



North East  
Derbyshire  
District Council

# Council Plan 2023 - 2027

A summary of progress for the period  
January to March 2026 (Q4)



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



- Leisure participation reached record levels this quarter with the highest quarterly attendance ever recorded across the district's four leisure centres (350,141 visits). Over one million visits were achieved across the year reflecting strong demand and responsiveness to customer feedback.

- In response to the conclusion of UKSPF in March 2026, the Healthy North East Derbyshire (HNED) partnership agreed new funding arrangements, including the launch of a £90k Financial Inclusion Grants Fund and confirmation of extended Social Connectedness funding through to November 2026, ensuring continuity of preventative health and wellbeing activity.

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

- The Communities Scrutiny Committee considered proposals during this quarter to pilot additional support measures in partnership with the Integrated Care Board, aimed at helping relieve pressure on GP services.
- Officer's at DCC and the Council have agreed to a Derbyshire County Council led pilot for a digital and interactive library service within Killamarsh Active, expanding access to library services without additional staffing requirements and providing a model for potential roll out to other sites.
- Targeted community support continued through Healthy NED, Community Action Grants and voluntary sector infrastructure funding, supporting older residents, social inclusion initiatives and Armed Forces communities across the district.



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**

- Adaptations and access works continued to support residents with additional mobility and accessibility needs.
- The in house Disabled Facilities Grant (DFG) Design Service completed its first full year of operation, improving control over delivery, reducing delays and receiving positive feedback from residents, with further efficiencies under development to enhance service responsiveness.
- New legal processes were developed and applied to address complex environmental health and hoarding cases where access to properties had previously been restricted.

• Energy efficiency and damp and mould interventions accelerated during this quarter, contributing to improvements in over 90 homes across the year and supporting progress towards Energy Performance Certificate targets across the Council's housing stock.

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

- Environmental Health maintained effective delivery throughout this quarter, managing infectious disease notifications, undertaking planned food safety inspections and responding to regulatory service requests to protect public health.





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

- Housing Strategy activity in this quarter focused on progressing supported housing provision and improving the quality and sustainability of homes. Work continued with P3 to finalise lease and service arrangements, alongside completion and handover of additional supported accommodation for residents with complex needs.
- Empty Homes activity increasingly focused on more complex, non engaged cases, with legal options now being considered where appropriate to bring properties back into use.
- Affordable home delivery through the planning process yields the largest results. This data is confirmed at the end of Q4. The final 4 homes at Oaks Farm, Calow were completed in March 2026, along with the 5 affordable Bungalows at Byron Court, Stonebroom.
- The community hall in Stonebroom is now complete and occupied, and five new bungalows at the Byron Grove garage site are completed and occupied. Demolition works on the main site commenced in March 2026. All sixty nine new bungalows across the main site are scheduled for completion by Autumn 2028, supported by secured Homes England funding.
- Planning activity during this quarter supported the progression of new supported living accommodation at Grassmoor, contributing to the delivery of housing options for residents with additional support needs.



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

- **The UKSPF funded Shopfronts Scheme concluded during this quarter, with all 22 grants awarded and the full £210k allocation committed to improving the appearance and vibrancy of local shopping areas.**
- Targeted engineering improvements were delivered to address accessibility and safety concerns raised by residents.
- Work continued to strengthen supported accommodation pathways, including finalising lease agreements, service level arrangements and partnership working to support move on and tenancy sustainment.
- Partnership working between Legal and Revenues and Benefits progressed to support stronger enforcement action on long term vacant properties linked to council tax debt.



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**

- The Food and Drink Trail continued to grow during this quarter, reaching 46 participating businesses.

**• A bid for Clay Cross to become the UK Town of Culture was submitted following community engagement, with a decision expected in spring 2026.**

- During the quarter, Engineers worked with partner organisations in relation to Wingerworth Lido to support planned leisure and recreation improvements and enable future use of the site.
- Leisure performance remained strong throughout this quarter, with increased membership sales and attendance exceeding quarterly targets. A refreshed leisure marketing plan is being developed to support sustained growth during 2026/27.



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

- UKSPF funded promotional activity continued to enhance the district's visitor offer, including marketing campaigns, walking guides and digital content supporting place making and events activity.

**• New pilot activity was introduced at leisure facilities during the quarter, including targeted sessions aimed at engaging under represented groups and supporting more inclusive access to sport and physical activity.**



## A great place to live well

Metric	Target	Quarter 4 Value	RAG
Increase participation in leisure activities at leisure centres by 5000 visits per year.	194,750	350,141	Green
Achieve 1600 monthly attendance through community-based activity.	4800	5118	Green
Bring 6 long term empty properties back into use per year.	6	Q4- 1 To date - 3	Red
Number of active cases open (Supplementary KPI to empty properties)	For information	15	Grey New KPI 1st time reporting
Number of positive outcomes (Supplementary KPI to empty properties)	For information	4	Grey New KPI 1st time reporting
Number of targeted proactive littering/dog fouling patrols carried out	36	52	Green
Number of proactive community patrols or events focussing on litter, waste, and dog fouling	3	7	Green

<p>Bring 6 long term empty properties back into use per year.</p>	<p>The Empty Homes Officer has successfully progressed a significant number of “quick win” cases, resulting in properties being correctly re-classified and becoming liable for Council Tax, generating additional income for the Council.</p> <p>The remaining cases are increasingly complex. Many involve property owners who are not engaging or responding to correspondence, requiring consideration of formal enforcement or legal routes. This type of work is significantly more time-intensive, carries cost implications, and progress is inherently slower and less predictable.</p> <p>Experience to date has improved understanding of the complexity, time and cost associated with pursuing non-engaged owners through legal routes. As a result, the annual target of six properties returning to use is recognised as ambitious both for the current year and future years.</p> <p>To provide a more complete and realistic picture of activity and progress, two supporting key performance indicators have been introduced. These measure:</p> <ul style="list-style-type: none"> <li>• the number of empty properties actively being worked on at any one time; and</li> <li>• softer but positive outcomes, such as minor improvements, correct re-classification, garden clearances and other steps that reduce blight.</li> </ul>
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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

- The district's first Manufacturing Meet the Buyer event was delivered in February, strengthening local supply chains and supporting small and medium enterprise growth, with strong business attendance and positive reported outcomes, including increased confidence in local supply chain diversification.
- Resilience within the Engineering service was strengthened through the appointment of a Service Manager and the successful completion of probation for a key technical role, improving capacity and service continuity.

• **DWP Jobs on Wheels was introduced at Killamarsh Active during this quarter, providing monthly, accessible employment support within the community.**

- Planning permission was granted to support business development at Callywhite Lane, Dronfield, contributing to the delivery of employment related development.

- Apprenticeship development with local colleges progressed, with a promotional event delivered on 23 March 2026 to support recruitment into Streetscene roles, e.g. arborist and administrative staff.

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

- Supported place-based promotion of business space and regeneration activity, including Coney Green workspace promotion and Clay Cross Town Deal business communications.
- Clay Cross Baileys Square Units - lease agreement with one business remains with legal. Heads of Terms have been drafted with all units, except Unit 1, now under offer.
- The Vision Derbyshire Start Up programme transitioned to Derbyshire County Council delivery during this quarter following the end of UKSPF funding.



## 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**

- **The UKSPF funded Derbyshire Accelerator Programme concluded this quarter, exceeding annual participation and business adoption targets:**

- **Businesses receiving non-financial support (annual target 60) 9 this quarter (80 in total this year exceeding target).**
  - **Enterprises adopting new to the business technologies or processes (annual target 20) 6 this quarter (26 total this year exceeding target).**
- **The UKSPF Digital Skills project concluded this quarter achieving its annual participation target and supporting businesses with AI, digital marketing and cybersecurity skills.**

- **Oversight of UKSPF Programme - funding totalling £1m of which £345k has been allocated to business support and skills through Accelerator, Digital Skills and Shopfronts Enhancement Scheme. All projects now complete.**

- **UKSPF-supported training enabled staff progression into paid swim teaching and leisure roles across Dronfield and Clay Cross Active sites.**





# 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:

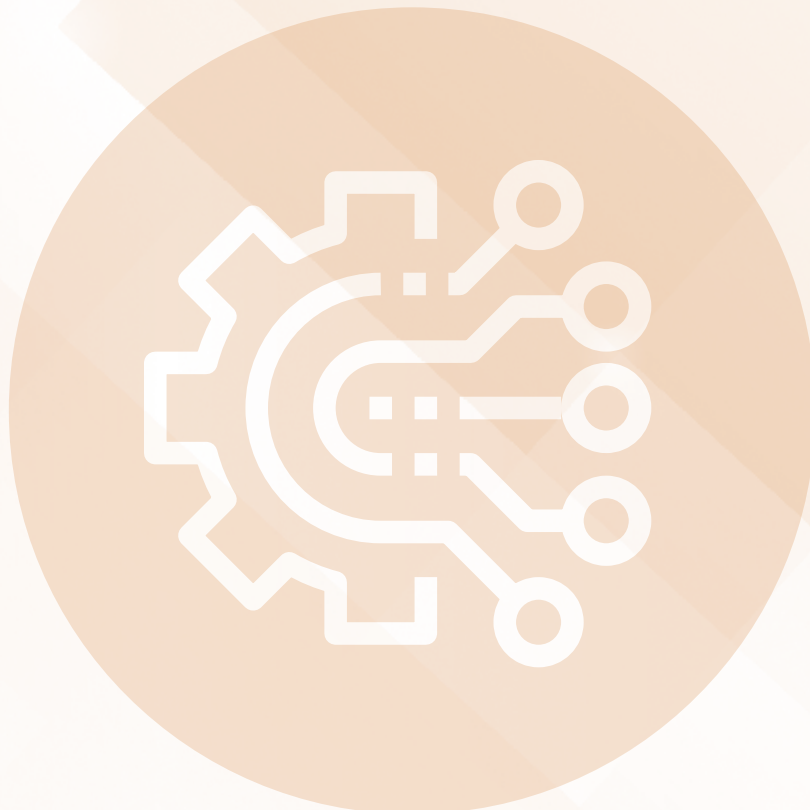


This quarter, the following progress has been made on ***assist and influence other public partners to improve their services in the district***

- 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***

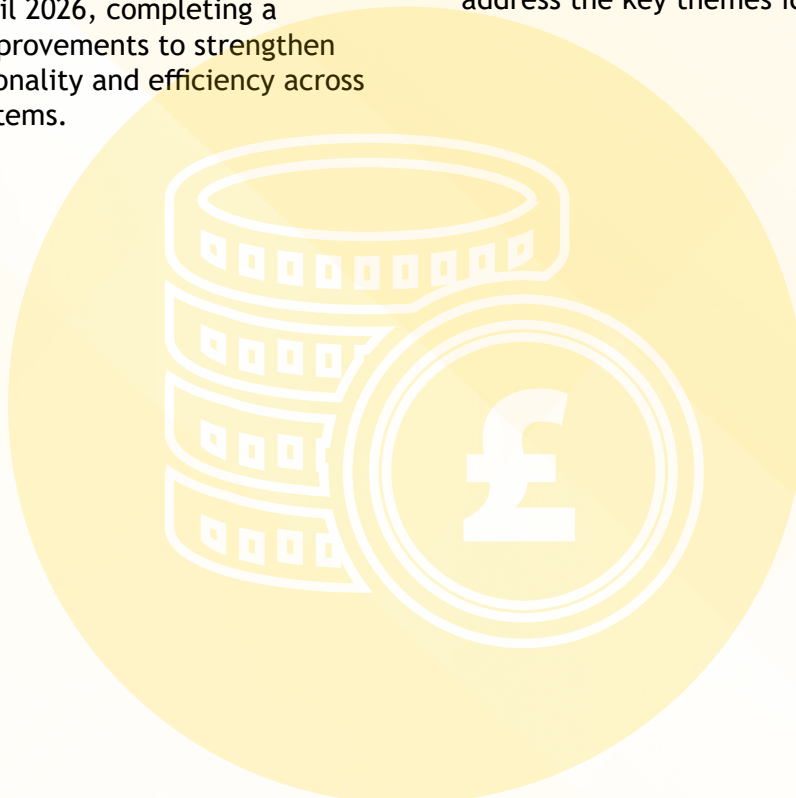
• **Digital screens were installed at three leisure centres to promote services and reduce environmental impact, while plans were confirmed to replace the 3G pitch surface at Killamarsh Active during the summer closure at an estimated cost of £110,000, supporting future football provision.**

- 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**

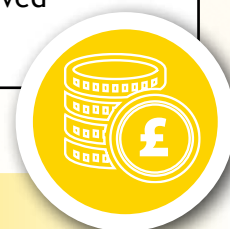
- The 2026/27 health and safety training programme was developed and updated during the quarter to include additional UKATA Asbestos Duty to Manage courses, responding directly to feedback and requests from officers.
- Positive feedback was received from the Information & Improvement team during the 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.



## 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>





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**



- The Council's pilot project to install six electric vehicle charge points at Mill Lane offices was issued for tender at the end of March, with contract award expected in May 2026.
- Delivered sustained digital communications promoting recycling, waste reduction and correct recycling behaviours, including Simpler Recycling preparation and food waste rollout messaging (web, GovDelivery and social media).
- Pre-application advice given for large scale EV charging site adjacent to the motorway.

- **Warm Homes Wave 3 funding has been secured to support the retrofit of a further 376 homes over the next three years, helping to improve energy efficiency, reduce carbon emissions and lower household energy costs.**

Works commenced in June 2025 and include measures such as external wall insulation, solar panels, improved ventilation, air source heat pumps and loft insulation. The programme directly supports the Government's 2030 carbon reduction targets, with potential for additional funding to further extend the scheme.

- These grant-funded retrofit schemes are improving the energy efficiency of the Council's housing stock and supporting progress towards achieving an Energy Performance Certificate (EPC) rating of C or above, in line with the Government's 2030 target.
- During Quarter 4, 50 properties were completed, bringing the year-one total for Warm Homes Wave 3 to 92 homes. A small number of completions were re-profiled due to minor delays, with the remaining 20 homes scheduled for handover in April 2026.

- **The Whiteleas regeneration project in North Wingfield is now fully complete, the S278 works to the existing highways have been signed off by DCC and the works are now on 12 months maintenance.**

Of the 22 homes for sale, 9 remain unsold. Homes are being actively marketed and options considered for the unsold homes.



## 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 be delivered, with works managed by Sustainable Building Services and supported by Council teams.

**• During the quarter, 53 homes were improved, bringing the total to 58 homes in 2025/26. To date, £590,475 of funding has been committed, with a total of £1,049,475 allocated for the year (including an in-year uplift).**

- The scheme supports warmer, more energy-efficient homes and contributes to reducing fuel poverty and carbon emissions across the district.

### **Continually reduce the Council's own carbon emissions**

- During the quarter, two electric pool vehicles and a hybrid transit van were added to the Council's fleet, supporting progress towards lower-emission travel. Deployment will follow completion of the required charging infrastructure.

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

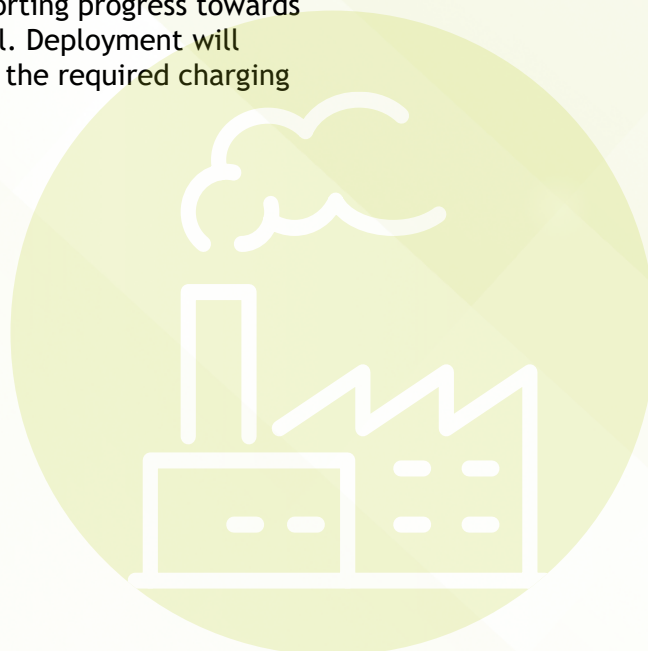
- Work is ongoing with no significant change since the previous quarter.

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

- Supported promotion of walking-based health initiatives (e.g. Snap and Chat walking groups) through social and digital channels.
- Discussions continued with the East Midlands Combined County Authority regarding procurement of transport modelling, including sustainable transport considerations.

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

- Environment Scrutiny Committee received an update on achievements to date against the Climate Change Action Plan Update.





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**

- Work is ongoing with no significant change since the previous quarter.

**Where appropriate, utilise Council assets to improve biodiversity**

- The Lido delivery and action plan is progressing, with agreed actions and timescales in place to address all issues identified through the Scrutiny Review. A key milestone within the plan is the Biodiversity Recovery Plan, which is being undertaken by Derbyshire Wildlife Trust. The survey work is underway and the final report findings are due to be completed by September 2026.

