

North East Derbyshire Council

Services Scrutiny Committee

**Council Plan Objective – A Great Place to Access Good Public Services –
Update April to June 2025**

9th September 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

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 30th June 2025

RECOMMENDATIONS

1. That progress against the Council Plan “A great place to access good public services” objective be noted.
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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 - £125,000 <input type="checkbox"/> Capital - £310,000 <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)	N/A
District Wards Significantly Affected	None
Equality Impact Assessment (EIA) details:	
Stage 1 screening undertaken <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Completed EIA stage 2 needs to be appended to the report 	No, not applicable
Consultation: Leader / Deputy Leader <input 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"/>	Yes Details:

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

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

2.2 Notable achievements include improving data tools like MyMaps GIS, and refining communications to boost engagement. Business bulletins grew in reach, and internal efficiencies were identified through an ICT major systems review and realised through bringing most external legal work in-house. Public consultations informed service improvements, while governance and cyber security were strengthened through early publishing of annual accounts, internal audit report assurance and changes to the Council's constitution. Workforce development progressed via the Leadership Academy and leisure training.

2.3 Regarding targeted metrics all are within or above target except for internal reviews for complaints which fell short at 75% (target 85%). Three reviews took longer than standard due to their complexity.

2.4 Regarding the three metrics for trend monitoring, one is showing positive, one remains the same. One metric, capital receipts is showing as negative however this is tracking an annual target due to the timescales involved in capital sales.

2.5 The report was taken to Senior Management team on 28th July 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 June 2025
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)	