



**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 January to March 2026 (Q4)





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.

- Hosted RunWalkTalk session at Clay Cross with over 20 service providers in attendance.
- The Older People's Coordinator contract for Healthy NED has been awarded to Derbyshire Voluntary Action following a request for quotation process. The contract is valued at £50,000 over two years and commenced in January 2026.
- Eight Community Action Grants have been awarded to date, against a total of 23 available for 2025 to 2026. The total value awarded so far is £9,778.95.
- Annual promotion of support available to members of the Armed Forces community was issued alongside Council Tax bills.
- Grant agreements were issued in March 2026 to Voluntary and Community Sector Infrastructure Organisations. The total value of support awarded to infrastructure organisations is £135,377.
- Work progressed with the East Midlands Combined County Authority on development of a consistent Single Homeless Pathway across Derbyshire and Nottinghamshire.

This includes agreed approaches to data collection and information sharing to support partnership working and service improvement.

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

- **Both the CAB and the NHS are now successfully operating from their new premises within Clay Cross Active. Feedback from Leisure Services is that the new arrangements are working well and the tenants are very happy with their new office/clinic space at the centre.**

Homelessness prevention and relief outcomes both exceeded 80 per cent, performing well above regional and national averages. At 31 March 2026, there were nine households in temporary accommodation and no households placed in bed and breakfast accommodation.

- The Local Land Charges migration project with HM Land Registry progressed to the quality assurance stage this quarter, following completion of manual register copying. This provides assurance that the service remains on track for transfer.

Progress against our objective:

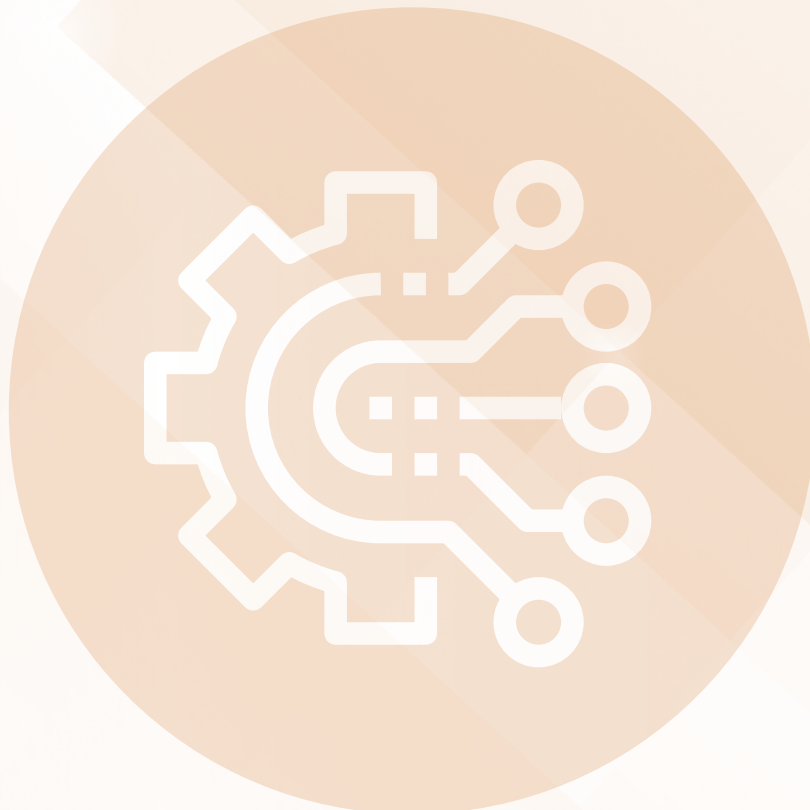


This quarter, the following progress has been made on ***assist and influence other public partners to improve their services in the district***

- During the quarter, the Customer Services team handled 14,812 calls, with a low abandonment rate of 2.5%. Demand across other channels remained high, including 2,995 emails, 183 web chats, 81 text enquiries, and 2,555 face to face visits. Residents also completed 2,523 self service transactions, and the team processed 381 Tell Us Once notifications and issued 12 foodbank vouchers, supporting residents through a range of access routes.

Collate and analyse district wide data to inform improvements

- Town centre footfall data provides an indicative picture of activity levels across the district. While the data collection methodology has changed, quarter-on-quarter comparisons using the same approach show increased activity in Clay Cross compared with the same period last year, alongside broadly stable levels in Dronfield and Eckington. Data for Killamarsh is currently incomplete and will be reported once a reliable baseline is established.



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

- Capital receipts for council assets have been lower than anticipated this year, with £658,550 achieved against the service plan target of £1 million. The February 2026 property auction did not perform as strongly as expected, with four lots achieving their reserve, generating £425,000 in receipts.
- In addition, a post-auction sale valued at £73,500 was secured for one of the unsold lots; however, this will complete in Quarter 1 2026/27 and will be reflected in the next financial year. A further £253,850 of capital receipts are currently progressing through legal completion. Had these completed within the financial year, total receipts would have reached £912,700.

• The industrial estate is performing extremely well, with units almost fully let. This places the Council in a strong position as an investing landlord and highlights the ongoing demand for industrial space.

- Overall capital receipts for this quarter totalled £1.340 million, bringing the full year total to £11.197 million, with £7.930 million generated through Right to Buy sales.
- Programme management continued across several major externally funded initiatives, ensuring effective oversight and value for

money. This included Public Health funding of £159,903 across 2025/26 and 2026/27, delivery of the £1 million UK Shared Prosperity Fund programme, the Clay Cross Town Deal, and the £1 million Warm Homes programme allocated for 2025/26.

- Forward planning also progressed well, with a £1 million business case to the East Midlands Combined County Authority to support Clay Cross Town Deal delivery in 2026/27 and 2027/28 agreed in principle. This will help sustain regeneration activity while reducing reliance on Council funding.
- Development of the Three Pits Pride in Place operational arrangements progressed, alongside delivery of a site tour for representatives from the Ministry of Housing, Communities and Local Government, supporting future place based investment.
- Aged debt (outstanding for more than 120 days) within the Licensing service has reduced significantly. Comparing the position at 1 March 2025 with 1 March 2026, outstanding aged debt has fallen by 71%, reflecting improved debt management and collection activity.



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

Listen to customers (Residents and Businesses) to improve services

- **Between January and March 2026, the Council completed key corporate and place based consultations.**

This included reporting on the Residents' Survey, which drew feedback from over 1,200 residents and showed improved satisfaction with how the Council is run, providing a strong evidence base for service planning. Consultation was also undertaken to support the Clay Cross Town of Culture bid, demonstrating strong local pride, community support and a clear focus on inclusive participation and long term legacy, with findings used directly to shape the bid. In addition, place based engagement linked to Pride in Place activity is helping ensure community views inform local regeneration proposals and funding submissions

- Mobile customer service events were delivered in Dronfield on 23 January, Killamarsh on 10 February and Clay Cross on 12 March and were well received by residents.

Ensure good governance and transparency in all we do

- The initial review of the Acquisitions and Disposals Policy has now been completed. Proposed amendments were fully supported by the Asset Management Board in March 2026. A rebranded and updated version of the policy is currently being prepared, with a final draft scheduled for consideration by the Asset Management Board, followed by Scrutiny and Cabinet, prior to formal approval.
- Cyber risk management policies were aligned to the new corporate framework, with a cyber security strategy progressing and supply chain requirements embedded into procurement to strengthen organisational resilience.
- The Postal Vote Refresh process was completed by the statutory deadline of 31 January 2026. Almost 40 per cent of electors required to reapply did not submit a new application and consequently had their postal vote cancelled.
- Data mining activity commenced to identify potential electors and encourage voter registration, supporting democratic participation.
- During the quarter, 88 formal complaints were received, including a small number of cross-cutting complaints. 98% were dealt with within the Council's standard timescales, with two cases completed outside the standard.
- Eight internal reviews were received during the quarter; seven (88%) were completed within standard timescales, with one completed outside the standard.
- Two complaints were received from the Local Government and Social Care Ombudsman (LGSCO), both of which were dealt with within standard timescales.
- There are currently two Housing Ombudsman complaints under investigation.
- During this quarter, governance and transparency has been strengthened by drafting, reviewing and supporting a number of Data Protection Impact Assessments (DPIAs) and Equality Impact Assessments (EIAs). This included work relating to the use of overt surveillance systems, the Simpler Recycling scheme and the customer chatbot.



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

- Significant progress has been made on the development of the Council's draft Artificial Intelligence (AI) Policy, alongside supporting framework and guidance documents to ensure emerging technologies are adopted in a controlled, ethical and transparent way.
- The Revised Budget for 2025/26, the Original Budget for 2026/27 and the Medium Term Financial Plan covering the period to 2029/30 were considered by Joint Scrutiny and Cabinet and formally approved by Council in January 2026.
- The Treasury Management Strategy for 2026/27 was also approved by Council following scrutiny by the Audit Committee, providing assurance around the Council's approach to borrowing, investment and financial risk management.
- The annual review of the Constitution is nearing completion, with the revised document scheduled for consideration by Standards Committee on 29 April and recommendation to Council in May. Member guidance, including social media guidance and the Member Officer Relations Protocol, was updated in line with national guidance, with training planned following the annual meeting.
- Progress continued on migrating systems and data to cloud platforms, alongside major upgrades to key business applications supporting Revenues and Benefits, Planning and Finance. Work also progressed to modernise database platforms and improve device and application management for Members and staff, supporting secure and efficient ways of working.
- Service performance remained strong, with incident and service request resolution consistently exceeding targets throughout the quarter.
- During the quarter, modernisation and innovation were supported through enabling governance around new technologies, including development of a draft AI Policy and assurance for digital initiatives such as the customer chatbot.
- During the quarter, support and guidance were provided to Rykneld Homes to enable implementation of the GOV.UK Mail service, supporting more secure and efficient correspondence. A review of postal charges was also completed and considered by Senior Management Team, leading to agreement that underpaid postage on incoming mail will cease.

Modernise and innovate services to continually improve

- During the quarter, ICT activity focused on improving system resilience, performance and future readiness. Connectivity enhancements were made to support the continued move to cloud-based services, and procurement of a 24-hour security monitoring service was completed, with implementation planning underway.

- **Customer Services supported the development of the new chatbot solution by providing over 120 frequently asked questions and web links, improving the quality and accuracy of automated responses.** Progress on self-service check-in at reception was paused due to competing priorities and is planned to resume during 2026/27.



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

• **Digital screens were installed at three leisure centres to promote services and reduce environmental impact, while plans were confirmed to replace the 3G pitch surface at Killamarsh Active during the summer closure at an estimated cost of £110,000, supporting future football provision.**

- The new finance system went live in February 2026, with further modernisation delivered during the year. Payroll was implemented in December 2025, employee self-service launched in March 2026, and the income management system was upgraded to a cloud-based solution in February 2026. Implementation of cloud-based BACS is scheduled for April 2026, completing a programme of improvements to strengthen resilience, functionality and efficiency across core financial systems.

- Implemented new HR & Payroll System including HR and Manager Self Service.

Maintain a motivated and skilled workforce

- The 2026/27 health and safety training programme was developed and updated during the quarter to include additional UKATA Asbestos Duty to Manage courses, responding directly to feedback and requests from officers.
- Positive feedback was received from the Information & Improvement team during the Back to the Floor initiative, highlighting the value of leadership visibility and engagement.
- Microsoft 365 training continued to progress well, with the majority of staff completing Teams fundamentals by April 2026.
- The Employee Survey was undertaken in November/December, with results analysed and shared. An action plan is now in place to address the key themes identified. Include under this tactic.



A great place to access good public services

Metric	Target	Quarter 4 Value	RAG or Trend
Average Time to process new Housing Benefit and Council Tax Reduction claims (days)	20	19.25 days	
Average time to process change in circumstances for Housing Benefit and Council Tax Reduction claims (days)	6	1.89 days	
Council Tax collected %	Annual target 96.14%	96.60%	
NNDR Collected %	Annual target 96.66%	96.08%	
Total number in Temporary Accommodation	Decrease	9	↔ Q3 - 8
Total number in Bed & Breakfast	Decrease	0	↓ Q3 - 1
% of formal complaints responded to within 15 working days	98%	98%	
% of internal reviews responded to within 20 working days	85%	88%	
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative)	Increase	£658,550 (see note)	↑ Q3 - £233,550

Total number in Temporary Accommodation	<p>The number of households in temporary accommodation is now consistently low and typically in single figures. As a result, small fluctuations can occur from quarter to quarter and are influenced by factors largely outside the Council's direct control, such as levels of homelessness approaches, availability of suitable vacant properties, and access to private rented sector accommodation.</p> <p>Temporary Accommodation levels for North East Derbyshire have consistently been the lowest of any Derbyshire Local Authority over the course of 2025/26</p>
Capital receipts to be achieved from disposal of surplus land and property assets (£) (Cumulative)	<p>Capital receipts for 2025/26 are currently expected to be around £750,000, below the £1 million target. Receipts of £658,550 were achieved during the year, with further disposals delayed due to market conditions, legal processes and planning dependencies.</p> <p>A further £327,350 of approved disposals are progressing through legal completion and are expected to complete in 2026/27, placing the Council in a strong position for the new financial year, with over 25% of next year's target already identified. Additional disposals have been approved and prepared for future auctions, supporting continued progress against the medium term capital strategy.</p>

