

**North East Derbyshire District Council**

**Services Scrutiny Committee**

**Council Plan Objective – A Great Place to Access Good Public Services – Update  
October to December 2025**

**24<sup>th</sup> February 2026**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: As above

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**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 31<sup>st</sup> December 2025

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**RECOMMENDATIONS**

1. That progress against the Council Plan "A great place to access good public services" objective be noted.
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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details**

On Behalf of the Solicitor to the Council

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**Staffing:** Yes  No

**Details:**

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<b>Decision Information</b>	
<p><b>Is the decision a Key Decision?</b>  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:</p> <p><b>NEDDC:</b>  <b>Revenue - £125,000</b> <input type="checkbox"/> <b>Capital - £310,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  (Only Key Decisions are subject to Call-In)</p>	N/A
<b>District Wards Significantly Affected</b>	None
<b>Equality Impact Assessment (EIA) details:</b>	
<p><b>Stage 1 screening undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 1 to be appended if not required to do a stage 2</li> </ul>	N/A - information only report
<p><b>Stage 2 full assessment undertaken</b></p> <ul style="list-style-type: none"> <li>Completed EIA stage 2 needs to be appended to the report</li> </ul>	No, not applicable
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input type="checkbox"/> <b>Cabinet</b> <input type="checkbox"/>  <b>SMT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p>Yes</p> <p>Details:</p>

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

## 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, supporting residents through targeted assistance such as foodbank referrals and the Tell Us Once service. Three Community Action Grants were awarded this quarter, adding to 15 awarded to date, alongside continued delivery of Healthy NED and commemorative activities across the district. Service improvements progressed through the introduction of a paid pre-allocation planning service for large sites, and the new 3G pitch at Clay Cross Active. Modernisation advanced through upgraded IT infrastructure, virtual desktops, Exchange Online rollout, digital accessibility enhancements including a BSL video for the Residents Survey and support for organisational innovation via the Copilot Academy. Property and Estates continued to secure high occupancy of over 90% while adapting to changing business needs.

- 2.3 Most targeted metrics were met or exceeded. Formal complaints performance narrowly missed target at 97%. Regarding the three trend- monitored metrics, temporary accommodation increased slightly to eight households and one bed and breakfast placement was recorded, linked to an out-of-hours safeguarding case and capital receipts remained at £233,550 with no change from quarter 2; further receipts are anticipated following a scheduled February 2026 auction.

- 2.4 The report was taken to Senior Management team on 26<sup>th</sup> January 2026 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 December 2025
<b>Background Papers</b> (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)	