



North East
Derbyshire
District Council

Council Plan 2023 - 2027

A summary of progress for the period
October to December 2025 (Q3)



Progress against our objective:



A great place to live well

This quarter, the following progress has been made on ***a community with lifelong good health***

Maximise opportunities for residents of all ages and abilities to participate in physical and social activity

- Delivered a coordinated winter marketing campaign across all leisure centres, promoting a wide range of inclusive physical and social activities— with tailored content for Clay Cross Active to encourage participation from residents of all ages and abilities.

• Opened new 3G pitch at Clay Cross Active to support local sport and community activity.

- Launched Let's Talk Together, a mental health peer support group, promoting health and wellbeing.
- Delivered seasonal walking trails and fitness events attracting more than 100 participants.

Directly or in partnership, reducing health inequality supporting Public Health, DCC and other partners to deliver targeted programmes in the district

- Delivered winter wellness messaging, including vaccination and cold weather guidance.



- The Housing and Health Deep Dive involved engagement with a range of key partners and agencies across both housing and health sectors. This work forms a core component of ongoing housing strategy development. Ten priority areas for action have been identified and categorised as essential, high or moderate priority. These priorities include tackling energy inefficiency and fuel poverty, increasing the supply of affordable homes, improving conditions in the private rented sector and expanding accessible and specialist housing provision.

• Hosted health and wellbeing pop up events at Eckington Active, including screening, mental health support and drug/alcohol prevention activity.

- Awarded the Healthy NED Older People's Coordinator contract (£50k over two years).
- Awarded three Community Action Grants this quarter, supporting biodiversity, tree planting and youth activity projects (15 awarded to date; £6,437.80 total).



This quarter, the following progress has been made on ***a community with lifelong good health***

Assist residents in ensuring their homes are suitable and meet their health needs

- Design service fully embedded with improvements to the welfare adaptation process, improving turnaround and work underway to renew adaptation contracts.

Protect the public from ill health caused by environmental factors and business operations

- Ran festive burglary prevention and home security messaging during darker nights.

- Environmental Health received 12 notifications of infectious illnesses, which were monitored and managed in line with national guidance.

- **All higher-risk food premises were inspected as planned, helping to ensure food safety standards are maintained.**





This quarter, the following progress has been made on *a place to live that people value*

Develop and continually improve the quality and range of housing providing a nice home and area for all residents to meet all needs

- Completed 42 Warm Homes Wave 3 installations to date: on track to achieve 111 by year end.
- YMCA Housing has approached the Council with a proposal for a social rent scheme in North Derbyshire, aimed at employed young people aged 18-30. The scheme is designed to help young people access the housing market who would otherwise be excluded by high rents or mortgage barriers.

• Beam (Beam is an external organisation commissioned by the Council to support people who are homeless or at risk of homelessness) has secured a further three tenancies within the Private Rented Sector. All three properties were previously used as part of the Council temporary accommodation portfolio. This progress supports improved move on pathways and reduces reliance on temporary accommodation.

- Agreed the sale of land at The Wynd, Renishaw to support the development of 40 affordable bungalows, providing well-designed homes that enable residents to live independently within their local community.



Directly and with partners, improve where people live to ensure they are safe, clean, functional, and attractive

- Shopfronts Scheme fully committed with 22 UKSPF funded grants awarded (£210k).

• **Completed refurbishment of two Clay Cross properties for Supporting Our People scheme; both built to high energy standards.**

- Developing a training flat with Rykneld Homes and DCC to support young people leaving care.
- Working with partners, Planning has updated local design guidance - Successful Places - to reflect the National Design Code, helping ensure new developments create attractive, well-designed places that are safe, welcoming and enjoyable to live in.

• **Completed a public consultation on a proposed Public Spaces Protection Order in Stainsby, with strong resident support (94%), and progressed to the next stage to help improve safety and quality of life in the area.**

A great place to live well



This quarter, the following progress has been made on ***a place to live that people value***

- Installed additional CCTV in identified anti-social behaviour hotspots to deter crime and improve community safety.
- Worked with partners to take enforcement action and provide resident support at Hardwick Drive, Arkwright, helping restore safety and stability for those living nearby.

Well maintained public realm that connects our communities

- Public realm improvements progressing under UKSPF. Connections phase of Clay Cross Town Deal underway, including Bridge Street reopening.

A great place to live well



This quarter, the following progress has been made on ***a place where people enjoy spending time***

Improve and promote places and attractions to spend leisure time

- Two further businesses have joined the Food and Drink Trail this quarter taking the total to 46 businesses.
- Designed road and access improvements to support increased Clay Cross Active visitor levels.

- **Oversaw UKSPF-funded Exploring the District and Healthy NED projects delivering social inclusion and community activity.**

Develop and promote the local 'offer' to ensure a diverse range of high-quality activities and places to spend time

- Delivered UKSPF funded tourism marketing activity including new walking guides, promotional video content and event planning.
- Worked in partnership with Redmile Homes to promote and sell annual memberships at Killamarsh Active.



A great place to live well

Metric	Target	Quarter 3 Value	RAG
Increase participation in leisure activities at leisure centres by 5000 visits per year.	194,750	254,085	Green
Achieve 1600 monthly attendance through community-based activity.	4,800	4,966	Green
Bring 6 long term empty properties back into use per year.	6 per annum	Q3 - 0 To date - 2	Red
Number of targeted proactive littering/dog fouling patrols carried out.	36	37	Green
Number of proactive community patrols or events focussing on litter, waste, and dog fouling.	3	5	Green

Bring 6 long term empty properties back into use per year.

The Empty Homes Officer has successfully resolved a number of straightforward cases, bringing previously empty properties back into the council tax system. Remaining cases are more complex and involve owners who are not engaging and may require legal action. This work is more challenging and time-intensive, meaning progress will be slower and targets in this area remain ambitious.



Progress against our objective:



A great place to work

This quarter, the following progress has been made on *a community with growing, commutable employment opportunities*



Support existing businesses (including the Council) to maintain and grow workforce

- A 24 day 'shop local' promotional campaign was delivered via Instagram, showcasing local businesses throughout December.

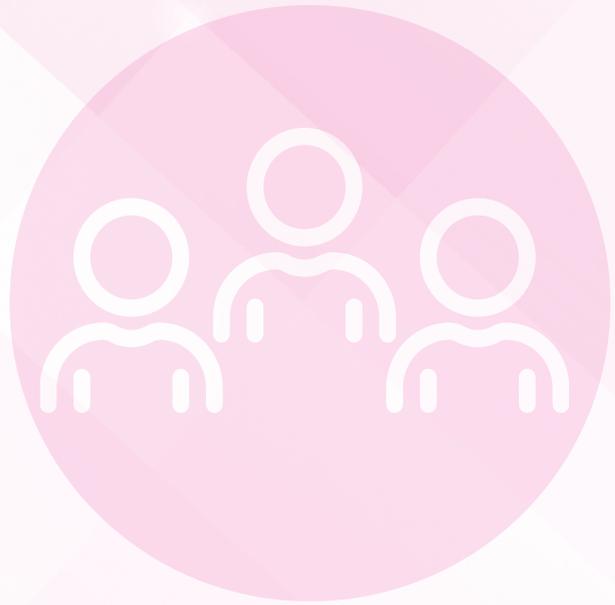
• **Supported staff development through UKSPF funded training, including lifeguard, gymnastics and swim teaching qualifications.**

- Delivered a Jobs Fair at Clay Cross Active in partnership with Derbyshire County Council, Department of Work and Pensions (DWP) and Economic Development, with 36 employers / providers available and 263 individuals in attendance.
- Approved commercial development applications including warehouse, office and industrial units in Stonebroom, Dronfield and Markham Vale.
- Planning continued for the recruitment of 16 additional staff required for food waste service delivery commencing April 2026.

Attract and support new businesses to the area which bring new jobs

- Secured tenants for approximately 80% of Baileys Square units, with further units under offer.
- Continued engagement with the Vision Derbyshire Start Up Programme.

• **Shopfronts Scheme fully committed, with 22 UKSPF funded grants awarded (£210k).**



A great place to work



This quarter, the following progress has been made on ***a community with a diverse range of commutable employment that match the skills of residents***

Work with partners to match and develop local skills with local business employment need



- Delivered the UKSPF funded Derbyshire Accelerator Programme, supporting 12 businesses this quarter (71 in total) and enabling 15 enterprises to adopt new technologies or processes (20 in total).

- Delivered digital skills training (AI, digital marketing, cybersecurity) to 19 people this quarter (31 in total; target 40).
- Continued oversight of the £1m UKSPF Programme, including allocations supporting business skills and digital development.



Progress against our objective:



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.





This quarter, the following progress has been made on ***reducing carbon emissions and pollution across the district***

Assist and influence other public partners, residents, and businesses to reduce their carbon emissions



- Recycle Week was promoted across the district, providing clear guidance to help residents recycle correctly and reduce waste contamination.
- A Sustainable Christmas campaign was delivered, encouraging residents to reuse materials, reduce waste and adopt environmentally responsible choices during the festive period.

• Approval was granted for rooftop solar panel installations at housing developments at Upperthorpe Road, Killamarsh (ref. 25/00834/DISCON) and Dark Lane, Calow (ref. 25/00591/DISCON), supporting renewable energy generation.

- Approval was also granted for a fifty megawatt battery storage facility at Hallgate Lane, Pilsley reference 25/00703/MFL which will support local energy resilience.
- The Derbyshire County Council led Local Electric Vehicle Infrastructure project focused on street residential charging continues to progress. Detailed locations and charge point numbers will be confirmed as the project develops. Work on rapid charging provision is under review following a change in the County Council's approach, with further updates to be provided once plans are clarified.

• Warm Homes Wave Three has delivered forty two completed homes within the 2025/26 programme. Two former empty council properties in Clay Cross have undergone full renovation to a high specification and were completed in December 2025. These properties will form part of the new supported housing service. Both properties are fitted with external heat pumps and are expected to achieve a Standard Assessment Procedure rating of either A or B, supporting improved energy efficiency across the housing stock.

- As part of a North East Derbyshire District Council pilot initiative, a mini tender is being arranged through the Highland Council Hydrogen Dynamic Purchasing System, Category Two, which covers electric vehicle charging infrastructure. If successful, this will enable installation of six electric vehicle charge points at Mill Lane offices to support both fleet and staff charging. A subsequent mini project is planned to install public electric vehicle charge points at Clay Cross Active.



This quarter, the following progress has been made on ***reducing carbon emissions and pollution across the district***

- The Warm Homes Local Grant Scheme continues to generate strong interest from residents and is delivering practical energy-efficiency improvements that help reduce household carbon emissions. During Quarter 3, 183 enquiries were received, with 5 homes completing installations and £459k of funding committed, supporting warmer homes and lower energy use across the district.
- Work is underway to assess the feasibility of installing electric vehicle charge points across the commercial estate. This would support businesses in transitioning to electric vehicles and contribute to wider decarbonisation objectives.

Continually reduce the Council's own carbon emissions

- Two electric pool cars have been ordered alongside a hybrid Transit van as part of the transition toward lower emission fleet operations. Environmental Health is assessing alternative fuel options within the vehicle replacement programme to support longer term sustainability objectives.
- Work continues to assess the cost implications of expanding the use of Hydrotreated Vegetable Oil fuel across the wider fleet. The use of Hydrotreated Vegetable Oil has ceased on the southern fleet following the move out of the Doe Lea depot, as these vehicles no longer operate on bunkered fuel.

- **Mileage for the southern Streetscene fleet has reduced following relocation to the southern hub.** Derbyshire County Council has also reduced the requirement for travel to transfer stations, contributing to lower emissions and improved operational efficiency.

- The diesel pool car used by the joint ICT (Information and Communications Technology) service is being replaced with a new electric vehicle. This change will contribute to reduced emissions and support alignment with organisational decarbonisation priorities.

Assist and influence other public partners, residents, and businesses to reduce pollution

- Publicity was delivered to highlight recent enforcement actions for fly tipping and littering. This aimed to deter offending behaviour and increase public awareness of the consequences of environmental crime.
- A winter dog fouling campaign was implemented, emphasising responsible dog ownership during darker evenings.

Develop policies and plans which require and encourage alternatives to car usage

- Hybrid working adopted by some Streetscene support staff.

Directly and with partners and residents, reduce litter and pollution from waste

- **A schedule of appointments with schools and community groups began in October 2025 and remains ongoing.** This engagement activity aims to educate participants on reducing food waste, preventing littering and protecting the local environment.



This quarter, the following progress has been made on ***reducing carbon emissions and pollution across the district***

- The Environment Scrutiny Committee received an overview of fly tipping, including the key challenges faced by the Council and the actions being taken to address the issue. This supported improved awareness and informed future scrutiny of environmental crime enforcement.
- **A closure order was obtained in relation to land being used without permission for waste dumping and as a scrap yard. This action strengthens regulatory compliance and reduces environmental risk.**
- Support was provided to the Community Action Group to promote messages encouraging community led litter picking, helping to foster civic pride and positive environmental behaviour.
- Christmas waste and recycling collection changes were promoted through the Council website, email updates and social media channels to ensure residents were informed and able to plan appropriately.





This quarter, the following progress has been made on *increasing biodiversity across the district*

Assist and influence other public partners, residents, and businesses to utilise their assets to improve biodiversity

- Biodiversity Net Gain enhancements have been confirmed for the schemes at Grange Farm in Wessington and Ivy Cottage Farm in Wadshelf. These measures will contribute to improved ecological outcomes and support long term habitat development.

Where appropriate, utilise Council assets to improve biodiversity

- **The Biodiversity Net Gain programme for Streetscene is ongoing, with three quarters of the hedgerow whip planting targets for the 2025 to 2028 programme already achieved.**

- Landscape works were carried out at Clay Cross Active during November to meet the Biodiversity Net Gain targets identified for the site.

- The recommendations of the Scrutiny Review relating to the Wingerworth Lido were endorsed by Cabinet on 18 December 2025. A delivery and action plan has now been developed, including defined timescales, to address all identified issues. A key milestone will be completion of the Biodiversity Recovery Plan being undertaken by the Derbyshire Wildlife Trust, with findings expected by September 2026. While this work progresses, the Council continues to work with specialist partners, including the Derbyshire Wildlife Trust and the Angling Trust, to balance environmental recovery with safe and appropriate use of the lido as a valued community asset.

