

North East Derbyshire Council

Services Scrutiny Committee

**Council Plan Objective – A Great Place to Access Good Public Services –
Update July to September 2025**

25th November 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 September 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 The Council continued to strengthen public service delivery and partnership working, securing a new five-year lease for the Citizens Advice Bureau at Clay Cross Active and supporting a range of community initiatives, including grants for mental health and social inclusion projects. Progress was made on key infrastructure, such as enhancements to customer service facilities and the adoption of digital innovations like the FutureFox AI tool for planning consultation analysis and the launch of the 'Just Do More' leisure app. The Council maintained strong fiscal management, generating £233,550 in capital receipts from property sales.

2.3 All targeted metrics were met or exceeded, with the exception of formal complaints, where 94% were responded to within 15 working days against a target of 98%. Of the 50 formal complaints received, only three exceeded the timescale, and overall performance still represents a very high level of compliance.

2.4 Regarding the three metrics for trend monitoring, all are showing positive trends.

2.5 The report was taken to Senior Management team on 20th October 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 September 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)	