



**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 October to December 2025 (Q3)





# 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.

- Healthy NED, Older People's Co-ordinator contact awarded to Derbyshire Voluntary Action starting January 2026. The role aims to raise awareness of local services, groups and amenities for older people.
- Community Action Grants, 3 grants awarded (15 to date). Total awarded to date £6,437.80 with projects include bio-diversity (Eco Schools), tree planting and half term activities for young people.
- Armed Forces, Remembrance Day and Armistice Day commemorations held with flag raising ceremony, 2 minutes silence and Tommy's located in District Council Offices and each Leisure Centre.

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

- Promotion of key online services continued, including bin calendars, reporting tools and payment options, to encourage digital access and improve customer convenience.

- Residents and businesses were supported to access council services through a wide range of contact channels this quarter, including over 11,000 telephone enquiries, more than 2,500 emails, 2,400 face-to-face visits, online web chat and text messaging. Self-service options were also widely used, and targeted support was provided where needed, including foodbank referrals and support through the Tell Us Once service.

## Collate and analyse district wide data to inform improvements

- Analysis was used to inform senior managers on how changes in social posting frequency improved engagement outcomes.
- Data has been gathered and analysed to inform future Pride in Place improvements in Grassmoor and Holmewood.

## 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 proactive debt recovery and enforcement programme has commenced in relation to legal action undertaken.

• A paid for service has been implemented for large sites over twenty hectares submitted for consideration through the Local Plan. This service provides early engagement, improves clarity for developers and supports more efficient plan making processes.

- New fees and charges for 2026 have been set following detailed discussion and competitor analysis by Leisure Services. This ensures that pricing remains fair, competitive and aligned with organisational and market expectations.

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

- Mobile customer service events continued to be well-received, providing local support to residents in North Wingfield, Ashover and Eckington during the quarter.

• Customer feedback from the Leisure Customer Satisfaction Survey (Oct-Nov) shows high levels of satisfaction, with nearly 9 in 10 users reporting a positive experience at 86.98%. This reflects a performance above both the Council's target and national public-sector benchmarks.

- We actively promoted the Residents' Survey during its final week to boost participation—particularly in low response areas such as Eckington and Killamarsh—encouraging Members to drive resident engagement and making paper copies available to ensure accessibility.

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

- New Security Awareness Training and Induction developed and added to the Learning Management system, improving and automating the process. Managers are now responsible for ensuring completion. Improving compliance, user training, reduced security risks and a much more efficient process.
- The accounts for the County Council elections have been finalised and settled. The Annual Canvass was completed with the revised Register of Electors published on 1 December 2025 and all statutory reports completed.
- During the quarter, 37 formal complaints were received, with 97% handled within agreed timescales. Eight internal reviews were requested, all of which were completed on time. The Council also received one complaint referred to the Local Government and Social Care Ombudsman, which was responded to within the required timescale. Two further Ombudsman complaints are currently under investigation, with outcomes awaited.



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

- During this quarter, the Information & Improvement Team strengthened governance and transparency by assuring the quality of service plans, performance data, risk registers and Business Continuity content.
- The Revised 2025/26 budgets for the General Fund, Housing Revenue Account and Capital Programme were considered by Cabinet and Services Scrutiny in November 2025. The Revised Budget, alongside the Draft 2026/27 Budget and Medium-Term Financial Plan to 2029/30, is being considered through Joint Scrutiny, Cabinet and Council in January 2026. The Treasury Management Strategy for 2026/27 is also being reviewed by the Audit Committee and Council to ensure effective oversight of the Council's finances.
- The Governance Framework Annual Review programme remains on track for consideration by Council in May 2026. While national legislative changes are still awaited, preparatory work continues. Training is being developed for Members and officers on the Council's ethical framework, alongside targeted training for Members on the Council's governance arrangements. Initial governance training has already been delivered to officers through the Managers' Essentials programme.

### **Modernise and innovate services to continually improve**

- Investment in core IT infrastructure has improved network reliability and system performance, helping staff respond more efficiently to customer needs.
- New virtual desktop systems have been introduced to improve speed, performance and long-term system support, ensuring services remain reliable.
- Members now access email through Exchange Online, providing secure and modern communication tools.

• **We strengthened digital accessibility for residents by producing and publishing a British Sign Language (BSL) video explaining the purpose of the Residents' Survey and how to take part.** This proactive approach enabled members of the Deaf community to engage independently, resulting in six completed online questionnaires from BSL users—our highest recorded level of BSL participation to date.

- Supported service modernisation by expanding digital channels, promoting the digital mail rollout and improving online access to timely seasonal service updates.
- Enhanced digital accessibility and inclusion through improvements to leisure webpages, including accessible imagery and alt-text updates.
- Supported digital capability and innovation across the organisation through the launch of a Copilot Academy, helping staff to understand and use Copilot AI to improve productivity and service delivery.
- Coney Green - A new team is in place and recent investment is beginning to show results with increased occupancy. Work is underway to create a more supportive business environment, alongside early repurposing activity to respond to declining demand for traditional office space driven by hybrid and home-working trends.

• **The new 3G pitch at Clay Cross Active was handed over in December 2025, providing a modern, high-quality sports facility that will improve access to year-round physical activity and community use.**



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

**Maintain a motivated and skilled workforce**

- **The Health and Safety Policy has been fully reviewed and updated for the 2025-2028 period**, and issued in a clear, accessible booklet format to support staff understanding. Organisation-wide promotion is underway, helping ensure employees feel informed about workplace safety arrangements.

- Maintained delivery of core health and safety training, including ongoing support for fire extinguisher champions and first aiders.
- Enabled the successful first use of “Success in Focus”, reinforcing a culture of employee development, motivation, learning and continuous improvement.
- Managers Essentials and Brilliant at the Basics continue to evolve, with good levels of participation supporting ongoing staff development and capability.

- **The Commercial Estate team has continued to adapt and evolve in response to a challenging environment.** Through proactive and flexible management, the team has secured occupancy levels of over 90%, supported local businesses and employment, and increased rental income. This represents a strong performance and reflects the professionalism, commitment and skill of the team, particularly when compared to the position two years ago.

- Property and Estates - A team member has successfully completed their MSc and is progressing towards full professional qualification as a surveyor.
- Continued to deliver clear internal communications, keeping staff informed of organisational change while promoting good practice and celebrating success.

## A great place to access good public services

Metric	Target	Quarter 3 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days).	20	19.05 days	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days).	6	3.16 days	
Council Tax collected %.	Annual target 96.14%	83.26%	
NNDR Collected %.	Annual target 96.66%	82.05%	
Total number in Temporary Accommodation.	Decrease	8	 Q2 - 6
Total number in Bed & Breakfast.	Decrease	1	 Q2 - 0
% of formal complaints responded to within 15 working days.	98%	97%	
% of internal reviews responded to within 20 working days.	85%	100%	
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative)	Increase	£233,550 (no change)	 Q2 - £233,550

Total number in Temporary Accommodation	As the number of cases is now very low and typically in single figures, small fluctuations should be expected and can be influenced by a range of factors, many of which are outside the Council's direct control. These include the number of approaches received during the period, the availability and type of temporary accommodation offered by Rykneld, and the number of households who are ineligible for the Rykneld waiting list and therefore require private rented sector accommodation.
Total number in Bed & Breakfast	Some bed and breakfast placements are made outside of normal office hours. The placement recorded at the end of the last quarter was one such case, made during the Christmas office closure period.  This placement followed a referral from the Police and related to a safeguarding case involving modern slavery. It was arranged by P3, the Council's out-of-hours housing support contractor.
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative)	Capital receipts have been lower than forecast to date, with £233,550 achieved so far. A further auction is scheduled for February 2026, with anticipated sales of around £500k, bringing expected receipts for 2025/26 to approximately £750k.

