



**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 July to September 2025 (Q2)





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.

- In August 2025, the Council completed a new five-year lease enabling the Citizens Advice Bureau (CAB) to relocate to Clay Cross Active. Since moving into the leisure facility, CAB has become fully operational and continues to provide vital help and advice services to the local community. The co-location has had a measurable impact: between July and September 2025, CAB reported a 15% increase in client numbers, equating to approximately 600 additional residents accessing support compared to the same period last year. This growth highlights the success of integrating public services within community hubs and reflects the Council's commitment to improving accessibility and wellbeing across the district.

- Citizens Advice hold weekly appointments and drop in advice sessions at Killamarsh Active, based around 'Cost of Living'. Over the summer Killamarsh Active hosted a 'Workshop for Girls' partnered with Compassionate Voices, this was to enable girls to build resilience, discuss personal matters, body confidence and self-esteem.
- Community Action Grants - 2 grants awarded (12 to date). Total awarded to date is totalling £5,528. The 100th CAG application successfully awarded in September to Obsessive Recessive Roots for their Pig Pals project which is a men's mental health project focusing on an outdoor based programme that uses animal care and land based tasks to support emotional wellbeing. Cheque presentation made by the Chair of Council, Cllr. Lee Hartshorne.
- Luncheon Clubs - Four grants were awarded during this quarter to clubs for Disabled and Older People bringing the total to 15 grants issued to date. The scheme, which supports inclusive community activities, is now fully allocated, with a total funding of £4,000 distributed.
- Commemorative photo shoots and news articles were published to mark key Armed Forces anniversaries: VJ Day-80 in August and the Battle of Britain 85 in September.



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***

Collate and analyse district wide data to inform improvements

- **Over 500 residents completed the Citizens' Survey in July 2025 with representation from all parishes.** This data has been analysed, reported and published with recommendations made to improve services.
- The Council has procured the AI tool FutureFox to support analysis of responses to the Issues and Options Local Plan consultation. This innovative approach will enhance the quality and efficiency of data interpretation, helping to inform future policy development and decision-making.

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

- **Funding for a new primary care facility in Wingerworth has been secured through a Section 106 contribution,** as part of the Deerlands Road development proposal. This supports enhanced local healthcare provision.

- Supporting Chesterfield Community Trust with their social prescribing project to get young people the support they need to access physical activity and mental health support services.
- We have promoted the Pest control campaign alongside the promotion of online services.
- Enhancements to the reception area are nearing completion. New estate agent-style poster holders have been installed to present public notices and meeting information in a more professional format. A digital display now offers access to NEDDC's core service booklets and Rykneld Homes meeting details via QR codes. New seating for the waiting area is scheduled for installation in October 2025, after which the refurbishment will be complete.

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

- A successful property auction was held on 24 September 2025 in partnership with Eddisons generating £233,550 in sales towards the £1 million Capital Receipts target. A further auction is planned for February 2026.
- Fees and charges reviewed across the Leisure Centres.

Listen to customers (Residents and Businesses) to improve services

- The Citizens' Survey July 2025 report has been compiled and published, capturing the views of over 500 residents on key council services and priorities. A series of recommendations shaped by the insights and feedback received have now been agreed. Progress against these actions will be formally reviewed at three and six-month intervals to ensure continued responsiveness and improvement.

- **A total of 61 businesses participated in the How's Business Survey**, which focused on growth ambitions and barriers to expansion. The findings have yielded valuable insights that will inform targeted and responsive support strategies.

- The Customer Services mobile events programme has successfully resumed and is receiving positive feedback from the community. The team visited the Arkwright Centre on 16 September 2025. A planned visit to Morton Village Hall on 29 September 2025 was postponed due to unforeseen issues at the venue. The Parish Council has confirmed that a future visit will be arranged.

Ensure good governance and transparency in all we do

- A review of the Acquisitions and Disposals Policy is currently underway by the Estates Team with a view to it being formally adopted and in place by April-2026.

- **The Annual Performance Report for 2024/25 has been compiled, formally approved, and published, providing a clear account of progress against Council Plan objectives and service delivery outcomes.** The Equality Duty and Plan Review for 2024/25 has also been completed and presented to both the Senior Management Team and Services Scrutiny Committee, ensuring alignment with statutory obligations and community insight. In addition, the Data Protection Annual Report for 2024/25 and the forward-looking Work Programme for 2025/26 have been submitted to the Risk Group for oversight, reinforcing our commitment to compliance, accountability, and continuous improvement.



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

- The Local Government and Social Care Ombudsman's (LGSCO) annual letter, summarising cases received during the last financial year, was presented to the Standards Committee on 2 July 2025 and subsequently to the Scrutiny Committee on 9 September 2025. No complaints were investigated by LGSCO.
- The Legal team developed materials to assist Managers with decision making in the Council and role of delegated decisions.

Modernise and innovate services to continually improve

- The Digital Strategy is progressing well and is on track for formal adoption, setting a clear roadmap for modernising services and driving innovation across the organisation.

• **We're delivering a wide range of ICT enhancements to improve performance and maintain support across services.** Most client devices (80%) have been upgraded to Windows 11, and new virtual desktop infrastructure is in place with a Windows 11 build underway. Members will soon benefit from new laptops replacing outdated iPads, and major upgrades to the Revenues and Benefits system have been completed. Work is progressing on migrating telephony at Coney Green Business Centre and moving income management software to cloud hosting. These upgrades will improve operational efficiency, and enhance public-facing services.

- In addition, testing and development of a new HR & Payroll system is underway, which will streamline processes, improve payroll accuracy, reduce manual administration, and provide staff with easier access to HR services.

- The Leisure 'Just Do More' app has been launched, supporting our digital transformation by making it easier for residents to access leisure services, book activities, and stay connected on the go.
- Inhouse process mapping work has started on corporate processes and is already yielding service improvements and efficiencies.

Maintain a motivated and skilled workforce

- Engineering staff have achieved significant professional milestones, successfully

• **We continue to champion our 'One Team' ethos by celebrating the progression of newly appointed managers as part of our talent pipeline.**

completing the CMI Level 7 Certificate in Strategic Management and Leadership and an MSc (Hons) in Construction, Project, and Cost Management—strengthening leadership capability and technical expertise within the team.

- Success in Focus Scheme, the Council's improved appraisal process has been rolled out and will be evaluated in the new year.

• **High resident satisfaction with waste and recycling services and the Streetscene teams that deliver those services. (Citizens Survey July 2025).**

A great place to access good public services

Metric	Target	Quarter 1 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	16.97	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	1.9	
Council Tax collected %.	Annual target 96.14%	55.99%	
NNDR Collected %.	Annual target 96.66%	57.14%	
Total number in Temporary Accommodation.	Decrease	6	↓ Q1 - 10
Total number in Bed & Breakfast.	Decrease	0	↓ Q1 - 1
% of formal complaints responded to within 15 working days.	98%	94%	
% of internal reviews responded to within 20 working days.	85%	83%	
% of abandoned calls (01246 231111).	5%	2.4%	
% calls answered within 30 seconds (01246 231111).	80%	80%	
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative).	Increase	£233,550	↑ Q1 - £0

% of formal complaints responded to within 15 working days.

Out of the 50 formal complaints received 3 took longer than the timescale. 94% still represents a very high level of compliance.

