



**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 April to June 2025 (Q1)





# 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.**

- Led the launch of the UKSPF Inclusive Communities Fund, totalling £233,776. This included the extension of existing initiatives:
  - Citizens Advice NED - Specialist Energy and Debt Advisors
  - Derbyshire Voluntary Action - Feeling Connected project and Social Connector
- In addition, four new projects were funded:
  - Derbyshire Unemployed Workers Centre - Outreach benefits advice
  - Chesterfield Football Club Community Trust - Youth engagement activities
  - Citizens Advice NED - Income Maximisation Advice
  - First Art - Pop-up community activities
- Dissemination of partner communications, including messages from the Environment Agency, Derbyshire County Council and the UK Health Security Agency., covering topics such as heat-health alerts and drought conditions.

- **Communities Scrutiny Committee received presentations from three voluntary sector organisations** that detailed how their funding from the Council was spent. This increases awareness and nurtures partnerships that support local communities.

## Collate and analyse district wide data to inform improvements

- We're continuing to develop the MyMaps GIS system and ArcGIS to make local data more accessible and useful. This includes publishing interactive maps and providing tools that help council officers and residents explore and understand information about their area.
- Following analysis of our communications campaigns we have reduced the number of daily social media posts from several to just three. This adjustment has boosted our social media engagement rates showing that less can be more when it comes to reaching our intended audience - customers, residents, businesses.



## 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***

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

- Bulletins and e-newsletters to local businesses has grown again in this period with monthly subscribers to our main business e-zine reaching 3,081 from 2,896.

Additionally, our new 'Business First' e-zine, launched last quarter, has seen subscriber numbers rise from 62 to 84.

## A great place to access good public services



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

### **Fiscally responsible and efficient**

- Major ICT Systems review completed to inform efficiencies, maximisation of current systems and procurement priorities.

- Brought majority of external outsourced legal work back in house, particularly s106 debt recovery work. This can be accommodated now and will reduce cost.
- Statement of Accounts for 2024/25 completed and published 20 June, ahead of statutory deadline of 30 June 2025.
- Reviewed commercial waste fees and charges and introduced incentives for businesses to use all council collection services.



### **Listen to customers (Residents and Businesses) to improve services**

- Four play area consultations have been completed with the results and findings being considered for the improvement programme.



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

- The draft report for the Young Persons Sport and Physical Activity consultation has been shared with stakeholders for review. With 320 responses received, the findings will offer the Leisure Team valuable insights into what motivates young people to engage in physical activity, as well as the barriers that may be preventing participation—helping to shape more effective and inclusive programmes.
- The A61 Mill Lane / Nottingham Drive Consultation closed with 451 responses. A report of the results has been compiled for the project lead Derbyshire County Council to consider.
- To ensure Warm Homes Local Grant scheme is delivered responsibly, the Council is actively progressing through Department for Energy Security and Net Zero (DESNZ) governance assurance assessments, with a strong focus on fraud prevention and data protection measures.
- The Council's Constitution was updated at Annual Council in May following a programme of review by the Standards Committee.

### Modernise and innovate services to continually improve

- **Our new Community Recycling Officer is now in post and actively forging links with schools and community groups.** Bookings are already confirmed for the upcoming academic year, supporting greater awareness and engagement around recycling and sustainability.

- We're in the process of ordering digital poster leaflet holders that will display QR codes linking to key service booklets. These will provide easy access to core information for both the Council and Rykneld Homes.
- We are trialling the use of iPads to digitally capture signatures for Disabled Facilities Grant contracts. This move away from paper-based documentation is designed to streamline the process, reduce administrative overheads, and improve cost efficiency.

### Ensure good governance and transparency in all we do

- One complaint was received by the Local Government and Social Care Ombudsman (LGSCO) this quarter concerning the council. The case has now been closed and will not be investigated further.

- **Implementing a new Virtual Desktop Infrastructure system.** This technology allows staff to securely access their work desktops and applications from any device, whether they're in the office or working remotely.

- **Internal audit of our cyber security governance arrangements concluded with a rating of reasonable assurance,** confirming that key controls are in place and operating effectively.





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**Maintain a motivated and skilled workforce**

- Service Reviews are encouraging career graded posts and are being innovative in filling posts to support succession planning.
  - Further courses have been rolled out on the Learning Management Platform, to support continuous learning.
  - Staff Summer Event and Awards held on 3 June 2025 at Dronfield Active, well attended and good feedback from employees.
  - £20k funding secured through UKSPF to provide Leisure training (Lifeguard, Swim Teacher & Gymnastic Coach) for both internal and external candidates.
- The Council has started its fourth Leadership Academy programme, offering two distinct development pathways—Level 3 and Level 5 cohorts. These are designed to support staff at different stages of their leadership journey:
    - Level 3 Cohort: Typically aimed at emerging leaders or those new to management roles.
    - Level 5 Cohort: Geared towards more experienced managers preparing for senior leadership positions.
  - The programme is part of the Council's broader Talent Pipeline Strategy, which focuses on developing leadership skills, behaviours, and confidence across all levels of the organisation. Participants engage in mentorship, coaching, and hands-on project work to build their capabilities and prepare for future leadership roles. This initiative supports the Council's "One Team" culture and its commitment to "growing our own" leaders from within.

## A great place to access good public services

Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	15.27	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	2.05	
Council Tax collected %.	Annual target 96.14%	28.52%	
NNDR Collected %.	Annual target 96.66%	28.42%	
Total number in Temporary Accommodation.	Decrease	10	<div>↓</div> <div>13</div> <div>Q4 2024/25</div>
Total number in Bed & Breakfast.	Decrease	1	<div>↔</div> <div>1</div> <div>Q4 2024/25</div>
% of formal complaints responded to within 15 working days.	98%	97%	Within target
% of internal reviews responded to within 20 working days.	85%	75%	
% of abandoned calls (01246 231111).	5%	1.3%	
% calls answered within 30 seconds (01246 231111).	80%	87%	
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative).	Increase	Nil	<div>↑</div> <div>£1,044,250</div> <div>2024/25</div>

% of internal reviews responded to within 20 working days.	There were 12 Internal Review complaints this quarter and 3 were out of standard = 75 %. These related to the Planning Department.
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative).	No receipts yet as no sales have completed.

