to flourish and providing vital habitats for bees, butterflies and other pollinators.

Focus on Residents' Survey

Update and actions that we have taken in 2024/25

The Residents' Survey conducted in November 2023 engaged over 3,000 residents, identifying key priorities for improvement, including activities for children and teenagers, community activities, public transport, housing, job opportunities and safety. Here is a snapshot of some ongoing initiatives aimed at improving the quality of life for residents.

Key Initiatives and Enhancements

Activities for older children and teenagers

- Clay Cross Active 3G pitch and Tag Active arena: Provides modern sports facilities to encourage young people to stay active and engage in structured activities.



- Healthy Activities and Food Programme Offers free meals and exercise programmes during school holidays to support low-income families.
- Extreme Wheels project: Mobile skatepark and BMX sessions, engaging over 150 young people, helping reduce antisocial behaviour.
- Gymnastics Helper Volunteer Scheme (Killamarsh Active): Young people develop teamwork and leadership skills by assisting gymnastics classes.



Activities for younger children

- Five60 programme: Combines physical activity and healthy eating education for young children.
- Inclusive SEN gymnastics courses (Killamarsh Active): Provides tailored support for children with special needs.

- School Delivery Programme: Supports children in achieving the Chief Medical Officer's 60-minute daily exercise guideline, with 10,231 attendances.

Community activities

- Clay Cross Games and Summer Clubs: A hub for physical activity and engagement, fostering stronger community ties.
- Christmas Walking Trail: Combines festive themes with active living, making walking enjoyable.
- Walk Derbyshire: Trained volunteer-led walking groups aimed at improving social and physical well-being. 4,025 people took part in 2024/25.
- Adults Wellbeing Group: Tackles social isolation with mental health workshops and community events.



Active Neighbourhood Pilot Scheme

- Community engagement through walking: 556 resident survey responses identified barriers such as safety concerns, lack of walking destinations, and infrastructure issues.

- Events embedded in walking initiatives: Creative workshops, music and art walks, nature activities, and litter picks encourage participation.
- Ongoing consultation and feedback adaptation: Over 20 engagement meetings and 7 public consultations ensure continuous community input.
- 4,049 miles walked in integrated events, fostering regular activity.
- 878 new participants in 2024/25 bringing the cumulative total to 4,511.

Public transport and connectivity

- Clay Cross Rail Station project: Council representation continues to be made at strategic meetings to articulate residents' needs for the development of this facility to enhance local transport accessibility.
- Bus Service (80) replacement discussions: Council liaised with Derbyshire County Council to maintain this service.
- Supported Derbyshire County Council successful application to secure £1m for A61 junction improvements.

Employment and skills development

- Weekly Recruitment E-zine and targeted job fairs, promoting employment opportunities to residents and helping businesses recruit locally.
- Manufacturing Networking Group: Established to support businesses with workforce development, resilience and technological enhancement opportunities.
- How's Business Survey: Provided valuable insights from business to shape support services with several businesses requesting follow-ups.

Affordable housing

- Empty Homes Officer role: Established this post to identify vacant properties to bring them back into use by working with owners, landlords and partners. 10 properties were brought back into use in 2024/25.
- Increase in supported housing units: 11 supported living apartments delivered in 2024/25 expanding accommodation for vulnerable residents.
- Private Rental Sector Officer: New strategic role created to help residents access private rental housing through working with registered providers.

Feeling safe

- Public Spaces Protection Orders (PSPOs): Order brought in to tackle antisocial behaviour in Clay Cross and adjoining areas following public consultation. This has significantly reduced ASB within the designated area in Clay Cross.
- Antisocial behaviour (ASB): Completed three ASB Case Reviews, primarily addressing neighbour disputes. In response, action plans have been established, a warning issued, and a Closure Order enacted to manage persistent ASB.
- Graffiti Project: Secured investment into addressing an antisocial graffiti hotspot with artwork inspired by children from the local schools.
- Extreme Wheels targeting hotspot areas: Over 150 young people have taken part in this fun and diversionary activity to reduce antisocial behaviour.



- The Communities Scrutiny Committee met with Derbyshire's new Police and Crime Commissioner and colleagues from the Safer Neighbourhood Team to hear about strategic priorities and raise key concerns. Topics included police visibility, rural crime, e-scooters, domestic violence, and road safety. The PCC and SNT provided detailed responses and outlined current and planned actions. Members appreciated the informative session and gained a clearer understanding of efforts to reduce crime across the district.

Summary

These initiatives demonstrate a proactive approach to improving community wellbeing. By fostering inclusive participation and engagement, the Council aims to create a healthier, safer, and more connected district so that communities can thrive.

A group of people are hiking on a grassy path through a forest. In the foreground, a man in a light blue shirt and dark trousers is walking away from the camera. Next to him is a woman with curly hair wearing a blue long-sleeved shirt and blue jeans, carrying a black and yellow backpack. Behind her is another woman with blonde hair wearing a pink backpack. Further back, several other hikers are visible, some using walking sticks. The path is surrounded by tall grass and dense trees under a blue sky with some clouds.

A great place to live well





During 2024/25, 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

- Attendances across the leisure centres surpassed its annual target at 716,137.

- **Over 18,500 residents took part in physical and social activity during 2024/25 with 10,231 pupils participating in the School Delivery Programme, 4025 residents taking part in Walk Derbyshire and 4,511 engaging with the Walking into Communities Programme which attracted 878 new participants and 11 new volunteers to guide walks.**

- Over 160 families participated in the Winter Walking Trail in Clay Cross as part of the collaborative active neighbourhood pilot work.
- New Snap and Chat Walk launched in Clay Cross. An opportunity to combine photography and walking to support mental health wellbeing.
- The recommendations from the Scrutiny review of Leisure Activities for Older Children/Teenagers were all accepted by Cabinet in January 2025. This includes increased engagement with older children/teenagers (current users and non-users) through schools and social media, and a review of fees and charges around young person activities.



- UK Shared Prosperity Fund (UKSPF) funded Green Routes project at Grassmoor Country Park completed and officially launched in September 2024.
- Clay Cross Christmas Market included activities for local children which were delivered by First Art. An estimated attendance of up to 2,000 during the day.
- The completion of Clay Cross Active is scheduled for June 2025.

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

- 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.
- Derbyshire Voluntary Action will receive £50,000 for 2025/26 to help reduce social isolation and build community capacity across the District.

- **Throughout 2024/25, a total of 21,499 people and households benefited from services and advice offered by organisations receiving Council grant funding.** These included Citizens Advice North East Derbyshire, Derbyshire Law Centre, Rural Action Derbyshire, Derbyshire Unemployed Workers Centre and the Volunteer Centre. Support covered areas such as benefits, debt, energy, housing, legal and employment advice, along with volunteering opportunities. Three organisations presented to the Communities Scrutiny Committee on their use of grant funding. The Committee was impressed by their impact in North East Derbyshire and agreed to invite organisations annually, rotating attendance based on grant level.

- 18 Community Action Grants awarded during 2024/25 totalling £7,083. A range of projects have been supported including bio-diversity installations, supporting venues to become a warm space during winter, and community fun days.

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

- Staff have undertaken extensive training on the Renters Reform Bill to ensure they are well-prepared to support tenants and address inquiries. The team remains actively engaged with the public on damp and mould responsibilities, providing regular updates to the Ministry of Housing, Communities and Local Government (MHCLG) as part of the Healthy Homes evaluation.

- **92 households have been supported with energy referrals to access resources and assistance to manage energy costs and improve efficiency.**

- A total of 288 homes improved as part of the external wall insulation social housing decarbonisation initiative, successfully meeting the annual target.
- 89 Disabled Facilities Grants to make the home more accessible were approved.
- Supported 59 private sector tenants regarding housing disrepair and health issues during 2024/25.
- The Government has awarded the Council £5,160,618 to deliver a Warm Homes: Local Grant Scheme from 2025-2028.

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

- A communication campaign was run to raise awareness among residents using barbershops about the importance of good hygiene practices in preventing skin infections. Additionally, guidance has been provided for individuals seeking aesthetic cosmetic procedures, such as fillers, emphasising the need to use licensed products and qualified professionals. These efforts follow complaints received, aiming to promote safe and responsible practices.

- **The Planning team has advanced multiple enforcement cases concerning untidy land and unauthorised activities, including those in West Handley and Eckington.**

- A total of 78 domestic fires and smoke complaints responded to ensuring support for the affected residents.
- A total of 50 infectious disease reports were investigated, ensuring timely responses and appropriate action to safeguard public health.
- A total of 352 food hygiene inspections were completed, 56 food complaints addressed, and 284 written warnings issued for hygiene concerns.



During 2024/25, 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

- Developed new Housing and Private Sector Housing Strategies to improve our housing offer across the district.

- **During the 2024/25 period, a total of 555 new homes have been completed (net), including a minimum of 110 being affordable housing. As of the end of March 2025, there are 2,263 homes with planning permission, with 375 allocated for affordable housing.**

Housing figures subject to verification.

- Directly supported EMH Homes to deliver supported housing in Holmewood for individuals with learning and physical disabilities.
- Introduced a council tax premium of 100%, in addition to the current charge of 100%, for properties which have been empty for over two years to help bring them back into use and support the housing stock.
- In partnership with Rykneld Homes we have delivered 70 affordable homes for sale and rent in North Wingfield and commenced on a major regeneration in Stonebroom.
- In July, we were awarded a C2 rating for delivery of housing services to our tenants. Rykneld Homes played a key role in delivering this successful outcome.



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

- The Community Safety team has observed a rise in Antisocial Behaviour (ASB) impacting mental health, leading to the completion of three ASB Case Reviews, primarily addressing neighbour disputes. In response, action plans have been established, a warning issued, and a Closure Order enacted to manage persistent ASB.
- Collaborated with the Dronfield Safer Neighbourhoods Team to create targeted Problem Management Plans addressing bike theft and youth-related antisocial behaviour.
- Extreme Wheels, through the Community Safety Partnership, has engaged over 150 young people across Clay Cross, Killamarsh, and Holmesfield, offering alternative leisure activities. Three weekly sessions will continue into 2025/26, supported by UK Shared Prosperity Funding (UKSPF).
- A total of 50 complaints about dog fouling were addressed, along with 60 service requests for stray dogs and 26 for lost dogs.

- **A total of 254 abandoned vehicles have been dealt with alongside 98 fly-tipping reports. Additionally, 36 notices have been issued for offences related to fly-tipping, littering, dog fouling, and abandoned vehicles, reinforcing efforts to maintain cleanliness and community pride.**

- Successfully prosecuted two perpetrators of fly tipping resulting in a number of fines.
- 10 empty homes have been brought back into use exceeding the target of 6. Also reduced the number of empty homes receiving council tax exemption by 26, making them eligible for council tax and encouraging them to be brought back into use.
- The Council has reviewed its annual planting schemes to incorporate sustainable plants, extending the flowering season and enhancing visual displays for residents. This initiative also increases the benefits for bees and insects, supporting local biodiversity.
- Ran a dark nights campaign to help residents to protect against burglaries by highlighting measures they can take to deter theft.

Well maintained public realm that connects our communities

- Improvements have been completed at Dronfield Active, enhancing the facility's entrance with new bench seating and a modern digital display screen.

- **The Dronfield Civic Centre public realm improvements have been completed, featuring a resurfaced car park and footpaths, new railings, and a dedicated motorcycle parking space in the Civic Centre car park. Additional enhancements include landscaping, planting and new benches to improve accessibility and community use.**



During 2024/25, the following progress has been made on **a place where people enjoy spending time:**

Improve and promote places and attractions to spend leisure time

- The 'We Are North East Derbyshire' video was launched in mid-March as part of Tourism Week, highlighting the region's stunning countryside and walking trails, rich historical and cultural landmarks, local cuisine, and vibrant events. Since its release, the video has garnered over 12,000 views, reflecting strong public interest and engagement.
- Clay Cross Christmas Market attracted around 2,000 attendees during the day. The accompanying media campaign ran 9 social posts and received 44,403 views, together with 1,285 website views.

- **The Exploring the District project boosted North East Derbyshire's tourism with campaigns, branding, and digital engagement.** Highlights include a new tourism brand, influencer campaigns generating over 100,000 interactions, a hotel magazine feature with a reach of 1.8 million, a Dog Friendly Destination Guide yielding over 20,000 views so far, website improvements, new walking trails, event support, and a new events space in Dronfield. It continues into 2025/26, focusing on events and tourism growth.



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

- Clay Cross Active offered an Annual Membership discount exclusively for Clay Cross residents, providing 25% off standard annual prices. This promotion highlights the new facility and encourages participation in health and fitness activities.
- There are now 33 businesses on the Food and Drink Trail, with frequent social media promotion to enhance resident awareness.

- **Pool upgrade and gym refurbishment completed and promoted at Dronfield Active together with a gym upgrade at Eckington Active.**

- The playground improvement plan has been developed and approved for the upcoming year. The proposed upgrades will enhance play areas at School Lane, Arkwright, Sharley Park/Clay Cross Active, Clay Cross, Tennyson Street, Mickley, and Clay Lane, Clay Cross, providing improved recreational spaces for local communities.

Spotlight on Clay Cross Active

The project faced delays in 2024-25 following the main contractor, ISG, entering administration in September 2024. However, through close collaboration with partners, the Council procured a new contractor, Universal Civils and Build, via the UK Leisure Framework, allowing work to restart in December 2024.

Despite a £1.5 million increase in costs, additional funding of £1.113 million was secured, including £346,000 from Sport England and £767,000 from the Clay Cross

Town Deal, helping to offset the financial impact to residents.

Progress Highlights:

- Steady advancements made across all areas, with significant weekly progress.
- All high-risk elements including gas installation, air tightness, fibre connectivity, and water supply, have been resolved.

Clay Cross Active is now fully operational and has been positively received.

Spotlight on UK Shared Prosperity

The Council developed a series of grant funding schemes to deliver its award of £2.5 million UK Shared Prosperity funding in late 2022. The schemes ended on 31st March 2025. The projects across North East Derbyshire have successfully delivered improvements in public spaces, business support, community engagement, and infrastructure. Key outcomes include:

- **Public Realm Enhancements:** Focused on improving outside Dronfield Active, Dronfield Civic Centre and Library Gardens including signage for active travel and better traffic flow.
- **Parks and Play Areas:** 18 grants awarded, improving community spaces.
- **Green Routes:** Grassmoor Country Park improvements completed.
- **Exploring the District:** Successful promotional efforts, including a Food and Drink Trail with 33 businesses and a regional tourism campaign including a We are North East Derbyshire promotional video generating over 12k website hits.
- **Community and Social Support:** Grants awarded to voluntary groups to improve social and economic sustainability, with initiatives in fuel efficiency, household finances, and digital training.
- **Village Hall Improvements:** 14 grants awarded to upgrade and enhance community venues for long-term viability.
- **Community Activities:** Youth-focused programmes delivered in key areas to reduce anti-social behaviour.
- **Chesterfield Canal Study:** Completed in March 2025, identifying potential economic growth projects in Killamarsh.
- **Shopfront Enhancements:** 60 grants issued to improve commercial properties, boosting footfall and retail appeal.
- **Business Support:**
 - The Derbyshire Accelerator: Business advice and energy audits delivered by the East Midlands Chamber, meeting all targets.
 - Vision Derbyshire Start-Ups: Delivered support to new businesses.
- **Green and Digital Skills:** Training in energy efficiency and digital design skills successfully delivered to local businesses.

All projects are complete, and government monitoring has confirmed compliance with no queries raised.

In numbers, some of what the Council has done against this objective during 2024/25:

688 Commercial premises inspected by Environmental Health in 2024



435 Commercial premises risk rated by Environmental Health in 2024



581 Pest control treatment courses completed in 2024



716,137 Visits to Leisure Centres



249 Attending Exercise by Referral Scheme



10,231 Pupil participation in physical activities (Schools delivery programme)



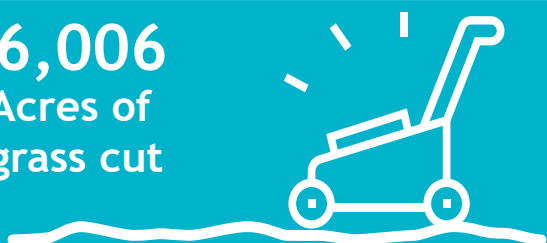
4,511 Participants taking part in Walking into Communities



89 Disabled facilities grants approved to improve the home



6,006 Acres of grass cut



44,064 Plants put into the ground throughout the district



Metric	Target	Previous 2023/24 Outturn or as stated	Current 2024/25 Outturn or as stated	Trend
Increase participation in leisure activities at leisure centres by 5000 visits per year.	689,000	821,908	716,137 Target exceeded	N/A see note
Achieve 19,200 monthly attendance through community-based activity.	19,200	16,944	19,585	✓
% Customer satisfaction with Leisure Centres.	Increase	88.69%	89.07%	=
Bring 6 long term empty properties back into use per year.	6	New	10	✓
Number of targeted proactive littering/dog fouling patrols carried out.	144	103	73	✗ See comments
Number of proactive community patrols or events focussing on litter, waste and dog fouling.	15	15	15	=
Resident satisfaction with litter control in your street (Citizens Panel).	Increase	64.70% May 2022	65.50% May 2024	=
Resident satisfaction with 'parks and green spaces'.	Increase	52.5% Nov 22	66.8% Jun 24	✓

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say

Note: The target was revised to reflect the closure of Sharley Park Leisure Centre and the development of the new Clay Cross Active facility.

Comments:

✗ Number of targeted proactive littering/dog fouling patrols carried out	In 2024/25, 73 proactive patrols were conducted. The Enforcement Team faced staffing difficulties during this period, most of which have now been resolved. Despite these challenges, the team remained focused on responding to public service requests and prioritising investigations where offences were witnessed and evidenced.
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Tenant Satisfaction Measures

Measure	National Average 2023/24	NEDDC/ RHL * 2023/24	NEDDC/ RHL 2024/25	Trend
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	71.3%	84.8%	84.4%	=
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	70.8%	80.6%	80.1%	=
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	76.7%	80.6%	84.8%	✓
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	60.4%	71.1%	74%	✓
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	70.3%	75.6%	80.1%	✓
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76.8%	85.8%	87.5%	✓
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.5%	43.1%	43.7%	=

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say

*Rykneld Homes Ltd (RHL) is responsible for the management, maintenance and improvement of around 7,600 properties and the neighbourhoods in which they are located on behalf of North East Derbyshire District Council.

Housing providers are required to report on these measures annually to the Regulator of Social Housing.

It is pleasing to note that over 84% of our tenants are satisfied with the service they receive from Rykneld Homes, well in excess of the national average (71%).

A great place to work





During 2024/25, 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

- **The UKSPF-funded Derbyshire Accelerator Programme supports local businesses**

by enhancing productivity through innovation and digital technology, reducing energy costs via decarbonisation and net-zero strategies, and fostering growth with strong business planning:

- Over 100 businesses received non-financial support this year, successfully meeting the target.
 - 64 businesses benefited from non-financial decarbonisation support, surpassing the target of 37.
 - 37 business decarbonisation plans were completed, exceeding the target of 20.
- Supply Chain event held with public and private sector specialists and five manufacturing businesses. Make UK event also held with three manufacturing businesses participating. These have been complemented by several general Business Support events.
 - 57 Shop fronts improved across the district through the Shop Front Enhancement Scheme.



- Clay Cross Job fair attracted 149 attendees and linked with local employers, training providers and the Town Deal developer.



- Significant recruitment took place through 2025 for our new Clay Cross Active Centre which opens in June 2025. Recruiting 35 staff from local Jobs Fairs and marketing campaigns.



Attract new businesses to the area which brings new jobs

- The UKSPF-funded Vision Derbyshire Start-Up Programme offers guidance, support, and funding to new businesses.

- 61 entrepreneurs received assistance this year, surpassing the target.
- 49 businesses benefited from non-financial support.
- 4 grants were approved throughout the year.
- 17 new businesses were established, creating 15 new jobs—exceeding targets in both cases.

- Interest shown for six units at Baileys Square, Clay Cross, with further initial enquiries continuing. The development, part of the Clay Cross Town Deal, will include up to 16 new units and a restored heritage building for food, drink and leisure businesses.





During 2024/25, 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

- 55 people completed the Digital Skills training funded by UK Shared Prosperity Fund exceeding the target of 50.
- 44 businesses completed the Green Skills programme funded by UKSPF.
- **£1,050,067 secured through EMCCA which will fund, amongst other things, the continuation of the Accelerator business support project (£86k) and a further year of specialist digital skills training for businesses (£50k).**
- Killarmarsh Active have entered a new partnership with Sheffield United Community Trust creating pathways for jobs in the leisure sector and gaining professorial development and experience from the facility.
- Funding secured to deliver conservation and heritage work with local craftspeople to promote local building traditions and materials.
- ‘How’s Business? Survey’ was undertaken to inform the Council of the needs of business in the district. Key findings reveal that only two-thirds of businesses have invested in workforce training, while 80% acknowledge the impact of Climate Change on their operations—yet only 29% have taken steps to mitigate its effects. These insights help inform the Council and its partners about business support services.



Spotlight on Clay Cross Regeneration

To create a new Town Square in Clay Cross together with a community hub as the anchor building providing food, beverage, leisure and cultural activities.

The Town Centre Regeneration project is progressing well, with enabling works completed, including archaeology, site strip and structural surveys. The total cost has risen by £529,000 to £15.5 million, with funding adjustments ensuring project viability. Despite setbacks from bad weather and unexpected asbestos, efforts are being made to complete the project by its original deadline of March 2026.

Key updates include:

- Nearly all necessary assets secured, with agreements in place for the final piece.
- Marketing efforts for Baileys Square units are underway, with several provisional lettings.
- The new library is close to final design approval.
- Internal surveys for the Adult Education Centre are scheduled, with further works planned for 2025/26.
- Landscaping designs are being finalised for Market Street and Baileys Square.
- Collaboration with educational providers continues to shape learning outcomes.
- Connection works will begin in June 2025, including Bridge Street reopening, Market Street pedestrianisation and improved town centre parking access.



In numbers, some of what the Council has done against this objective during 2024/25:

118 Businesses engaged with by Business Support



57 Shopfront Schemes completed



601 Commercial, food, water service requests dealt with in 2024



117 Workplace health and Safety inspections carried out in 2024



Metric	Target	Previous 2023/24 Outturn or as stated	Current 2024/25 Outturn or as stated	Trend
Number of business enterprises (based on VAT/ PAYE records) Source: Nomis	Increase	3395 (2023)	3370 (2024)	=
Number of local units (individual site e.g., factory or shop) Source: Nomis	Increase	3775 (2023)	3760 (2024)	=
Number of empty business premises	Decrease	150	162	✗
Number of businesses engaged with business support (council)	100	55	118	✓
Number of employees within a business trained/upskilled (through council)	150	34	165	✓
% Residents aged 16-64 with RQF (Regulated Qualifications Framework) 4 and above e.g., HND, degree Source: Nomis	Increase	35% 2023	39.7% (2024)	✓
% Residents aged 16-64 in employment and (number economically active) Source: Nomis	Increase	68.4% (73.2%) 2023	72.4% (74.5%) 2024	✓

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say

A woman in a military uniform is smiling and looking down at two young children. The child on the left is holding a book and looking up at the woman. The child on the right is also looking up at the woman. The background is a blurred outdoor setting.

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





During 2024/25, 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.

- The Healthy North East Derbyshire (HNED) Partnership has awarded funding for the following projects:
 - £35,970 for the Council to extend the Walking into Communities project by a further 4 years, after successfully engaging 4,500 resident participants in 2024/25.
 - £70,000 to Citizen's Advice North East Derbyshire to deliver Digital Connect, free digital training for residents.
 - £100,000 to Chesterfield Community Football Trust to deliver Young People's Social Prescribing over 2 years, offering one-to-one support and social activities to reduce social isolation and address mental health challenges.
- Collaborated with Parish Councils to enhance flood preparedness by promoting awareness of available training, resources and support.

- **2,135 women screened for Breast Cancer** at the Leisure Active locations during Autumn and Winter.



Collate and analyse district wide data to inform improvements

- Demographics and Area Cluster breakdown of the Council's Residents Survey analysed, shared, and published. This provided greater insight and supported action planning for resident priorities.
- Biodiversity site information is being analysed using intelligence software to aid the site selection process.
- Town Centre footfall data continues to be collected and published to inform partners and businesses and support plans.

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

- Business help section added to Council website to provide more information and signpost to other agencies for assistance.

- **Citizens Advice sessions are held at Killamarsh Active twice weekly.** Between October 2024 and March 2025, 77 clients attended, with 660 issues addressed. The most common concerns raised were benefits, energy and employment.



During 2024/25, the following progress has been made on **continually improve Council services to deliver excellence and value for money:**

Fiscally responsible and efficient

- Efforts have been made to shorten the time homeless applicants spend in temporary accommodation, leading to a significant reduction in bed and breakfast costs.
- The 2022-2025 UK Shared Prosperity Fund (UKSPF) programme confirmed as fully allocated to local delivery, ensuring no funds to be returned to the Ministry of Housing, Communities and Local Government (MHCLG).
- 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

- The July 2024 Citizens Survey received responses from 1,099 residents, providing valuable insights to support the Local Plan review and enabling the monitoring of satisfaction with street cleanliness, open spaces and grounds maintenance.
- 53 businesses responded to the How's Business survey which provided insights to shape business support services. 19 businesses sought follow-ups from the Economic Development Team.
- 32 residents contributed to the consultation on upgrading play and recreation facilities at School Lane, Arkwright. Their feedback has helped the Council to determine upgrade priorities.

- **The Leisure Customer Satisfaction Survey was completed, achieving a score of 89.07%, surpassing the 80% target.** Some of the improvements made included the provision of vegan/vegetarian food options in the cafes across the centres as well as aligning bookings made on-line and at reception.

- Planning Customer Charter developed based upon feedback from regular service users on proposed improvements to streamline the planning application process.
- The Council carried out nine corporate consultations engaging 1,194 residents and customers.

Ensure good governance and transparency in all we do

- **20 Internal Audit reports issued for 2024/25 of which 13 received a substantial assurance rating and 7 a reasonable assurance rating.**

- 593 requests for information received under the Freedom of Information Act and Environmental Information Regulations of which 93.8% were administered within the statutory timescale of 20 working days.
- No data breaches required reporting to the Information Commissioners' Office (ICO). One enquiry received from the ICO which was investigated, and no data breach found.
- 197 formal complaints received of which 91% were dealt within the Council's standard of 15 working days. 30 internal review requests were received for complaints, with 77% resolved within the Council's 20-working-day standard.

- Seven complaints were received by the Local Government and Social Care Ombudsman concerning the Council; three were deemed outside their remit, and the remaining four were assessed and closed without requiring investigation.

Modernise and innovate services to continually improve

- 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).
- 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.
- An AI Taskforce has been established to consider how best to implement AI whilst ensuring appropriate governance arrangements.

Maintain a motivated and skilled workforce

- **The Leadership and Empowerment staff survey achieved an impressive 80% engagement rate, with positive feedback received.**

Key findings include:

- 96% of respondents understand how their work contributes to the Council's success.
 - 95% of line and team managers feel involved in decision-making that affects their roles.
 - 100% of service managers who responded believe they collaborate effectively with colleagues to enhance work processes.
- One Team Christmas engagement event and Employee Awards and Summer Social event were successfully held, and each attracted over 100 employees. These events strengthen the One Team culture.
 - The Housing Options Team ranks among the top-performing local authorities in England for securing settled accommodation for individuals who are homeless or at risk of homelessness.
- Brilliant at the Basics and Manager Essentials launched to provide helpful and tailored resources to new, aspiring and existing managers and team leaders.
 - The Council's new People Strategy was rolled-out. This is the core document for how we develop and empower our workforce. The actions are being led by a cross-section of employees to strengthen skills and embed across the organisation.
 - The Online Learning System now offers 61 courses, with a strong engagement rate reflected in 4,536 course completions. This together with course feedback demonstrates how digital learning has been embraced by employees.
 - 21 managers and aspiring managers received training through our leadership programme.
 - A total of 10 apprenticeships and trainee posts have been created, alongside 9 work experience placements. These opportunities provide valuable skills development and career pathways for individuals.



Spotlight on the North Derbyshire Breast Screening Service

The North Derbyshire Breast Screening Service provides vital early cancer detection at various locations including Dronfield Active, Killamarsh Active, and Eckington Active as part of the National Breast Screening Programme.

Screening Outcomes:

- Dronfield Active: 81% attendance (813 screened), 4 positive cancer diagnoses.
- Killamarsh Active: 83% attendance (354 screened), 5 positive cancer diagnoses.
- Eckington Active: 76% attendance (968 screened), 8 positive cancer diagnoses.

With high participation rates and early detection leading to improved treatment success, the programme continues to save 1,300 lives annually in England.



Most women are returned to routine recall, ensuring regular monitoring and early detection. A small percentage of women who attended the screenings received a positive cancer diagnosis. Early detection of breast cancer is vital as it often leads to simpler and more successful treatment.

In numbers, some of what the Council has done against this objective during 2024/25:

51,759 calls
answered by
Customer Services



10,828 emails
replied to by
Customer Services



9,543 visitors
received at Council
House, Mill Lane



593 Freedom of
information requests
administered



46,353
calls answered by
Revenues Services



20,365 emails
responded to by
Revenues Services



1,859 Housing
Benefit and/
or Council Tax
Reduction claims processed



23,876 changes
in circumstances
processed by
Revenue Services



7,910,720
bins emptied



9,730
invoices
paid



30 major planning
applications determined

148 minor
planning
applications
determined



Metric	Target	Previous 2023/24	Current 2024/25 Outturn or as stated	Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days)	20	16.67	15.75	✓
Average time to process change in circumstances for Housing Benefit / Council Tax Reduction claims (days)	6	4.35	2.53	✓
% Council Tax collected	97%	96.64%	96.80% Within target	=
% National Non Domestic Rates (NNDR) Collected	97%	96.56%	95.60% Within target	=
Total number in Temporary Accommodation (as at end of each quarter combined)	Decrease	77	64	✓
Total number in B&B (as at end of each quarter combined)	Decrease	36	21	✓
Capital receipts to be achieved from disposal of surplus land and property assets (£)	Increase	£673,910	£1,044,250	✓
% payment of invoices within one calendar month	98%	98.87%	98%	=
% internal audit reports rated Substantial or Reasonable assurance	Increase	81.25%	100%	✓
% Employees who feel that they belong at NEDDC	Increase	75%	79.5%	✓
% of formal complaints responded to within 15 working days	100%	79%	91% Target not met	✓
Percentage of Ombudsman complaints upheld	Decrease	8.30%	None	✓

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say



A great place
that cares for
the environment





During 2024/25, 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



- Over the 2024/25 period, a total of 18 Community Action Grants have been awarded, funding seven projects worth **£2,011**. These initiatives encompass activities like flower and tree planting, as well as providing equipment to develop and sustain green spaces while promoting biodiversity.

- The public has been encouraged to suggest new No Mow May areas and reduced maintenance sites through No Mow May signage, as well as information available on the Council's website and social media platforms.
- Additional funding of £1,800 from the UK Shared Prosperity Fund has been secured to purchase more trees, along with tree and hedge protectors. These funds have also been used to acquire community equipment for tree planting, supporting our strategy for community tree and bulb planting.
- The Council has initiated a call for sites, leading to several locations— including Council-owned land— being proposed for Biodiversity Net Gain offsetting.

A structured programme is underway in collaboration with Derbyshire Wildlife Trust (DWT) to conduct surveys of priority sites by the end of September 2025. Following this, the Council will work with DWT to determine what a 10% net gain would entail for the sites deemed suitable for offsetting. Engagement with landowners to ensure Biodiversity Net Gain is effectively delivered and managed on-site for the required 30-year period will continue into 2026.

- In 2024, the No Mow May areas totalled 42,342m², which was an increase of over 63% from 2023. Additionally, the Council is enhancing biodiversity by planting more perennial plants which extends the flowering season and increases the benefits for bees and insects. Further efforts include identifying suitable sites and developing plans for rewilding, biodiversity net gain, and reduced mowing.



- 10 projects benefiting from upgraded insulation and low-carbon heating solutions.
- 16,351m² of floor space improved for better carbon performance.
- 11 residential properties with enhanced energy efficiency.

• A total of 288 homes improved as part of the external wall insulation social housing decarbonisation initiative, successfully meeting the annual target.

Where appropriate, utilise Council assets to improve biodiversity

During 2024/25, 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

- The Low Carbon Challenge Fund has approved 22 commercial and one residential application, with a total expenditure of £699,555. Achievements to date include:
 - One exemplar project delivering 80 tonnes of carbon reduction and £45k in annual energy savings.
 - 10 projects generating electricity from renewable resources.

- Secured £5,160,618 to implement the Warm Homes: Local Grant Scheme from 2025 to 2028. This funding will support energy performance improvements, low-carbon heating installations, and solar panel upgrades for privately owned and privately rented households in designated priority areas.
- Communication campaigns delivered throughout the year with the aim to promote community activities to tackle climate change and protect nature.

Continually reduce the Council's own carbon emissions

- Dronfield Active has undergone upgrades following £70k in funding from Sport England. Improvements include new pool covers, variable speed drives (VSD) on pool pumps, and triple-glazed windows for the swimming pool.
- Four compact road sweepers have been upgraded to newer models, resulting in improved CO₂ emissions efficiency per litre.

- Climate Fresk Training has been provided to Members, Senior Managers, and Officers across the Council to enhance awareness of climate change and the impact of council decisions.

Spotlight on Dronfield Active

Dronfield Active has become one of the first existing facilities in the UK to reduce its carbon emissions by 100%, aligning with the Council's commitment towards a net zero future.

This transformation was made possible through £1.33 million in funding from Phase 3a of the Public Sector Decarbonisation Scheme, administered by the Department for Energy Security and Net Zero.

Key upgrades include the replacement of old gas-powered boilers with energy efficient air source heat pump, the installation of solar panels, cavity wall insulation and energy efficient LED lighting.

With these improvements, the Centre is expected to reduce its annual carbon emissions by more than 172 tonnes, becoming carbon neutral in the process.

- **In collaboration with Rykneld Homes Ltd (RHL) we are improving estate walkabouts.**

Several were conducted in March, focusing on areas with antisocial behaviour issues, where litter picking, and rubbish removal activities were carried out.

- Sustainability policy for Leisure Centres produced and published on the Council's website ensuring the facilities are both financially and environmentally sustainable.

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

- Environmental Health Teams, Planning Development, and Enforcement Teams actively tackle pollution issues using their regulatory powers while promoting best practices through advice and guidance.

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

- Sustainable Travel Plan approved as part of major residential development.
- The Council has promoted its Cycle to Work scheme and actively promotes its Agile Working policy to encourage productivity, work/life balance and less commuting.

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

- A dog fouling campaign was launched to emphasise the responsibilities of dog owners and to guide residents on reporting littering. In December, a sustainable Christmas campaign encouraged reusing and recycling during the festive season, when gift purchases generate more recyclable material.

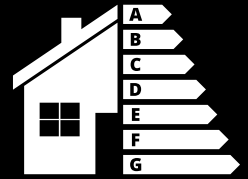
- **Local media and social media were utilised to highlight three successful prosecutions of fly-tippers and individuals caught littering,** with the cases shared with community groups to raise awareness and foster engagement.

In numbers, some of what the Council has done against this objective during 2024/25:

259 Domestic noise complaints including barking dogs dealt with in 2024



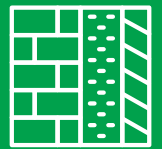
92 Households supported with energy efficiency advice in 2024



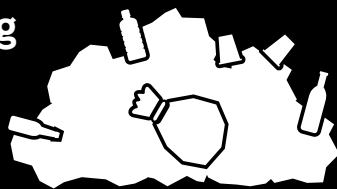
78 Domestic fires/smoke complaints dealt with in 2024



288 properties improved with external wall insulation.



98 Fly tipping reports responded to in 2024



36 Notices served for fly tipping, littering, dog fouling and abandoned vehicles in 2024



22 businesses supported to decarbonise



254 Abandoned vehicle reports dealt with



Metric	Target	Previous 2023/24 Outturn or as stated	Current 2024/25 Outturn or as stated	Trend
% of household waste reused, recycled and composted	43%	46.13%	43.1% Estimated*	?
Reduction in Council CO2 emissions	Decrease	1850.15	1572	✓
Reduction in the District's CO2 emissions	Decrease	695,871.10 2019	580,292.23 2020*	✓
Resident satisfaction with 'streets kept free from litter' (Citizens Panel)	Increase	64.70% Nov 22	65.5% Jun 24	=

* Latest data unavailable

Key to trends:

✓	Better
✗	Worse
=	Similar
?	Can't say

Equalities Statement

North East Derbyshire District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video [Call](#): a FREE, three way video call with us and a BSL interpreter.
- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking.
- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](#).

