

## **SERVICES SCRUTINY COMMITTEE**

### **MINUTES OF MEETING HELD ON TUESDAY, 9 SEPTEMBER 2025**

#### **Present:**

Councillor Mick Smith (Chair) (in the Chair)  
Councillor Richard Spooner (Vice-Chair)

Councillor Neil Baker  
Councillor Derrick Skinner  
Councillor Kevin Tait

Councillor Ross Shipman  
Councillor Christine Smith

#### **Also Present:**

D Thompson	Assistant Director of Planning
K Drury	Information & Improvement Manager
R Pope	Customer Services Manager
D Mitchell	Streetscene and Waste Services Manager
J Hayden	Senior Scrutiny Officer
T Fuller	Governance Officer
Councillor K Clegg	(Via Teams)

#### **SSC/ Apologies for Absence**

**13/2**

**5-26** Apologies for absence were received from Councillor C Lacey and K Clegg.

#### **SSC/ Declarations of Interest**

**14/2**

**5-26** There were no declarations of interest.

#### **SSC/ Minutes of Last Meeting**

**15/2**

**5-26** RESOLVED – That the Minutes of the Services Scrutiny Committee held on 29 July 2025 were approved and signed by the Chair.

#### **SSC/ Overview of Council's Complaints Procedure**

**16/2**

**5-26** Committee received a report which gave an overview of the Annual Review letter of the Local Government & Social Care Ombudsman (LG&SCO), attached at appendix 1 to the report. The report highlighted that the years results compared favourably to that of previous years. Committee also received a presentation which gave a detailed overview of the Council's complaints procedures, including an overview of the system used, roles and responsibilities, what falls out of scope of the procedure, types of complaints, stages in dealing with complaints and how they are handled.

Committee considered the report and presentation. Some Members requested clarification as to why Assistant Directors would investigate complaints about their own department. The reasons for this were shared and it was highlighted that the

current approach protects against maladministration.

Some Members had questions relating to complaints regarding Rykneld Homes Limited (RHL). The process for dealing with complaints pertinent to RHL was clarified. Some Members suggested that the number of formal complaints RHL had received was low. In this context, it was suggested that if possible the RHL complaints report should be shared with the Services Scrutiny Committee.

**RESOLVED –**

1. That Committee acknowledged the report and findings of the Local Government & Social Care Ombudsman.
2. That Committee noted the presentation.

**SSC/ Missed Wheelie Bin Collections**

**17/2**

**5-26**

Committee received a report that gave an overview of how missed wheelie bin collections are recorded and processed. The report included statistics on missed collections and the plans to improve the service going forward, in light of the introduction of Simpler Recycling and the requirement for weekly food waste collections. The report highlighted that the proposed new technology being installed on the refuse vehicles would improve communication between collection teams, management and Customer Services.

Committee discussed the report. Some Members queried the cost of the new technology and the impact on the cab drivers that would be using it. Committee received details of the proposed costs and heard that the impact on cab drivers would be minimal, similar to using sat nav. It was highlighted that the system was tried and tested, and the Unions were positive about its implementation. It was shared that the new system may lead to more complaints in the short term, until the system was embedded, but presented significant benefits in the long run.

Further questions were received in relation to how often routes are reviewed, the age of the fleet and whether it increases with housing numbers. Members received details of the age and size of the fleet and heard the frequency of which routes are reviewed. In this context, Committee discussed the impact of Derbyshire County Council's (DCC) decision to move disposing of waste from our refuse vehicles operating in the south of the District to a new tip. The reasons behind the decision were explained and it was shared that Officers were in discussion with DCC to improve the situation.

Some Members had queries relating to missed bin collections on specific streets in the District. The likely reasons as to why particular streets were often missed were shared and it was agreed that the cases raised would be looked into following the meeting. It was highlighted that the new system would hopefully be a means of resolving these cases.

**RESOLVED –**

That Committee noted the report.

**SSC/ Local Plan Update**

**18/2**

**5-26**

Committee received a presentation updating them on the new Local Plan for North East Derbyshire. The presentation gave an overview of the ongoing work around the creation of a new Local Plan. This included the establishment of an evidence base, the first round of the call for sites process and the consultations that had taken place. The presentation also included the priorities for the next few months and detailed the timeline for further consultation.

Committee also received an overview of the issues pertinent to Services Scrutiny Committee. These included engagement with external bodies, Member engagement, cross departmental working, and the Proptech innovation fund (online Placemaker tool).

Committee considered the presentation. Some Members had questions around particular sites that had been included in the issues and options consultation. In this context Members discussed the need to spread development across the district. Committee heard the reasons as to the level of information included in the consultation. The soon to be commissioned Green Belt Review was highlighted as being impactful in determining where development will go.

Some Members questioned where the people buying the additional houses would come from, and Committee discussed the trend of people moving out of cities and the pressure this was putting on rural districts to build houses. It was suggested that the demand from local residents for additional housing was lower than what would be included in the Local Plan. It was clarified that the housing target was set at a national level. The option of proposing a lower target was discussed and the difficulties with that approach were shared.

Members also raised the concerns around adequate parking within new housing developments.

Committee also discussed the relevancy of an up-to-date Local Plan ahead of Local Government Reorganisation, the need to build the right type of houses and the securing an appropriate mix of housing sizes through the planning application process.

**RESOLVED –**

That Committee noted the presentation.

**SSC/ Equality Plan and Duty Review 2024/25**

**19/2**

**5-26**

Committee received a report which detailed the progress on the Equality Plan 2023-27 action plan. The report included examples of how the Council was meeting its obligations under the three core strands of the Equality Act. The report also gave an overview of the progress made regarding the Equality Plan 2023-2027 objectives.

**RESOLVED –**

That progress against the objectives set within the Equality Plan 2023-2027 and ongoing compliance with the Equality Duty be noted.

**SSC/ Performance Management**

**20/2**

**5-26**

The Information and Improvement Manager presented a report setting out progress on the strategies underpinning the Council Plan objective 'A great place to access good public services' for the period ending 31 March 2025.

Members were updated on progress under the following objective sub-categories in Appendix 1 of the report:

- 1) Assist and influence other public partners to improve their services in the District.
- 2) Continually improve Council services to deliver excellence and value for money.

Some Members had questions relating to the refurbishment of play areas and the assurance report for cyber security, with particular reference to what the assurance ratings mean. It was agreed that the relevant officers would be contacted for more information.

RESOLVED –

That Committee noted the report.

**SSC/ Cabinet Business**

**21/2**

**5-26**

The Senior Scrutiny Officer presented Members with the Forward Plan of Executive Decisions for the period up to 15 September 2025.

RESOLVED –

That the update was noted.

**SSC/ Policy Development**

**22/2**

**5-26**

The Senior Scrutiny Officer informed the Committee that there were no major policies for Members to consider.

Committee discussed the point at which Scrutiny Committees should get involved in particular topics, for instance service improvements. In this regard, it was suggested that there needed be a better way to disseminate information to Members on the work that goes on in the background.

RESOLVED – That the update was noted.

**SSC/ 'Horizon Scanning'**

**23/2**

**5-26**

The Senior Scrutiny Officer updated Members on potential significant changes in the Council's operating environment, including changes to national legislation and

regulation.

The Senior Scrutiny Officer explained that Local Government Reorganisation (LGR) remained on the radar.

RESOLVED – That the update was noted.

**SSC/  
24/2**    **Work Programme**

**5-26**    The Senior Scrutiny Officer presented the draft Work Programme 2025/26 for the Committee to consider.

RESOLVED –

That the Work Programme 2024/25 be approved.

**SSC/  
25/2**    **Additional Urgent Items**

**5-26**    None.

**SSC/  
26/2**    **Date of Next Meeting**

**5-26**    The next meeting of the Services Scrutiny Committee was scheduled to take place on 25 November 2025 at 10.00 am.