

**North East Derbyshire District Council**

**Services Scrutiny Committee**

**Council Plan Objective – A Great Place to Access Good Public Services – Update  
January to March 2026**

**12<sup>th</sup> May 2026**

**Report of the Information and Improvement Manager**

Classification: This report is public

Report By: Kath Drury, Information and Improvement Manager

Contact Officer: Amar Bashir, Improvement Officer

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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> March 2026

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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 improve access to good public services through strong partnership working, effective customer support and targeted community investment. High-performing customer services handled 14,812 calls with a low abandonment rate of 2.5%, alongside support through 381 Tell Us Once notifications and foodbank referrals. Investment in the voluntary and community sector strengthened local support, while co-location of NHS and Citizens Advice services at Clay Cross Active further improved access. Service planning and improvement were informed by robust district-wide data and engagement, including feedback from over 1,200 residents.

2.2.3 Most targeted metrics were met or exceeded. Regarding the three trend- monitored metrics, temporary accommodation increased slightly to nine households. Zero bed and breakfast placement were recorded. We received £658,550 in capital receipts against a target of £1 million for 2025/26. A further £327,350 of approved disposals are progressing through legal completion and are expected to complete in 2026/27

2.2.4 The report was taken to Senior Management team on 20<sup>th</sup> April 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 March 2026
<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)	