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12 January 2022

To: All Councillors

As a Member or Substitute of the **Governance & Resources Committee**, please treat this as your summons to attend a meeting on **Thursday 20 January 2022** at **6.00pm** in the **Council Chamber, Town Hall, Matlock DE4 3AG**.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'James McLaughlin'.

James McLaughlin  
Director of Corporate and Customer Services

## AGENDA

### 1. APOLOGIES/SUBSTITUTES

Please advise the Committee Team on 01629 761133 or e-mail [committee@derbyshiredales.gov.uk](mailto:committee@derbyshiredales.gov.uk) of any apologies for absence and substitute arrangements.

### 2. APPROVAL OF MINUTES OF PREVIOUS MEETING

18 November 2021

### 3. PUBLIC PARTICIPATION

To enable members of the public to ask questions, express views or present petitions, **IF NOTICE HAS BEEN GIVEN**, (by telephone, in writing or by email) **BY NO LATER THAN 12 NOON OF THE WORKING DAY PRECEDING THE MEETING**. As per Procedural Rule 14.4 at any one meeting no person may submit more than 3 questions and no more than 1 such question may be asked on behalf of one organisation.

### 4. INTERESTS

Members are required to declare the existence and nature of any interests they may have in subsequent agenda items in accordance with the District Council's Code of Conduct. Those interests are matters that relate to money or that which can be valued in money, affecting the Member her/his partner, extended family and close friends.

Interests that become apparent at a later stage in the proceedings may be declared at that time.

## **5. QUESTIONS PURSUANT TO RULE OF PROCEDURE NUMBER 15.**

To answer questions from Members who have given the appropriate notice.

	<b>Page No.</b>
<b>6. HOUSING SUPPORT SYSTEM</b>	<b>04 - 08</b>
The purpose of this report is to seek Members' approval to end the current housing support service with Adullam Housing Association and bring the service in-house.	
<b>7. POLICY ON PROBATIONARY PERIODS</b>	<b>09 - 23</b>
This report seeks Committee approval to adopt the proposed new employment policy on Probationary Periods.	
<b>8. CORPORATE PLAN 2020-2024 – PERFORMANCE 2020/21 AND PRIORITIES 2022/23</b>	<b>24 - 58</b>
This report advises Members of performance against the District Council's Corporate Plan targets since its adoption in March 2020. It reports details of the Outturn data for 2020/21 and progress during the first six months of 2021/22.	
<b>9. ORGANISATIONAL HEALTH – KEY PERFORMANCE INDICATORS – MID-YEAR 2021/22</b>	<b>58 - 66</b>
This report summarises performance against the District Council's 12 Key Performance Indicators for the first half of 2021/22. The report highlights where the organisation is performing strongly and areas for improvements.	
<b>10. TRANSFORMATION OF SYSTEMS TO SUPPORT MEMBER SERVICES AND GOVERNANCE</b>	<b>67 - 74</b>
This report is submitted to inform Members of the options available to transform the Council's democratic services function and how such technology and new systems can improve the professional image of the authority in respect of governance and transparency. Approval is sought to purchase governance and committee management software.	
<b>11. FEES AND CHARGES FOR 2022/23</b>	<b>75 - 112</b>
This report details recommendations in respect of fees and charges in relation to Community and Environmental Services, Corporate and Customer Services and Regulatory Services.	

12. **RESIDENTS ONLINE PANEL SURVEY RESULTS** 113 - 186  
The report presents Members with the results of the Derbyshire Dales residents' survey undertaken in October/November 2021.
13. **EXTERNAL REVIEW OF INTERNAL AUDIT – ACTION PLAN PROGRESS** 187 - 197  
This report presents, for members' information, a progress update in respect of implementing the recommendations arising from the external review of internal audit.
14. **PROGRESS UPDATE ON THE 2021/22 INTERNAL AUDIT PLAN** 197 – 217  
This report presents, for members' information, a progress update in respect of the 2021/2022 Internal Audit Plan. The report includes a summary of internal audit reports issued since the last meeting of this committee and an update on the implementation of internal audit recommendations.
15. **JOINT CONSULTATIVE GROUP: MINUTES**  
To receive the Minutes of the Joint Consultative Group meeting held on Thursday 2<sup>nd</sup> December 2021
16. **EXCLUSION OF PUBLIC AND PRESS**  
At this point the Committee will consider excluding the public and press from the meeting for the remaining item of business for the reasons shown in italics.  
  
*(The following report is exempt because it contains information relating to any particular person including the Council and the business affairs of the Council.)*
17. **UPDATE ON CYBER SECURITY AND RESILIENCE** 217 - 254  
To update the Committee on the Council's current Cyber Security and Resilience.

Members of the Committee – Councillors: Jacqueline Allison, Robert Archer, Sue Bull, David Chapman (Vice Chairman), Paul Cruise, Tom Donnelly (Chairman), Steve Flitter, Helen Froggatt, Alyson Hill, Susan Hobson, Michele Morley, Dermot Murphy, Garry Purdy, Mike Ratcliffe, Claire Raw, Alasdair Sutton and Colin Swindell.

Substitutes – Councillors: Jason Atkin, Mathew Buckler, Richard FitzHerbert, Chris Furness, Dawn Greatorex, David Hughes, Stuart Lees, Peter O'Brien and Steve Wain.

**GOVERNANCE AND RESOURCES COMMITTEE  
20<sup>TH</sup> JANUARY 2022**

Report of the Director of Housing Services

## **HOUSING SUPPORT SERVICE**

### **PURPOSE OF REPORT**

The purpose of this report is to seek Members' approval to end the current housing support service with Adullam Housing Association and bring the service in-house.

### **RECOMMENDATION**

That Members approve the change in delivery of the housing support service together with the transfer of two employees from Adullam HA to the District Council's employment with effect from 1<sup>st</sup> February 2022.

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

An effective tenancy support team contributes towards the District Council's priority of a thriving district, particularly in relation to job creation. Effective delivery of this service contributes to our vision of a distinctive rural environment with towns and villages that offer a high quality of life. Providing tenancy support also links with the Community Housing Service plan by contributing to homeless reduction by supporting vulnerable households who are at risk of becoming homeless and supporting partner agencies in the delivery of the Move on project in the support of vulnerable adults who need appropriate accommodation and support.

## **1 BACKGROUND**

- 1.1 The homeless service has a statutory duty to prevent and relieve homelessness within the District. To assist in managing this effectively the local authority has a contract with Adullam Homes to provide two full time tenancy support workers. It is proposed that the local authority provides its own in-house tenancy support service. This will assist in removing additional pressures from the homeless team and ensure vulnerable persons receive direct targeted help as identified via the homeless team.

- 1.2 Tenancy support workers provide a range of interventions including help with budgeting/money advice, seeking help with complex issues including drug/alcohol and offending behaviour. The overall aim is to help someone stay in their tenancy and be able to live independently, this in turn reduces repeat homelessness and the issues and cost associated with it. Social landlords pay on average £8,000 per eviction and for each person who returns to homelessness it costs the government £26,000 per annum. (<https://wearesettle.org>).
- 1.3 Demand for this type of service always exceeds capacity and waiting lists for support are typically high (County Council Supporting People funding has now ceased for nearly all tenancy related support). See below the number of people supported 2020/2021 by Adullam.
- 1.4 The current Covid-19 Pandemic is resulting in an increase in unemployment leading to a loss of income resulting in increases of debt, evictions, strain on relationships and homelessness putting immense pressure on the homeless team and other support services. We are yet to see the full impact as some measures have only recently come to an end such as furlough and the temporary increase to Universal Credit. The more support the Council can establish to prevent homelessness the better we can assist with those increased numbers

## 2 ADULLAM SUPPORT SERVICE

- 2.1 The local authority currently funds Adullam Homes £80,000 per annum to provide two full time floating support workers. This includes office rental, a travel and training budget and staff management time. Staff wages account for £53,418 per annum including on costs.
- 2.2 The current service performs well and typically supports around 80 people per year, with service users joining and leaving the service throughout the year.

Service data for period 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021		
Adullam Homes Floating Support – Derbyshire Dales		
		TOTAL
1.	How many households were supported during the year?	78
2.	How many households left the service during the year?	45
3,	How many households joined the service during the year?	49

### 2.2 Other service data:

- In 2018/19 Adullam achieved debt managed of £102,418, benefit uptake of £24,465 and other financial gains of £39,842.
- In 2019/20 Adullam achieved debt managed of £57,840, benefit uptake £43,977, other financial gains £13,863.
- In 2020/21 Adullam achieved debt managed of £106,364, benefit uptake £66,222, other financial gains £40,142.22.

2.3 Whilst the service has performed well it is now coming up for review and officers feel that the service could be delivered more cost effectively in-house. There would also be a number of benefits which would directly support the Council's homelessness team, reduce costs and lead to improvements including;

- A seamless support service for vulnerable individuals from the point of referral within the housing team
- Direct referrals from the homeless team in order of priority/need
- Direct communication and reporting to homeless/housing team rather than via a third party
- Focused outcomes and collation of data based on local authority requirements
- A better understanding of emerging trends which will help future planning and identify where to target help/resources in a rural authority
- Stay in touch service for service users which will measure effectiveness of interventions and offer timely support
- A collaborative approach between landlords/housing providers and the local authority
- Reduction in duplication of work and external meetings
- Access to one central IT system (this is not currently the case)
- Flexibility in the way support is provided
- Opportunity to expand the service and generate further income
- Opportunity to attract grant funding.

2.4 Negotiations have been ongoing with Adullam and they expect the current service to end on the 1<sup>st</sup> February 2021. Officers from Council's Housing, HR and Legal services have been working on the proposal. It is proposed that the transfer of the two staff currently employed by Adullam to become District Council employees in the Housing Service via TUPE (the Transfer of Undertakings (Protection of Employment) Regulations 2006. Both staff are in favour of the change in provider/employer.

2.5 The District Council has had a long and productive partnership with Adullam HA and officers are hopeful that other opportunities will come forward in the future. The change in service delivery is not due to poor performance. However bringing the service in house will generate savings and deliver efficiencies that will assist the housing team and provide a more joined up service for the customer.

### **3 RISK ASSESSMENT**

#### **3.1 Legal**

The Officers employed by Adullam will be subject to TUPE transfer provisions and relevant notice to end the service will need to be given. If these are correctly processed the risk of this proposal is low.

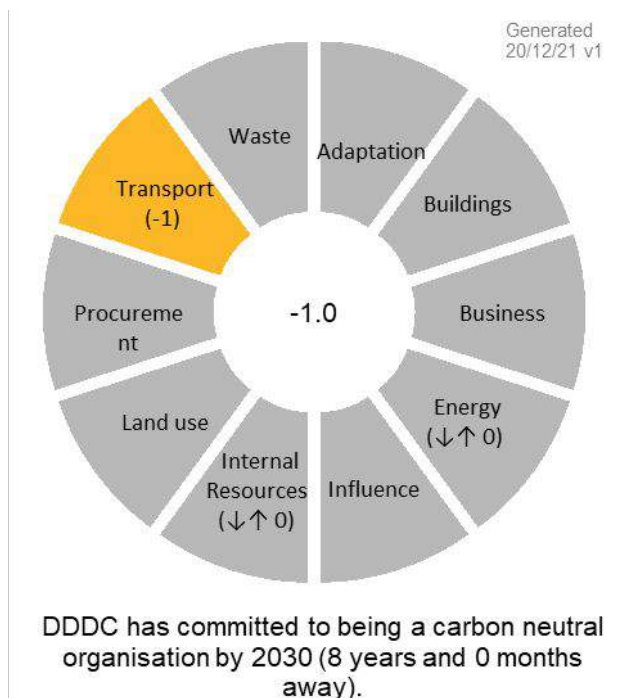
#### **3.2 Financial**

As stated in the report, bringing the service in house will generate savings (in terms of the cost of management and overheads) and deliver efficiencies. There are also expected to be further opportunities to attract grant funding. Any savings generated could be used to close the current budget gap that is forecast in the Council's

Medium Term Financial Plan. The financial risk of this report's recommendations is assessed as low.

## 4 OTHER CONSIDERATIONS

- 4.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.



- 4.2
- 4.3 The two members of staff are currently based at the Town Hall and this arrangement will continue. There will therefore be no additional energy use associated with the building and therefore no impact on emissions. The two members of staff will continue to do a similar amount of travel within the district, supporting vulnerable people. There is likely to be a reduction in duplication of work and external meetings under the proposal. However, the emissions associated with any travel will now be accounted for in the emissions profile of the Council (rather than the Housing Association) and so Council can expect to see an increase in scope 3 (grey fleet emissions) from 2022/23 should this proposal be accepted. No data is available to quantify this impact however it is likely to be small, and the other benefits of the proposal, as outlined in 2.3, are considered to outweigh this.
- 4.4 As Council employees the two members of staff would be encouraged 'To minimise the cost and environmental impact of business travel by car share where more than 1 employee is undertaking the same journey, to plan adjacent site visits into one journey and use viable public transport' in accordance with the Travel and Subsistence Policy.

## 5 CONTACT INFORMATION

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## **6. BACKGROUND PAPERS**

None

## GOVERNANCE AND RESOURCES COMMITTEE

20 January 2022

Report of the Chief Executive

# **POLICY ON PROBATIONARY PERIODS**

## **PURPOSE OF REPORT**

To seek Committee approval to adopt the proposed new employment policy on Probationary Periods.

## **RECOMMENDATION**

Governance and Resources Committee adopt the proposed Policy on Probationary Periods.

## **WARDS AFFECTED**

All

## **STRATEGIC LINK**

Staff can deliver high quality customer experiences.

### **1 BACKGROUND**

1.1 Some years ago the District Council did have probationary periods for new starters. It is not know when or why this policy ended.

1.2 However, the proposal to reintroduce probationary periods has been raised from time to time over recent years. To do this a policy would be needed, contracts of employment changed and managers accept responsibility for formally reviewing progress and confirming successful completion a probationary period for all new employees.

## 2 REPORT

- 2.1 In bringing proposals to Corporate Leadership Team, we have benchmarked with other Derbyshire Councils, most of which do have probationary policies. For some it is a separate policy, some include probationary periods in their capability policies. One, like current practise at this District Council, relies on its recruitment, induction and employee performance management processes.
- 2.2 Very occasionally however, reliance on recruitment decisions and the soundness of induction processes could result in some appointees not being totally suitable. We currently rely on the Employee Performance Improvement Policy to coach and then manage underperformance but it does take reasonable time and resources as it is really aimed at improving performance of those already confirmed in post.
- 2.3 It is therefore felt that we should reintroduce a policy on probationary periods in order to formally assess new recruits (performance, conduct and attendance) at 3 and 6 months from appointment. If there are issues, employment could be ended through fair process at 6 months from appointment. When consulted Senior Management Team supported the proposal and the slight increase in work to formally review and record progress at the mid and end point of a probationary period. Senior Management Team felt that the proposed policy would further improve their induction of new employees and give a stronger 'welcome' to the District Council. Senior Management Team also that the need to terminate employment at the end of the probationary period would be very much the exception. They also felt that, if needed, a termination due to probation not being satisfactory would be fair, cost effective and allow recruitment of a more suitable candidate.
- 2.4 Having probationary periods enable the employer and employee to make sure that the appointment has been the right decision. A probationary period and accompanying reviews allows all new employees to receive support and feedback as they settle into their new role. This increases the likelihood that they will undertake their duties successfully and sooner. If needed, standards of required attendance, conduct and performance can be clearly identified and support given for improvement during the probationary period. Success in initial employment can be recognised and confirmed, giving greater confidence to the new employee.
- 2.5 The draft policy proposes a 6 month probationary period for all new employees to the District Council, and new appointment to second jobs (but not for promotion from those appointments).
- 2.6 The draft policy proposes a formal review at the mid-point (3 months) and end-point (6 months). It confirms that statements of terms and conditions of employment would have to be amended. It is proposed, subject to approval at Governance & Resources Committee, that the policy take effect for new employees from 1 February 2022.
- 2.7 The draft Policy on Probationary Periods was supported by Corporate Leadership Team on 17 August 2021. Senior Management Team were

consulted on 24 September and supported the proposals with a question regarding staff joining with local government service. This question was fed back to Corporate Leadership Team. CLT decided that probationary periods should apply to starters with local government service and as most councils have probationary periods it should not deter recruitment. It is confirmed that if required, employees bringing in local government service would leave under the probationary policy for reasons of conduct, attendance or performance and not redundancy.

The proposals were then discussed at Employee Group on 27 October and the draft policy circulated to all staff for consultation on 12 November with comments back via Employee Group reps before 26 November. The proposed policy was discussed by Joint Consultative Group on 2 December and Joint Consultative Group recommend that Governance and Resources Committee adopt the proposed policy.

- 2.8 In line with other Human Resources policies, once the draft policy and guidance notes are approved, changes to the policy statement will require approval at Committee, whilst Corporate Leadership Team can approve changes to the guidance notes.

### **3 ASSESSMENT**

#### **3.1 Legal**

The proposed policy is consistent with the approach of other local authorities and is compliant with employment law. The legal risk of this report is assessed as low.

#### **3.2 Financial**

The financial risk of this report is assessed as low. The costs of managing probationary periods can be met from existing budgets.

### **4 OTHER CONSIDERATIONS**

- 4.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

### **5 CONTACT INFORMATION**

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### **6 APPENDIX**

Proposed Policy on Probationary Periods with Guidance Notes

## **7 BACKGROUND PAPERS**

Policy on Probationary Periods Equality Impact Assessment

# POLICY ON PROBATIONARY PERIODS

January 2022

DRAFT

Document version	Date
First draft to CLT	17 August 2021
Consultation with SMT	24 September 2021
Consultation with Employee Group	27 October 2021
Consultation at JCG	2 December 2021
For approval at Governance & Resources Committee	20 January 2022
Date for Review	November 2025

# **Policy on Probationary Periods**

## **January 2022**

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Guidance notes

## **Policy on Probationary Periods**

**January 2022**

### **1. Policy Statement**

- 1.1 The District Council acknowledges the importance of recruiting and retaining quality employees in order to deliver its services. In addition it is committed to the development of newly appointed employees so that they can make their best contribution to service delivery and have the best possible job satisfaction. This should increase the likelihood that newly appointed employees will perform their duties effectively following their induction.
- 1.2 Development of newly appointed employees is a positive process undertaken through a period of planned induction, training and integration into their role, their team, their service and the organisation in order to welcome them to their new role and support them to be able to undertake their duties and successfully.
- 1.3 Newly appointed employees have a 6 month probationary period, confirmed in their appointment letter and Statement of Terms and Conditions of Employment. The terms of the probationary period override the Terms in the Statement about notice periods and other employment policies until successful completion of the probationary period is confirmed.
- 1.4 On appointment, the immediate line manager/supervisor will meet with the new employee to confirm the job description and standards of performance, attendance and conduct required. They will confirm the development support through coaching, training or work experience to enable a successful completion of the probationary period. The dates for the probationary mid-point and end-point reviews will be diarised.
- 1.5 Attendance, performance and conduct in the job role will be monitored informally through regular one to one meetings, with feedback and support to develop throughout the probationary period.
- 1.6 Just prior to the mid-point of the probationary period (during the 11th week of service), a formal assessment will be made of the initial performance, attendance and conduct by the immediate line manager (or supervisor) together with feedback on strengths and any development areas. If attendance, performance or conduct is a concern, the feedback will involve Human Resources and include confirmation that if required standards are not achieved by the end of the probationary period that the contract will have to be terminated.
- 1.7 Just prior to the end of the probationary period (during week 25), the formal assessment of performance, attendance and conduct will be made by the manager. If all is well, the manager will verbally confirm successful completion of the probationary period and ask Human Resources to confirm same in writing. The manager will then continue to support

the ongoing development of the newly appointed employee through routine one to ones and the annual Performance and Development Review process.

- 1.8 Where either performance, attendance or conduct are unacceptable at the end of the probationary period, the manager will determine if the employee's contract is to be terminated with one week's notice. If the manager determines that the employee is just short of the standards required, they may make one extension of 4 weeks only to the probationary period. If the probationary period is extended, then it will be formally reviewed during week 29 to either confirm the appointment or terminate the contract with one week's notice.
- 1.9 Employees have the right to be accompanied at the midpoint and end point formal reviews of the probationary period.
- 1.10 Employees also have the right of appeal to the next higher manager/ Director if they are concerned with the mid-point or end point assessment process. The employee must raise their appeal in writing, stating the grounds of appeal, to the next higher manager within one week of the assessment date. It will be heard within 2 weeks of the appeal being raised.
- 1.11 An appeal against dismissal under the probationary policy will be heard by the relevant service Director or the Chief Executive (where the Director was involved in the mid or end point assessment), not the Licensing and Appeals Subcommittee. The appeal against dismissal must be raised in writing, stating the grounds of appeal before the end of the one week notice period. The appeal will be heard within 2 weeks of the appeal being raised.

## **2. Scope**

This policy applies to all newly appointed employees

## **3. Equality & Diversity**

The process for managing a probation period will be done fairly, equitably and objectively in a way which is, clear, transparent and free from discrimination.

## **4. Manager responsibilities**

- 4.1 To clearly identify standards of performance, conduct and attendance at induction and explain the probationary process.
- 4.2 To diarise the mid and end point reviews at induction.
- 4.3 To support and coach the new appointee's development to enable successful completion of the probationary period.
- 4.4 To objectively assess suitability at the mid and end point giving positive/ motivational feedback where expectations are being met. Where expectations are not being met, to be very clear about what is required and give support to avoid a possible dismissal.

4.4 When necessary to take a dismissal decision based on evidence.

## **5. Employee Responsibilities**

- 5.1 To be clear about the probationary period, reviews and standards to be achieved by asking their manager/ supervisor any questions of clarity.
- 5.2 To achieve the standards of performance, conduct and attendance required.
- 5.3 To engage with the review meetings and take on board praise. Where improvement is identified, to work to achieve those requirements. To know that if standards are not achieved that they could be dismissed at the end of the probationary period.

## **6. Human Resources Responsibilities**

- 6.1 To advise managers and employees on the probationary policy and process.
- 6.2 To confirm successful completion of probationary periods in writing.
- 6.3 As requested by the manager, to confirm in writing if the mid-point or end point assessment is not satisfactory, with a one month extension and or the termination of employment.
- 6.4 To periodically review the policy based on best practise and learning from implementing the policy.

## **Guidance notes on the Policy on probationary periods**

These guidance notes are not part of the policy statement. Instead they help managers and employees to interpret the policy and the process to follow. Once approved, these guidance notes can be updated by Corporate Leadership Team in response to learning from implementing the policy and changes in best practise.

### **A. Terms and conditions of employment during the probationary period**

During the probation period employees new to the council (and those being offered second jobs with the District Council) will be subject to probationary periods. This includes new appointees to the District Council bringing in local government service.

Employees being promoted or changing posts to have one main job with the District Council are excluded from probationary periods).

The new appointee's statement of terms and conditions of employment will include reference to the probationary period and confirm that during the probationary period the terms of the probationary period override the terms in the Statement regarding notice periods, the disciplinary procedure, the PDR process and Employee Performance Management Policy and the Management of Sickness Absence Policy.

During the probation period either party may terminate the employee's contract of employment by giving one week's notice. In the event that the council decides to terminate the employee's contract employment will come to an end with one weeks' notice together with any outstanding holiday pay.

Once the probation period has been completed, the notice periods will be as defined in the employee's contract of employment, the full terms of the disciplinary procedure and Management of Sickness Absence Policy will take effect.

A manager's decision regarding confirmation in post (or dismissal if required) must be based on performance in the post, conduct and attendance and be evidenced. Decisions must be fair and free from discrimination on the grounds of the 9 protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex). The 6 month probationary period may need to be paused and restarted with the balance of time remaining in case of a woman commencing maternity leave during the probationary period) or a parent starting adoption leave as maternity and adoption rights commence from day 1 of employment. Paternity Leave, Shared Parental Leave, Parental Bereavement Leave and unpaid parental leave are not affected by the probationary period as their eligibility a minimum amount of service (please see the Family Friendly Policy and seek advice from Human Resources).

## B. At commencement of the probationary period:

1. It is important as they take up their appointment that employees are fully aware of the probationary period, its duration together with the dates and process for reviews.
2. Managers will position the probationary period as a positive, welcoming and supportive process to enable a newly appointed employee to be successful in their appointment. However managers must also be clear that anyone failing to meet the standards of performance, attendance or conduct during the probationary period will be warned but supported at the mid-point and will be dismissed at the end point if standards remain unsatisfactory such that the employee is unsuitable or incompetent in the role.
3. Managers must provide reasonable adjustments to employees where they have a disability within the meaning of the Equality Act 2010. A discussion should take place between the employee and the manager on appointment to determine the reasonable adjustments required to enable the employee to perform to the best of their ability. Further guidance can be sought from Human Resources.
4. The probationary process must work with the induction process to help create a positive and supportive working environment, enabling new staff to settle into the organisation and learn the key elements of the job within a reasonable and realistic timescale.
5. At induction, managers will inform new employees of the standards of performance, conduct and attendance expected of them. They will be given support, coaching, training and feedback necessary to achieve these standards. Managers will use the probationary period to monitor the success of the new employee in reaching those standards and give regular informal feedback.
6. Managers will coach and to provide all possible support to their new employees in order to give them a fair opportunity to become fully integrated and productive employees in the longer term. The progress meetings should be a **two-way process** and provide both the manager and the employee with the opportunity to discuss progress on a one-to-one and confidential basis.
7. Should any disciplinary or sickness absence issue arise during the probation period it should be managed in line with the probationary policy and not the full disciplinary or Sickness Absence Management policy i.e. one occurrence of misconduct or hitting one absence trigger can warrant termination in a probationary period.

## C. The Reviews:

1. In making their assessment at midpoint (week 11) or end point (week 25) of the probationary period, the manager will consider a number of factors including:
  - That the employee can consistently demonstrate behaviour in accordance with council's values including One Team, One Council, One Purpose;

- The employee can consistently meet the requirements of their employment contract (e.g. arrive on time, fulfil their contracted hours);
  - The employee can consistently perform the duties and responsibilities of their role (as described in the job description/ person specification) effectively;
  - If it is discovered that the employee has not been honest in their application for employment with the council;
  - The Disclosure and Barring Report (where applicable to the role) is unsatisfactory to the council;
  - The employee is demonstrating higher than acceptable level of sickness absence during the probation period i.e. has hit an absence trigger (more than 10 days absence, or 3 occurrences);
  - The employee is the subject to disciplinary action or a grievance is founded against them during the probation period.
2. At the reviews, the manager (or supervisor) will complete the Review Form at appendix 1. The manager will give a copy to the employee (copy to Human Resources) to provide a formal record of the probation period, and confirm the right of appeal if the employee is concerned about the review outcome.
  3. At the mid-term review the employee may be accompanied by a representative of a recognised trade union or the Employee Group or work colleague. At the end point review if termination is a possibility, the employee has a right to be accompanied by a representative of a recognised trade union or the Employee Group or work colleague.
  4. Information which is captured as part of the probation process will form part of the overall assessment for the annual performance and development review purposes.
  5. At the mid-term review the manager will summarise the progress on the review form at appendix 1 of these guidance notes and confirm the outcome as either being:
    - **excellent or satisfactory performance, conduct and attendance** and likely to have their probation confirmed at the end of the probation period if they maintain the same level of performance;
    - **mixed performance, conduct or attendance** with some areas requiring improvement although generally acceptable standard. The manager must advise the employee that they need to focus on specific areas to bring their performance up to a satisfactory level overall.
    - **not meeting the required standard** of performance, conduct and attendance in most areas. The employee should be advised that if they fail to improve performance, it is likely that their probation period may not be successful and their employment terminated. However if most areas are improved and the manager determines that a one month extension will enable the employee to achieve all that is required then a one month extension may be given.
  6. At the endpoint assessment (week 25) the manager will confirm the outcome (together with a copy of the Review form at appendix 1) of the probation period to the employee, from the following options:
    - If the employee's performance is **satisfactory- excellent**, the manager will give positive feedback and confirm that the employee that they will be confirmed in post. They will explain that future performance and development will be supported and managed

through 121s and the PDR process. Human Resources will confirm appointment in writing;

- If the employee's performance, conduct or attendance has **not met** all of the standards required, the manager (following a discussion with HR) will decide if the probation period can be extended by up to 1 month only. (See section below on extending probationary periods).
- In the case of **unsatisfactory** performance, conduct or attendance, the manager, with Human Resources will reiterate the shortfall(s) in performance, conduct or attendance and inform the employee that their contract will be terminated with one week's notice. This will be confirmed in writing together with the appeals process to the Director/ Chief Executive.

#### **D. Extending Probation Periods**

If at the endpoint assessment (week 25) of the probation period, the manager in consultation with Human Resource believes that the employee would be able to reach the standard required within one month, the manager can determine an extension of the probation period. Only one extension, of one month, will be granted.

Where an extension is agreed, the manager will set out the terms of the extension in writing stating clearly:

- the length of the extension and the date on which the extended period of probation will be reviewed (week 29)
- the reason for the extension including details of how and why performance, conduct or attendance has fallen short of the required standards;
- the performance, conduct or attendance standards that the employee is required to achieve by the end of the extended period of probation;
- any support, such as further coaching or training, that will be provided during the extension;
- inform the employee that if they do not reach the required level of performance their contract will be terminated.

#### **E. Dismissal under the probationary policy**

- Dismissal will only take effect if the manager (in consultation with Human Resources) has evidence that the employee has failed to meet the standards of performance, conduct or attendance required and that that the mid-point and end point reviews have taken place with feedback and coaching/development given.
- If the employee has joined the District Council bringing in continuous local government service and they are dismissed under this policy, they will be a dismissal with one week's notice for reasons of capability. The greater notice period with local government service will only come into effect on successful completion of the probationary period. There is also no right to a redundancy payment as the post they hold is not being disestablished and dismissal is for reasons of capability not redundancy.
- Notice of termination will be given in writing, and will include the right of appeal against the decision to the relevant service Director or the Chief Executive (where the Director was involved in the mid or end point assessment), not the Licensing and Appeals Subcommittee. The appeal against dismissal must be raised in writing, stating the grounds of appeal before the end of the one week notice period. The appeal will be heard within 2 weeks of the appeal being raised. If an appeal is dismissed, then the date ending the one week's notice period will remain the last date of service and pay. If the appeal is upheld,

the employee will be reinstated with continuous service for either a further period of probation or appointment as determined by the Director/ Chief Executive determining the appeal.

DRAFT

**Appendix 1:****Probationary Period Review Form**

Manager to complete and sent to Human Resources, giving a copy to the employee. Human Resources will confirm the outcome of the end point review in writing.

Employee name	
Start date	
Manager undertaking the review	
Employee accompanied by/ Human Resources present if required	
Mid-point (week 11) or end point (week 25 or 29) review	

**Manager feedback and employee comments on**

Performance in the role (underpinned by the requirements in the job description and person specification); with examples of excellent performance and any under performance	
Attendance	
Conduct	
Agreed areas for development support, coaching, training etc.	
Areas which require specific improvement, with support and timescales identified	
Outcome of review (including appeal process if required)	
Signed employee	
Signed manager	
Dated	

**GOVERNANCE AND RESOURCES COMMITTEE**

20 JANUARY 2022

Report of the Director of Regeneration and Policy

**CORPORATE PLAN 2020-2024 – PERFORMANCE 2020/21 AND PRIORITIES 2022/23**

**PURPOSE OF REPORT**

The report advises Members of performance against the District Council's Corporate Plan targets since its adoption in March 2020. It reports details of the Outturn data for 2020/21 and progress during the first six months of 2021/22. The report highlights where performance is strong, and where progress was unfortunately delayed by COVID-19. The report also sets out for Members consideration a proposed set of Corporate Plan priority target areas for 2022/23, which if adopted will enable service planning and budget preparation to take place in good time for March 2022.

This report was on the agenda to be considered at the Council meeting on 25 November 2021 but was not reached. This is the next available to meeting enable service planning and budget preparation to take place in time for March 2022

**RECOMMENDATIONS**

1. That the outturn of Corporate Plan targets and actions for 2020/21 be noted.
2. That progress during Quarter 1 and Quarter 2 against the Corporate Plan targets and actions for 2021/22 be noted.
3. That the Corporate Plan priority target areas set out in Section 3 of this report be adopted for 2022/23.
4. That a further report be presented to the Council budget setting meeting in March 2022 with specific targets for each of the priority areas set out in Section 3 of this report.

**WARDS AFFECTED**

All Wards

**STRATEGIC LINK**

Every plan, strategy policy, and action of the District Councils flows from the Corporate Plan. The Corporate Plan is put into effect by the Budget, which in turn is supplemented by service plans, policies and strategies. Through the Performance and Development Review scheme (PDR), employees' activities and appraisals are linked to the Corporate Plan.

## 1. BACKGROUND

- 1.1 Following extensive public consultation and discussions with Members the District Council's Corporate Plan 2020-2024 was adopted at a meeting of Council on 5th March 2020. It sets out the District Council's top priorities for the Derbyshire Dales, and is the key strategy from which the District Council's Budget and Service Plans cascade.
- 1.2 The adopted Corporate Plan 2020-24 identified three themes, and for each a number of priority target areas and actions that the District Council would seek to implement to achieve them. The three themes are:
- 'People' – **Providing You with a High Quality Customer Experience**
  - 'Place' – **Keeping the Derbyshire Dales Clean, Green and Safe**
  - 'Prosperity' – **Supporting Better Homes and Jobs for You**
- 1.3 Appendix One lists the Corporate Actions and outturns for the year 2020/21. These were used to inform the development of priority actions for 2021/22.
- 1.4 The 28 Corporate Plan targets set out in Appendix 2 were adopted by Council on 4 March 2021.
- 1.5 A Summary of mid-year progress against each of the Corporate Plan targets is shown in Appendix 2.

## 2 COUNCIL PERFORMANCE – OUTTURN SUMMARY 2020/21

- 2.1 The traffic light system referred to in this section reflects the following criteria.

Green	Target is on course to be met by the target date set
Amber	Uncertainty that Target will be met by the target date set
Red	Target will not be met by target date set, but may be met later than planned.

- 2.2 Overall, of the 44 Corporate Plan actions for 2020/21, for which data is available, all were fully or partially achieved, as Table 1 shows. Appendix one gives further information on the progress made against targets.

	Totals	Green	Amber	Red
Corporate Plan Actions	44	22	22	0

Table 1 - Summary of Performance Indicator Outcomes 2020/21

Despite the challenges of Covid-19 throughout the year, 50% of the Corporate Plan Actions were fully achieved and progress made on all the remaining Corporate Plan actions.

2.3 Detailed outcomes for 2020/21 Corporate Plan Actions are set out in Appendix 1. Highlights include:

- The introduction of a faster and improved website home page, including greater functionality and mobile access, played a key role in maintaining and enhancing service delivery during the pandemic. A new payment portal to expand payment options, and ensuring fully integrated payments are added to all online forms, has improved customer access considerably.
- Teams across the Council were redirected to support business survival during Covid lockdowns and subsequently, including the management and delivery of government grants. Approaching £70 million in business grants payments were made by the District Council.
- Residents and businesses have much improved access to the support they need online, via our website. The number of fully trackable services has increased by 29 during the year. Covid specific support services were also added in a timely matter e.g. information on government funding, testing centres, service arrangements, and so on.
- Despite a reduction in the number of activities carried out by community groups caused by Covid, the District Council was still able to provide £34,621 funding on projects that benefit the wider community
- The provision of 27 Electric Vehicle charging points across all four Derbyshire Dales market towns exceeded plans for a minimum of one charging point per market town
- Despite the impact of Covid on direct services, 75 adaptations were made to the homes of disabled people. This exceeds the target of 50.
- Three Neighbourhood Plans were completed and all were approved at referendum on 6<sup>th</sup> May 2021

2.4 As Members will see from Appendix 1, COVID-19 had an impact upon the achievement of Corporate Plan targets. Many made progress but did not meet the identified target date in full. The greatest impact of the COVID19 pandemic has been on the delivery of the 'Prosperity' projects set out in the Corporate Plan. This is a result of the need for resources having to be diverted to other areas of activity, such as the distribution of the £1.7m Discretionary Grant Fund to support business survival.

2.5 Another target area affected by COVID-19 was the delivery of the District Council's affordable housing programme, with only 12 out of the anticipated 80 affordable homes delivered during 2020/21.

### **3 CORPORATE PLAN 2021/22 PERFORMANCE – MID YEAR RETURNS (Q1 AND Q2)**

3.1 The data which is set out in Appendix 2 indicates progress using the traffic light system.

3.2 At the end of the second quarter of 2020/21, 17 of the 21 targets are on track for achievement by the target date set; 4 of the indicators are at risk of not being

achieved by the target date set. It is considered that none of the target areas for 2021/22 will not be met by the target date or at a later date.

3.3 In respect of each of the three priority areas performance has been as follows:

Priority Area	No.	Green	Amber	Red
People	2	2	0	0
Place	8	6	2	0
Prosperity	11	9	2	0
<b>TOTAL</b>	<b>21</b>	<b>17</b>	<b>4</b>	<b>0</b>

Table 2 - Corporate Plan Targets 2021/22 Q1/Q2 Progress

3.4 Business advice continues to be dominated by COVID work, and it has not been possible to record every contact with businesses and the cumulative time spent with each one. The final COVID grant scheme was launched on 18<sup>th</sup> October. Levels of engagement with businesses remains high.

3.5 The achievement of Green Flag Awards for Hall Leys and Bath Gardens in Bakewell is a notable success at this point in the year.

3.6 The previously delayed action to review and implement revised core standards for Clean and Green is now well underway. Workshops with frontline staff and the management team have taken place. Events with Councillors are planned. Staff and departmental surveys have been distributed and results will further contribute to the consultation process.

3.7 The Residents Survey has been undertaken with 1,063 responses to the sampled postal survey (exceeding the target of 1,020) and 180 Face-to-Face interviews completed. A further 201 responses were received from the Council's Online Panel members. A total of 371 responses were also received from residents who responded to an advert and online link promoted by Communications and Marketing. The total number of responses is 1,815. A detailed analysis of data is currently being undertaken and will be reported to Members in January 2022.

## 4 CORPORATE PLAN PRIORITIES 2022/2023

4.1 Over the past eighteen months, the District Council has had to adapt to the changing circumstances and priorities that have emerged both nationally and locally as a result of the COVID-19 pandemic. One consequence of this is that resources in some instances have had to be directed away from Corporate Plan targets.

4.2 The effects of the COVID-19 pandemic are reducing. But although the Council is moving towards a 'new normal' within the authority, local businesses and among our communities, there is a backlog of work still to be completed.

4.3 In November each year the District Council considers the actions to be included in the following year's Corporate Plan [2022/23]. The annual actions stem from the

priorities already determined by the Council for the Corporate Plan period 2020-2024. From these actions, targets are developed and agreed. These are developed after a consideration of the previous year's outturn [2020/21] and the progress thus far on current actions [2021/2022], future needs, opportunities and other local and national drivers.

- 4.4 It is important that as far as practicable, services have the opportunity to plan actions and budgets between November 2021 and March 2022, as the Council has a statutory duty to set a balanced budget at its March 2022 meeting.
- 4.4 With this in mind the Corporate Leadership Team have undertaken a review of actions for the Corporate Plan 2022/23. The review paid particular attention to the priorities agreed by Members for the economic recovery of the Derbyshire Dales (at the Council meetings held on 9 November 2020 and 22 April 2021) and to the Climate Change Delivery Plan agreed by Members at the Council meeting held on 14 October 2021.
- 4.5 The priority target areas recommended below have been compiled based on Members' existing priorities, and include actions already in progress as they were started in 2021/22 but continue over two or more years. So, for instance, Climate Change actions feature strongly, alongside economic recovery, and these are likely to continue throughout the delivery of the 2020 to 2024 Corporate Plan.
- 4.6 As a result, it is recommended to Council that the **Corporate Plan target areas prioritised for the year 2022/23 are as set out in the final column of the Table in Appendix 3**. To be clear, Members are not adopting new Corporate Plan priorities. They are simply choosing which elements of their existing Corporate Plan (adopted in March 2020) that they wish to prioritise for activity in the next financial year. Similarly, in a year's time, Members will take the same Corporate Plan and choose further elements to prioritise for the following year after that.
- 4.7 Members should note that by doing so, they will be choosing those areas for which they want Officers to work up detailed action plans prior to March 2022.
- 4.8 By prioritising these activities recommended in Appendix 3, it will enable the District Council to continue to support a sustainable recovery for Derbyshire Dales, continue to progress other Corporate Plan priorities where resources allow, and at the same time maintain resources to deliver day to day services to residents.
- 4.9 Specific targets for each of the above priority areas will be developed as individual Service Plans are drafted for 2022/23. These will be subject to a report to Council for approval on 3<sup>rd</sup> March 2022 as part of the statutory budget setting process – so it is at the March Council meeting where numbers will be proposed for, for example, adaptations to the homes of disabled people.

## **5. RISK ASSESSMENT**

- 5.1 Legal - The Corporate Plan is compliant with relevant legislation. This report is to give Member an update as to the Council's Performance for the current period and to request priority steering. The legal risk at this time connected to this report has been assessed as low.
- 5.2 Financial - Service and financial planning is an integrated process. The budget and service plans are prepared simultaneously and proposed actions for 2022/23 will be funded from within revenue budgetary provision for 2022/23 and the capital programme to be agreed by Council at the same meeting in March 2022. The financial risk is therefore considered to be low at this stage.
- 5.3 Corporate Risk - There is a risk that Corporate Plan targets may not be achieved. Progress is monitored regularly by Service Managers and by Corporate Leadership Team. Whilst priority actions will be developed with managers as part of the combined service planning and budget setting process, given the continuing resourcing pressures on the District Council, the risk of not achieving all targets on time is classified as high for 2022/23.

## **6. OTHER CONSIDERATIONS**

- 6.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.
- 6.2 Climate Change: each recommendation set out above has been assessed separately as follows,
- Recommendation 1 - No detailed climate change assessment required on reporting outcomes/outputs.
  - Recommendation 2 - No detailed climate change assessment required on reporting outcomes/outputs.
  - Recommendation 3– Specific climate change targets to be assessed once individual actions are agreed by Members,
  - Recommendation 4 – Specific climate change targets to be assessed once individual actions are agreed by Members.

## **7. CONTACT INFORMATION**

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## **8. BACKGROUND PAPERS**

8.1 Corporate Plan 2020-2024

[https://www.derbyshiredales.gov.uk/images/C/Corporate\\_Plan\\_2020-24\\_for\\_web.pdf](https://www.derbyshiredales.gov.uk/images/C/Corporate_Plan_2020-24_for_web.pdf)

## **9. ATTACHMENTS**

Appendix 1 – Corporate Plan targets and outturn 2020/21

Appendix 2 - Corporate Plan 2021-22 Performance Q1/Q2

Appendix 3 – Corporate Plan proposed actions 2022/23

## APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

**Note:** Actions that became unachievable on time due to the impact of Covid have been shown as Amber

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
CP20/PE1 Corporate and Customer Services	Introduction of faster, and improved website home page including greater functionality and mobile access by April 2020.	<b>Achieved 1<sup>st</sup> April 2020.</b> New homepage, improved information			New homepage, improved information
CP20/PE2 Corporate and Customer Services	Implement a new payment portal to expand payment options (accepting Debit Cards, Credit Cards and PayPal) and ensure fully integrated payments are added to all online forms by April 2020.	<b>Achieved 1<sup>st</sup> April 2020</b>			Achieved 1st April 2020
CP20/PE3 Corporate and Customer Services	Introduce integrated Direct Debit payments	Project delayed due to additional complexities with Direct Debit structure and suppliers - On target for a mid-Oct 2020 soft launch and test;	<b>Achieved Nov 2020</b>		Achieved Nov 2020

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	on selected online forms by August 2020	full public launch in Nov 2020			
CP20/PE3 Corporate and Customer Services	Increase the information available to you automatically in the 'My Account' e.g. Waste collection dates, Councillor details, weather alerts etc. by April 2020	<b>Achieved 1st April 2020</b> 'My account' launched with a range of bespoke data targeted to customers			Achieved
CP20/PE5 Corporate and Customer Services	Implement a 'My Account' feature to track service requests by April 2020.	<b>Achieved 1st April 2020</b> , with a range of services trackable through the account			Achieved
CP20/PE6 Corporate and Customer Services	Expand the number of services that are fully trackable by March 2022	On track – some additional services have been made fully trackable, with another 6 going live in October 2020	13 waste services, 10 clean and green services, 5 payment services (e.g. paying for council tax, business rates, invoices etc.) and		13 waste services, 10 clean and green services, 5 payment services (e.g. paying for council tax, business rates, invoices etc.) and car park discount season tickets

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
			car park discount season tickets		
CP20/PE7 Regeneration and Policy	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by November 2020	Anticipated to be completed in Q3. On track	<b>Achieved 18th October 2020</b> survey completed. Results reported Nov 2020		Report to Governance & Resources Committee on 19 November 2020
CP20/PE8 Chief Executive and Corporate Leadership Team	Review the role and purpose of the Commercial Board by July 2020	<b>Deleted</b> by Council July 2020			Deleted by Council July 2020
CP20/PE9 Corporate and Customer Services	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales Matters and other	Dales Matters published twice yearly (Autumn 2020 edition in October). Leaflets are produced (every household will receive 2 publicising new garden waste subscription scheme). We also continue to use posters, newspaper adverts and outdoor banners.		<b>Achieved.</b> Dales Matters published, approx100 media releases, and posters, adverts and banners	Achieved. Dales Matters published, approx100 media releases, and posters, adverts and banners

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	media.				
CP20/PE10 Community Development	Provide up to £36,600 of grant funding to local community groups for projects that benefit the wider community in Derbyshire Dales.	<p><b>Q1</b> £9,725; Ernest Bailey</p> <p><b>Q2</b> £15,675 spent on The Local Projects Fund.</p> <p>Ernest Bailey £1,500 [estimated interest] due to be allocated at annual meeting in November 2020</p>	<p>£22 806 total provision Local Projects Fund</p> <p>Ernest Bailey £1,500 allocated at annual meeting in November 2020</p>	<p>£34,621 in total spent on The Local Projects Fund.</p> <p>£1,361 spent on Ernest Bailey</p>	£34,621 in total spent on The Local Projects Fund. £1,361 spent on Ernest Bailey
CP20/PE11 Community Development	Support community groups to successfully host events on District Council land by March 2021	All events cancelled due to Covid			All events cancelled due to Covid
CP20/PE12 Resources	Continue to explore opportunities to deliver £250,000 efficiency savings and/or additional income by 2023/24	On hold until receive Local Government Finance Settlement later this year		On hold pending the outcome of the government review of Council funding. An announcement on the review is expected in autumn 2021	On hold pending the outcome of the Government Finance Settlement and the government's Review of Council funding.

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
CP20/PL1 Regulatory Services	Implement measures to achieve 2% reduction in CO2 from local authority buildings as compared to the previous calendar year by March 2021.	Clear Lead Consulting Report to reduce Co2 emissions to net Zero by 2030 approved at Council 08/10/20	Clear Lead Consulting Report to reduce Co2 emissions to net Zero by 2030 approved at Council 08/10/20	Climate Change Officer, responsible for undertaking assessment work in place.	Assessment work on our carbon footprint for 2020/21, is ongoing + builds on the ClearLead report from 2019/20. Assessment will be complete when energy consumption figures are available for the year. This figure will be reported on later in the year [planned for Q2], when energy data has been collated and analysed This task that will be undertaken by our new Climate Change Project Officer Jo Hill
CP20/PL2 Regulatory Services	Develop a strategy to improve energy efficiency at all buildings of asset value £10,000 and	Clear Lead Consulting Report target incorporates work at DDDC buildings which will achieve this outcome	Agreed projects at DDDC buildings will achieve energy efficiency at all buildings of asset		Further development delayed by Covid – new target March 2022

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	above by March 2021.		value £10,000 and above by March 2021.		
CP20/PL3 Regeneration and Policy	Appoint Consultants to Assist with Preparation of Climate Change SPD by October 2020.	<b>Achieved Aug 20:</b> consultants appointed			Achieved
CP20/PL4 Regeneration and Policy	Publish for public consultation Climate Change SPD by January 2021.	Consultation still scheduled for January 21	Consultation happened in Feb 21	Report to be considered by C&E Committee and adoption in June 21	Consultation undertaken in February 2021
CP20/PL5 Regeneration and Policy	Complete adoption of SPD on Climate Change by June 2021.	Scheduled for June 21		Due to be adopted in June 21	<b>Adopted July 2021</b>
CP20/PL6 Neighbourhoods	Introduce publicly accessible EV charging points in at least one car park in each of our	<b>Achieved May 2020.</b> [Slight delay due to Covid-19]			Charging points were installed the market towns Ashbourne, Matlock, Bakewell and Wirksworth

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	market towns by April 2020.				
CP20/PL7 Neighbourhoods	Develop a programme for further publicly accessible EV charging points in car parks across the Derbyshire Dales by April 2021	Discussions on-going with EV providers to assess the suitability of sites for the provision of EV Charging Points for a future programme.	Due to Covid, a bid was not submitted in time to OLEV for more funding to install further EV Charging points in 2020/21	To date 27 charging points have been installed.	27 charging points have been installed: Ashbourne [8], Matlock [8], Bakewell [8] and Wirksworth [3]
CP20/PL8 Clean and Green	Implement a recycling education and promotional programme by December 2020	Postponed due to Covid. Will be completed by March 21			Postponed due to Covid
CP20/PL9 Community Development	Develop a Community Tree Planting Programme by April 2021 for implementation in 2021/22	Postponed due to Covid			Postponed due to Covid. Moved to 2022/23

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
CP20/PL10 Community Development and Regulatory Services	Support the transfer and re-build of Ashbourne Memorial Pavilion and the Bowls Pavilion on Ashbourne Recreation Ground by March 2021.	Bowls pavilion replaced with new structure August 2020. Lease terms for leasehold transfer of Memorial Pavilion with solicitors - On Track.	The Ashbourne Memorial Pavilion will be complete by Sept 21, the lease is being finalised, and the Bowls Pavilion on Ashbourne Recreation Ground been built and the transfer will be complete in Sept 2021	Work is underway and completion of the whole project is expected Autumn 2021.	Achieved – completion Autumn 2021
CP20/PL11 Community Development and Regulatory Services	Implement a refurbishment programme for the Bandstand at Ashbourne Memorial Gardens by April 2021.	Survey/spec for complete replacement due autumn 2020 to allow works to be tendered winter 2020 and to take place in spring 2021. On Track	Delayed due to Covid; moved to Sept 21	Delayed due to Covid. Survey completed, procurement late spring, revised completion date Dec 2021	Delayed due to Covid - completion date now Dec 2021
CP20/PL12 Clean and Green	Review and implement revised core standards for Clean and Green by April 2021.	Due to Covid this is postponed to Dec 2021, review outline will go to members in Nov and take 12 months to complete. Members are aware.			Postponed until 2021/22 due to Covid

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
CP20/PL13 Regulatory Services and Neighbourhoods	To work with DFRS and other partners to review and relaunch the Council's Bonfire Safety Campaign by October 2020	Discussions held with DFRS and 2 other local authorities to ensure consistency. For 2020 the message is largely around discouraging organised events due to ongoing Covid 19 pandemic	No bonfires in 2020 due to Covid. If bonfire night 2021 is back on, we will return to this. Otherwise it will be picked up in 2022.	Preliminary discussions were underway with DFRS and other LA partners to work-up and launch a suitable campaign, however redistribution of officer resources and Covid priorities for all stakeholders resulted in delaying the matter until further notice.	The scheme was not relaunched in 2020 as bonfire events were prohibited under Covid restrictions.
CP20/PL14 Regulatory Services	Publish an Air Quality Monitoring Report by July 2020 and where necessary commence appropriate mitigation measures by March 2021	Air quality report agreed by Defra. Detailed assessment being procured through competitive quotes	Air Quality Report submitted and published Oct 2020  Detailed assessment commissioned for area of non-compliance	Detailed assessment commissioned for area of non-compliance. Outcome report received prior to year-end (March 2021)	Air Quality Management Area declared April 2021. Work has now commenced on the production of an Air Quality Action Plan.
CP20/PR1	Work with public &	Commencement of scheme	Commencement of	Legal agreements	Work began on A52

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
Regeneration and Policy	private sector partners to complete infrastructure improvements at Ashbourne Airfield Industrial Estate, opening up 8 ha of new employment land by December 2020	delayed due to COVID. Contractor now appointed by Derbyshire County Council enabling works on new A52 roundabout to proceed. Start on site proposed anticipated 26th October 2020.	scheme delayed due to COVID. However, work was complete on A52 roundabout in October 2020 and works on link road anticipated to commence April 2021	for link road completed in March 2021 with work on site commencing 12 April 2021	roundabout in October 2020; completed July 2021  Completion of link road expected December 2021
CP20/PR2 Regeneration and Policy	Pursue funding opportunities to unlock employment land and support initial phase of workspace development at Middleton Road, Wirksworth by March 2021	Feasibility study delayed due to COVID. Landowner's Development Team Furloughed. Further site investigation information required and revised Development Appraisal awaited		Feasibility study delayed due to COVID. Landowner's Development Team Furloughed. Further site investigation information required and revised Development Appraisal awaited	Added as Service Indicator
CP20/PR3 Regeneration and Policy	Secure investment to enable development of the Bakewell Road	On track. Business Case for proposed conversion of Matlock Market Hall prepared for consideration at 26 November	£800,000 District Council investment agreed at November 2020 Council and	Draft Heads of Terms prepared, draft design prepared for	District Council and private sector investment for scheme agreed

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	town centre site, Matlock by March 2021	Council. Stakeholder engagement ongoing	investment from cinema operator agreed.	stakeholder comment and planning application in preparation	Planning application submitted November 2021
CP20/PR4 Regeneration and Policy	Provide support to 75 established businesses in the Derbyshire Dales by March 2021, enabling the creation of local jobs	Economic Development Team / Business Advice Service re-directed to support business survival inc. handling grant enquiries to Revenues Team, advice on Government support measures and administration of COVID Discretionary Grant Fund. Several hundred businesses signposted to available support or provided with initial advice. Focus now on providing more intensive support	Covid grants: Economic Development Team / Business Advice Service re-directed to support business survival inc. handling grant enquiries, advice on Government support measures and administration of COVID Discretionary Grant Fund.	Service re-directed to support COVID business survival. Several hundred businesses signposted to available support, provided with initial advice or supported through discretionary business grant schemes	NOTE: Re Covid grants: Economic Development Team / Business Advice Service re-directed to support business survival inc. handling grant enquiries, advice on Government support measures and administration of COVID Discretionary Grant Fund and Additional Restrictions Grant
CP20/PR5 Regeneration and Policy	9 Dales businesses supported to access grants or loans from D2N2, Government and EU to enable	Economic Development Team / Business Advice Service re-directed to support business survival. 162 Dales businesses awarded grants (£1.7m) through the Derbyshire Dales COVID Discretionary Grant Fund	Beyond COVID business survival grants, a total of 6 businesses supported to access D2N2/EU Growth Grants -	162 Dales businesses awarded grants of £1.7m through the Derbyshire Dales COVID Discretionary	NOTE - Economic Development Team / Business Advice Service re-directed to support COVID business survival, in particular the

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	growth by March 2021	involving significant case work. A further 5 businesses supported to access D2N2/EU Growth Grants		Grant Fund. A further 196 businesses awarded discretionary Additional Restrictions Grant support by the end of March 2021 totalling £1.296m plus 11 businesses supported to access external grants totalling £242,646 to support growth	administration of COVID business grants.
CP20/PR6 Regeneration and Policy	Launch a Derbyshire Dales Place Branding Initiative to promote the area as a business location by May 2020	Delayed due to re-allocation of team resources to support COVID business survival. Narrative prepared, x3 business champions' videos completed, draft 'Invest in Dales' video prepared. New web pages in preparation. Launch anticipated July 21		New webpages in preparation for launch in Summer 2021 as economy re-opens	Delayed due to re-allocation of team resources to support COVID business survival. New webpages in preparation for Dec 2021 launch
CP20/PR7 Housing	Procure a Development Agent and	The procurement process is underway with the PQQ stage completed and the ITT nearing	Nottingham Community HA was selected as the	Original business plan being revised using NCHA's	Opportunities are being pursued including acquisition

## APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	Managing Agent, register with Homes England and the Regulator of Social Housing, to help enable a programme of new Council Housing by August 2020	submission. Covid19 has introduced some delay but will not impact on the overall programme	Council's contractor in Dec 2021.	appraisal software. Several opportunities are being worked up including new build, conversions, purchase of empty homes and an S106 scheme.	of new build s106 homes, new build on council land and purchase of empty homes.
CP20/PR8 Housing	Complete 80 new affordable homes by March 2021	There have been no completions in Q1 due to covid19. There have been no completions in Q1&Q2 due to covid19. Only 12 completions are expected this year	12 homes completed	There were no completions in Q4 due to delays caused by Covid19.	12 homes completed; remainder delayed
CP20/PR9 Regulatory Services	Implement Policy HC11 in the Derbyshire Dales Local Plan through the determination of planning applications	Ongoing in the determination of all relevant planning applications		Ongoing in the determination of all relevant planning applications	Achieved and ongoing.
CP20/PR10 Regulatory Services	Provide adaptations to the homes of 50 disabled people by	Completions affected by Covid 19 lockdown restrictions earlier in year. 21 adaptations to be completed	<b>Achieved:</b> 71 adaptations completed	No further adaptations completed	Achieved: 71 adaptations completed

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	March 2021.	by 9 October 2020.			
CP20/PR11 Housing	Undertake a further review the effect of increase in Council Tax Premium in May 2020	Delayed due to covid	Initial work undertaken to identify the up to date extent of empty properties in advance of development of policy options.	Delayed due to covid	Progress has been delayed due to covid19 and will be taken forward in 2021/22
CP20/PR12 Housing	Explore further policy options to reduce the number of empty homes by December 2020.	An up to date list of empty homes has been requested to inform a review of the latest numbers by length of time vacant.  An initial review took place in May which showed that the number of empty homes had increased.	Visits to all the empty homes on the Council Tax register have taken place and so a further review should be undertaken before April 2021	The focus of this has been the option to increase the premium on the homes empty for more than 5 years and more than 10 years. Without a specific officer resource, no further options are available	Partially achieved – numbers of empty homes identified, no further options yet developed until staff resource in place
CP20/PR13 Regulatory Services	Identify opportunities for the provision of permanent Traveller site and conclude negotiations with	Potential sites identified. Council resolution to move forward with site made on 2nd September 2021. Delegated authority to proceed with application for planning permission given to Director of	Potential sites identified at Q2, negotiations ongoing	Delegated authority to proceed with application for planning permission, given to Director of	No application has been made for the chosen site as yet - reports on ecology, contamination and supply of services are being developed for

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	landowners by July 2020.	Housing		Housing.	planning application.
CP20/PR14 Housing	Complete the Phase 1 survey and projects for the Heritage Lottery Fund bid for the Hurst Farm Regeneration Project by March 2021	Phase 1 survey and projects include procurement of 10 consultants to assess aspects of the bid. This was delayed to covid19 such that procurement has only just completed in October 2020.	8 of the 10 consultants have been procured and studies etc are underway.	All of the studies have been completed.	The Phase 1 works will not now complete until August 2021
CP20/PR15 Corporate and Customer Services	Review the Council's procurement processes to encourage local firms to do business with the District Council by April 2021	No progress to date due to other priorities emerging due to Covid-19 pandemic	Delayed due to Covid priorities		Delayed due to Covid priorities
CP20/PR16 Regeneration and Policy	Commence Initial Planning for Review of Derbyshire Dales Local Plan by December 2020 and adoption by	Review of Derbyshire Dales Local Plan commenced in September 2020 - Now scheduled adoption June 2023		Adoption now targeted for June 2023 not Dec 2022	Adoption scheduled for June 2023 [Q2]

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	December 2022				
CP20/PR17 Regeneration and Policy	Provide ongoing Officer support to neighbourhood areas including technical and procedural advice	Ongoing support for Ashbourne and Brailsford Neighbourhood Plans. Ashbourne NP Reg16 Consultation Aug-Oct 2020, Brailsford NP Nov-Dec 2020		Ongoing support to Ashbourne, Brailsford and Kirk Ireton Neighbourhood Plans.	All three Neighbourhood Plans were approved at the referendum on 6 <sup>th</sup> May 2021
CP20/PR18 Housing	Provide debt and welfare advice to 350 vulnerable households by March 2021	Q1 - 58 Q2 - 50 (plus results from one provider still to be received). Some impact from covid19 as services were delivered from home by staff	259 Total: CAB supported 10 existing clients and 25 new clients with 333 debt issues and managed debt of £105,054. Adullam HA supported 29 existing clients and 17 new clients, affecting debt of £44,941 and generating £33,670 in benefit and £27,211 in other financial gains Age UK have 155 existing clients and supported 23 new	259 Total: CAB supported 10 existing clients and 25 new clients with 333 debt issues and managed debt of £105,054. Adullam HA supported 29 existing clients and 20 new clients, affecting debt of £46,351 and generating £7,995 in benefit and £16,518 in other financial gains Age UK have 137	The 3 services supported 226 new clients and at least 194 existing clients, a total of 420 clients. Total debt affected was £929,789 and total benefit gain was £411,777  CAB total debt affected £830,085 with £64,406 benefit gain Adullam total debt affected £99,704 with total financial gains of £121,224 Age UK total financial gains of £226,147

# APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
			clients generating £32,521 in new (weekly) benefits and £3,768 in one off payments	existing clients and supported 23 new clients generating £44,092 in new (weekly) benefits and £5,748 in one off payments	

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
'People' – Providing You with a High Quality <b>Customer Experience</b>	CP20/PE6	Increase the number of services that are fully trackable by March 2022, by 20, across all departments	Corporate and Customer Services	7 new services	2 new services
	CP20/PE7	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by November 2021	Regeneration and policy	Survey planned for Nov 2021, to include qualitative questions	Consultants Marketing Means procured. Survey to take place during October 2021
'Place' – Keeping the Derbyshire Dales <b>Clean, Green and Safe</b>	CP20/PL5	Complete the adoption of a Supplementary Planning Document on Climate Change by June 21	Regeneration and Policy		Adopted 5 <sup>th</sup> July 2021

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
	CP20/PL7	Develop a programme for further publicly accessible EV charging points in 2 car parks across the Derbyshire Dales by April 2022	Neighbourhoods	Initial discussions with current provider.	Waiting for the new EV Chargers ESPO Framework to look at alternative suppliers.
	CP20/PL12	Review and implement revised core standards for Clean and Green by April 2022	Clean and Green	Working Group set up. Specification and tender out. Awarded to APSE consultancy.	Workshops have taken place with the frontline staff, management team and are due to take place with the Councillors in November. Staff survey and departmental services are out to be completed.
	CP20/PL14	Carry out a Detailed Assessment, and progress to an Air Quality Management Area and Action Plan as necessary by March 2022	Regulatory Services	Declaration of AQMA. Acceptance by DEFRA. Formation of Action Plan group, including DCC, Ashbourne Town Council and Ashbourne Town Team	Action Plan group meets and discusses long list of potential measures. Public suggestions fed into group. All suggestions taken by DCC for internal working group. Further interagency meeting between DCC and DDDC. Full Action Plan group meeting scheduled for November.
	CP20/PL15	Implement Year 1 actions of the	Regulatory Services	Carbon footprint for 2020/21 published	Submitted bids to the Public Sector Decarbonisation Scheme in respect of the

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
		<p>adopted climate change strategy and report on effect of actions in terms of CO2 reductions.</p> <p>Implement decarbonisation works at Ashbourne Leisure Centre</p> <p>[Note – there is no specific CO2 reduction target for this year]</p>		<p>indicating 27% reduction, but subject to provisos around the effects of the pandemic.</p> <p>Decarbonisation works commenced at Ashbourne Leisure Centre</p> <p>[Note – there is no specific CO2 reduction target for this year]</p>	<p>Town Hall, Northwood Depot and ABC made in October for £72,7087. This would enable the purchase of items such air source heat pumps</p> <p>Indicative outputs, dependent on a successful bid would be a potential reduction of 112 tCO2e</p> <p>Fleet review underway</p> <p>Ongoing programme of LED light upgrades.</p> <p>Decarbonisation works continuing at Ashbourne Leisure Centre with expected completion date of Feb 2022</p>
	CP20/PL16	Support the retrofit of energy efficiency measures in homes across the district	Housing Services	External all insulation works are underway in Matlock, Ashbourne, Darley Dale and Tansley. Platform have been progressing works across the district	<p>The Local Authority Delivery [LAD] Phase 1A programme was completed in August 2021. 48 owner occupied homes received External Wall Insulation, 4 Alms Houses had a complete retrofit and 76 Platform properties received a range of measures from insulation to solar panels</p> <p>We are facilitating Housing Associations to apply for the Social Housing Decarbonisation Fund</p> <p>LAD phase 2 work just starting on 33 owner occupied, 49 Platform and 2 alms houses</p>

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
	CP20/PL17	Complete the transfer and re-build of Ashbourne Memorial Pavilion and refurbishment of the Bandstand and paths by Sept 2021	Community Development & Regulatory Services	Foundations and walls of new Pavilion completed. Works to refurbish Memorial gates commenced late June.	New Pavilion roof completed awaiting windows and external/internal fit out. Works to provide new lighting to Memorial gates underway. Initial consultation on refurbishment of bandstand to commence September.
	CP20/PL18	Secure Green Flag award for Bath Gardens, Bakewell (then Ashbourne Memorial Gardens in the following year)	Community Development & Regulatory Services	Work and applications in.	Hall Leys and Bakewell Bath Gardens received Green Flag. List of actions for Ashbourne C&G to work through for next year's application.
'Prosperity' – Supporting Better Homes and Jobs for You	CP20/PR1	Completion of the A52 Roundabout by July 2021.  Complete link road by October 2021	Regeneration and Policy	New roundabout on A52 completed	Works to complete new link road (including remedial works to Blenheim Road) approx. 70% complete
	CP20/PR2	Re-shape Regeneration Services to drive	Regeneration and Policy [Steve Capes]	Team exclusively dedicated to COVID business grant	Since completion of COVID-19 business grants; 1. Job Descriptions have been finalised for

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
		investment in brownfield and other key strategic housing/employment sites,		payments	<p>the new regeneration posts that Council agreed in principle on 22 April 2021.</p> <p>2. £125,000 Capacity Funding from the Government was received on 21 October, and will allow recruitments once the restructure is finalised.</p> <p>3. Launched on 18 October, a small business grant scheme (using the last £175,000 of extra Additional Restrictions Grant received in the summer) will help small businesses adapt, grow and improve resilience post-COVID.</p> <p>4. Held two meeting with Homes England, the Governments homes and communities agency, to ensure Derbyshire Dales sites feature on their radar.</p> <p>5. Commissioned a briefing note on Levelling Up Fund bid criteria.</p> <p>6. Met with the County Council to understand their priorities and their capacity to support regeneration funding bids (any bid involving highways would require their input).</p>
	CP20/PR3	Secure completion of first Phase of development of the Bakewell Road, Matlock town centre site, by March 2022	Regeneration and Policy	Stakeholder consultations on initial design. Vacant possession secured.	Flood Risk Assessment, Climate Change assessment and stakeholder consultations completed leading to improved design. Planning pack prepared and application submitted. Specification and cost plan in preparation

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
	CP20/PR4	Continue to provide a high quality, free, 1:1 business advice service to 75 small and medium sized businesses	Regeneration and Policy	See Q2 update	The advice service continues to be re-directed to provide COVID business support. The service has supported the assessment of COVID recovery grants benefitting 175 Dales businesses and developed external funding applications with several other businesses resulting in 6 businesses being awarded grants to support growth totalling £210,395
	CP20/PR6	Re-start place-based marketing with a Derbyshire Dales 'open for business' campaign to promote the area for economic investment by July 2021	Regeneration and policy	Invest in Derbyshire Dales video completed to better promote the area to inward investors	New Economic Development microsite built - to be finalised in Q3 – with campaign Q4
	CP20/PR8	Commence the programme to build new Council homes to rent by March 2022	Housing	Offers were accepted on two empty properties. 10 S106 properties are under construction with 7 due for handover by Q4 2021/22 and 3 in 2022/23	Conveyancing of the two empty homes is due to complete in October 2021. Legal work to convey 5 homes in Monyash is underway. One property in Over Haddon bequeathed to the Council will be in Council ownership in Q3 2021/22
	CP20/PR10	Provide adaptations to	Regulatory Services	8	14 i.e. a total of 22 for year so far

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
		the homes of 70 disabled people by March 2022			
	CP20/PR13	Secure planning permission for a permanent Traveller site by March 2022	Housing		Site investigations continue with an ecology survey which has identified the presence of a new badger sett. Quotations for a contractor to undertake the geotechnical and environmental assessments has also been sought
	CP20/PR16	Carry out the Derbyshire Dales Local Plan review process as determined by Council	Regeneration and policy		Ongoing- Review anticipated to be completed by December 2021
	CP20/PR17	Support the Brailsford and Ashbourne Neighbourhood Plans through the statutory process towards adoption by June 2021	Regeneration and Policy		Brailsford & Ashbourne Neighbourhood Plans 'made' on 1 <sup>st</sup> July 2021
	CP20/PR18	Continue to provide debt and welfare advice to 300 vulnerable households	Housing	CAB: 15 new clients, 138 debt issues tackled and £61,180 of debt managed	CAB: 12 new clients, 223 debt issues tackled, £48,545 debt managed Adullam: 24 new clients, £51,842 debt managed, £43,393 in financial gains

## APPENDIX 2 – Corporate Plan Targets 2021/22 Q1 & Q2 Progress

Priority	Ref. no	ACTION 2021/22	Service area	Q1	Q2
				<p>Adullam: 26 clients, £76,949 debt managed, £33,592 in financial gains</p> <p>Age UK: 25 new cases, new weekly benefit uptake of £83,541 and one off payments of £10,289</p>	Age UK: 18 new cases, new weekly benefit take up of £48,148 and one off payments of £3,779.

Priority	Target Area	Pledge	PROPOSED PRIORITY ACTION AREA 2022/23
'People' – Providing You with a High Quality <b>Customer Experience</b>	Enable you to pay online for more Council services	Enabling online direct debits and card payments	Increase the number of services that can be paid for online
	Maintain high customer satisfaction about the quality of services we deliver	Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with Derbyshire Dales District Council services
		Achieve a sustainable financial position by prudent management of resources and reviewing services	Continue to explore opportunities to deliver £250K efficiency savings and/or additional income by 2023/24
'Place' – Keeping the Derbyshire Dales <b>Clean, Green and Safe</b>	Achieve net zero carbon emissions from District Council operations by 2030	Implement our Climate Change Strategy action plan	Implement energy efficiency and heat decarbonisation measures in Derbyshire Dales District Council buildings (subject to Public Sector Decarbonisation funding)
	Work with partners across the county and region to deliver this new goal through all relevant strategies	Implement our Climate Change Strategy action plan	Complete feasibility studies for the installation of ground mounted solar PV arrays on Derbyshire Dales District Council land
		Implement our Climate Change Strategy action plan	Undertake community engagement and provide advice to rural communities through the use of the 'Fantastic Homes' exhibition
		Implement our Climate Change Strategy action plan	Deliver a 'green exhibition' to showcase solutions to the climate crisis
		Implement a programme of Electric Vehicle charging points in our car parks	Introduce more publicly accessible EV charging points
		Promoting greater recycling	Implement a recycling education and promotional programme and identify further opportunities
		Develop and implement a community tree planting programme	Develop a COVID-19 remembrance tree planting scheme
	Review our clean and green service commitments to better target existing resources	Review and implement revised core standards for Clean and Green by April 2021	Implement Clean and Green Review action plan
	Invest capital resources in our main parks to improve facilities where feasible	Improving facilities initially in Ashbourne Recreation Ground	Complete work and submit Green Flag application for Ashbourne Recreation Ground
'Prosperity' – Supporting Better <b>Homes and Jobs</b> for You		Publish an annual report on air quality in the District and identify any appropriate mitigation measures for areas of lower air quality	Work with partners to adopt an Air Quality action plan and start to implement the measures identified therein
	Invest resources in developing key employment sites	Facilitating the development of Ashbourne Business Park and Phase 1 housing at Ashbourne Airfield	Finalise the masterplan for the Phase 1 site and promote the initial development of Ashbourne Business Park
		Prioritising regenerating housing and employment sites	Re-shape Regeneration Services to drive investment in brownfield and other key strategic housing/employment sites
		Prioritising regenerating housing and employment sites	Prepare a Levelling Up Fund bid for submission to Government
	Promote investment to stimulate the economy of our market towns	Initiating a development scheme for the Bakewell Road site, Matlock town centre	Progress development of the Bakewell Road town centre site, Matlock
	Support businesses to encourage productivity, growth, and higher wage	Launching the Derbyshire Dales Place Branding Initiative	Launch 'Invest in the Derbyshire Dales' microsite

Priority	Target Area	Pledge	PROPOSED PRIORITY ACTION AREA 2022/23
	jobs in rural and urban locations	Continuing to provide a high quality, free, 1:1 business advice service to small and medium sized businesses	Continue to provide a high quality, free, 1:1 business advice service to small and medium sized businesses
	Promote housing development that meets the needs of the present and future population of the District	Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	Start building and acquiring new Council homes to rent, and continue to build social rented homes in partnership with Housing Associations
		Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of disabled people
		Explore further policy options to reduce empty homes	Adopt the higher empty home premiums and support owners to bring empty homes back in to use
		Delivering a permanent site to meet identified Traveller needs	Deliver a permanent site to meet identified Traveller needs
		Participate in the Afghan relocation scheme	Work with partners to accommodate Afghan refugee families
		Make it easier for firms to do business with us through our procurement process	Complete by June 2022
		Complete a review of the Derbyshire Dales Local Plan	Carry out the Derbyshire Dales Local Plan review process as determined by Council
		Continue to provide debt and welfare advice to vulnerable households	Continue to provide debt and welfare advice to vulnerable households

Report of the Director of Regeneration and Policy

## **ORGANISATIONAL HEALTH – KEY PERFORMANCE INDICATORS – MID-YEAR 2021/22**

### **PURPOSE OF REPORT**

This report summarises performance against the District Council's 12 Key Performance Indicators for the first half of 2021/22. The report highlights where the organisation is performing strongly and areas for improvements.

This report was on the agenda to be considered at the Council meeting on 25 November 2021 but was not reached.

### **RECOMMENDATION**

1. That Quarter 1 and 2 performance against the Key Performance Indicators for 2021/22 is noted.

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

Service Plans, policies and strategies supplement the Corporate Plan. Within individual Service Plans there are a twelve Key Performance Indicators, which set out key targets for achievement. The District Council monitors progress against these Key Performance Indicators and identifies improvement

### **1. BACKGROUND**

- 1.1 The District Council's Performance Management process is the means by which we understand how well our services are performing. It demonstrates whether or not we are on target, and highlights good performance. Where improvements are required, it helps achieve this by setting out and monitoring actions required. Performance management is good management.
- 1.2 By doing so, the District Council demonstrates that it knows:
  - what its priorities are
  - what it is aiming for

- what it must do to achieve these aims
- how it measures progress, and
- when it is appropriate to take action to address underperformance.

1.3 The District Council's [Performance Management Handbook](#) sets out how progress against Key Performance Indicators is measured and continually reviewed using a 'traffic light' system, where the following classification and interpretation is used:

- **Annual improvement trend** i.e. is performance improving, stable or worsening compared to the previous year?
- **Performance relative to the target** i.e. is it on track to achieve target or at risk of not achieving target?

**Green** = If an indicator is on track to achieve the current year's target.

**Amber** = If achievement of the current year's target is uncertain.

**Red** = If an indicator is at risk of not achieving the current year's target.

1.4 Key Performance Indicators (or KPIs) measure how well we are maintaining basic service standards. They indicate the overall organisational health of the District Council. Within individual Service Plans there a small number of key targets for achievement within those service areas that are monitored corporately – these are the District Council's KPIs.

1.5 For 2021/22, there are 12 Key Performance Indicators, covering services such as determining planning applications in good time, paying bills on time, collecting Council Tax efficiently, and paying benefits claims promptly. These are reported to Members at Council meetings twice a year. The purpose is to highlight progress, demonstrate good performance where it occurs, and address areas for improvement that emerge during the year.

## 2. PERFORMANCE MANAGEMENT

2.1 Table 1 below sets out a summary of the District Council's organisational health to the mid-year point of 2019/20, as at the end of September 2021:

Service Area	No. Targets	Green	Amber	Red	Not available
Corporate (Council overall)	3	2	1	0	-
Housing	1	1	0	0	-
Planning	4	4	0	0	-
Revenues and Benefits	4	3	1	0	-
<b>TOTAL</b>	<b>12</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>0</b>

Table 1 - KPI Data Q1/Q2 2021-2022

- 1.2 The figures indicates that 10 out of the 12 [83.3%] targets for which data is available are on track to be achieved during 2021/22. The data for household waste recycling rates will not be available until the end of November 2021 due to figures being provided externally. Data regarding the percentage of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation, is not available for quarter 2 due to staff sickness. However, the figure for quarter one exceeded the 75% target and stood at 80% at the end of quarter one.
- 1.3 The detailed position for each of the other key performance indicators at the end of Quarter 2 in 2021/22 is set out in **APPENDIX 1**.
- 1.4 Key Performance Indicators that are performing particularly strongly include:
- The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation is at 100%. The Housing Team and external support services are achieving positive outcomes for homeless households.
  - Invoices paid on time – currently running at 99.06%. This KPI is on still track, despite a bad month in September when 8 invoices were paid late. The total year to date of late paid invoices is 19. Staff have been reminded to forward invoices to CPU as soon as they receive them. As Members will be aware prompt payment helps small businesses.
  - The percentage of major planning applications determined in 13 weeks has exceeded its 75% target in both quarter one and two. In quarter two, 5 out of 6 major applications were determined within 13 weeks or an agreed Extension of Time period.
  - Percentage of ‘other’ planning applications determined on time stands at 94% in quarter 2. This shows a significant improvement in performance from 89.7% at quarter 1.
  - The speed of processing new claims for housing benefit and Council Tax support has a target of 24 days. This target has been achieved, with claims now being processed in just 16.77 days as of Quarter two. The speed of processing notifications of changes in circumstances has a target of 8 days and at quarter 2, the speed is at 5.08 days.
- 2.5 The following indicator is currently under-performing, yet is still expected to achieve the target by year end;
- The target for the percentage of Council Tax collected within the year is 98.4%. At the end of Quarter two it is 61.4%. The collection rate at 30 September 2021 is 61.4% compared to 60.6% last year and 61.5% in September 2019.
- 2.6 The following indicator is currently underperforming and may not achieve its target by year end.
- Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days. At Q2 the level is 3.7 days. It is important to note that Covid-19 related sickness absence is not included in these figures. An update on Covid related sickness will be given at the meeting.

### 3. RISK ASSESSMENT

#### 3.1 Legal

The Corporate Plan and relevant Service Plans are compliant with relevant legislation.

This Report focusses on providing update figures to members showing how the Council is performing against KPI targets. Therefore at this time, the legal risk connected to this report has been assessed as being low.

#### 3.2 Financial

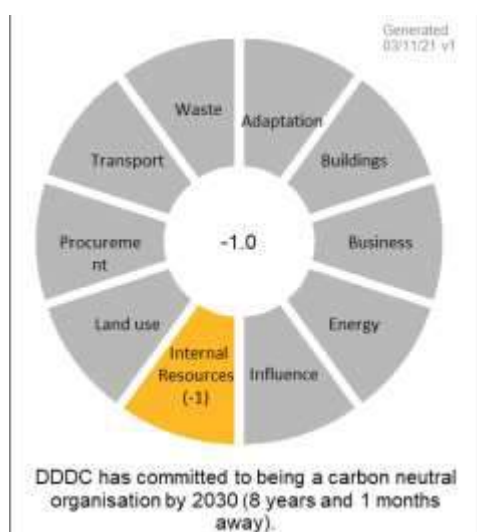
There are no financial considerations arising from the performance management report. Where KPI improvement actions have resource implications, these have been accounted for in existing budgets. The financial risks of emerging areas for improvement will be assessed when such areas have been identified.

#### 3.3 Corporate

There is a risk that Key Performance Indicators may not be achieved, with possible service and reputational consequences for the District Council. To mitigate this, progress is monitored quarterly by Service Heads and by Corporate Leadership Team.

### 4 OTHER CONSIDERATIONS

- 4.1 In preparing this report, the relevance of the following factors has also been considered: the impact of Covid-19, prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.



#### 4.2 Climate Change Impact Assessment.

The report identifies that the indicator relating to staff sickness is currently underperforming and may not achieve its target by year end.

This may represent a risk to delivering the climate change strategy and action plan in respect of available resource. The Council has committed to dedicated officer resource to support the delivery of the plan, but this cannot

be achieved without input across the organisation.

## **5. CONTACT INFORMATION**

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## **ATTACHMENTS**

Appendix 1 – KPI Quarter One and Two Performance Table

# APPENDIX 1

## KPI Reporting 2021 to 2022

Service Area/CMT Lead	Reference	Description	Lead	2021/22 target	Q1	Q2	Supporting Notes
Organisational Health	BV8 [AE15]	% of undisputed invoices paid on time	David Kay	99%	99.35	99.06	This KPI is on still track, despite a bad month in September when 8 invoices were paid late (now 19 late in YTD). Staff have been reminded to forward invoices to CPU as soon as they receive them.
	NI192	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Claire Orford	58.5%	58.7%	61.2%	The percentage for this quarter has increased
	HRKP1/Quarterly LGInform Metric 4	Average no. working days lost due to sickness absence per FTE employee per annum is targeted at 9 days; per quarter the target is 2.25 days  AMBER	Deborah Unwin/Chrissie Symons	2.25 per quarter	2.475	3.70	If Q2 sickness levels continue throughout the rest of the financial year, we will not achieve the year-end target. In Q1 we reported a figure of 2.475 days. It is very important to note that all Covid-19 related absence data has been recorded separately from the main sickness absence data. As a result Covid-19 related sickness absence is not included in any of the reported District Council's sickness absences statistics in

# APPENDIX 1

Service Area/CMT Lead	Reference	Description	Lead	2021/22 target	Q1	Q2	Supporting Notes
							the period from July to September 2021.
<b>Housing</b>	Revised BV 213	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	External organisations via Rob Cogings	75%	80%	100%	The Housing Team and external support services are achieving positive outcomes for homeless households
<b>Planning</b>	NI 157i	% major planning application determined in 13 weeks	Tim Braund/Chris Whitmore	>75%	100%	83%	5 out of 6 major applications determined within a 13 week or agreed Extension of Time period. Unable to agree an EOT for out of time application. Efforts to resolve the fundamental concerns with the application were unsuccessful.
	NI 157ii	% minor planning application determined in 8 weeks	Tim Braund/Chris Whitmore	>77%	83%	84%	Good performance maintained.
	NI 157iii	% of other planning applications determined in 8 weeks	Tim Braund/Chris Whitmore	>90%	89.7%	94%	Performance improved over the quarter to meet the KPI target over the monitoring period to date.
	BV 204	% of appeals allowed against the Las decision to refuse planning permission	Tim Braund/Chris Whitmore	<30%	17%	17%	Good performance maintained.

# APPENDIX 1

Service Area/CMT Lead	Reference	Description	Lead	2021/22 target	Q1	Q2	Supporting Notes
Revenues & Benefits	BV 9 [ARB 1]	% Council Tax collected within the year	Karen Henriksen	98.4%	33.2%	61.4%	This KPI is on track. The collection rate at 30 September 2021 is 61.4% compared to 60.6% last year and 61.5% in September 2019.
	BV10 [ARB 2]	% of Non-Domestic Rates collected within the year  AMBER	Karen Henriksen	97.3%	18.4%	56.5%	This KPI is lower than normal but is expected to improve during the remainder of the financial year. The collection rate is 56.5% compared to 57.5% last year and 62.0% in September 2019. Some bills, for businesses eligible for covid reliefs, were only sent in June this year, meaning that collections are currently behind as instalments are spread over 9 months, rather than 12. Furthermore, full debt recovery has only recently resumed following a light touch approach during the pandemic.
	BV 78a [ARB 3]	Speed of processing new claims for housing benefit and Council Tax support	Karen Henriksen/Paul Radcliffe	24 days	14.99 days	16.77 days	Workloads still high and combined with a responsibility for Test and Trace payments has resulted in slight increase in average processing. Still on target to achieve KPI.
	BV 78b	Speed of processing:	Karen	8 days	5.08	5.24	COVID has resulted in the

# APPENDIX 1

Service Area/CMT Lead	Reference	Description	Lead	2021/22 target	Q1	Q2	Supporting Notes
	[ARB 4]	notifications of changes in circumstances	Henrikse n/Paul Radcliffe		days	days	transferring of HB cases to UC. Volumes of DWP change notifications have increased.

Governance and Resources Committee

20 January 2022

Report of Director of Corporate and Customer Services

## **TRANSFORMATION OF SYSTEMS TO SUPPORT MEMBER SERVICES AND GOVERNANCE**

### **PURPOSE OF REPORT**

This report is submitted to inform Members of the options available to transform the Council's democratic services function and how such technology and new systems can improve the professional image of the authority in respect of governance and transparency. Approval is sought to purchase governance and committee management software.

### **RECOMMENDATION**

1. That approval be given to the purchase of a Committee Management System at a cost of up to £20,000.
2. That, subject to the approval of recommendation 1, £20,000 be included in the proposed capital programme for 2022/23 (to be considered at the Council Meeting on 3 March 2022) for the purchase of a Committee Management System to be funded from the Revenue Grants Unapplied Reserve using Electoral IER grant funding and that Council be recommended, from 2023/24 onwards, to allocate ongoing additional revenue funding of £11,050 p.a. for annual support for a fully hosted solution.
3. That approval be given to the purchase of a Committee Management system through the G-Cloud 12 Procurement Framework.

### **WARDS AFFECTED**

District-wide

### **STRATEGIC LINK**

Enabling the customer to enquire of, and transact with the District Council, in the most efficient manner, is at the heart of the District Council's objectives and will enable delivery of the priorities within the Corporate Plan.

The strategic leadership provided by Councillors in discharging the functions of the Council through committees and other bodies is critical to the delivery of all priorities in the

Corporate Plan. These proposal will assist Councillors in this by providing improved access to information needed to facilitate decision making.

## **1 BACKGROUND**

- 1.1 The Democratic Services team has seen significant change in the last 18 months with every person in post changing through retirement or resignation. The processes which this team has been following could be much more efficient and there is a recognised need to modernise and automate many of the processes that have historically been administratively heavy.
- 1.2 With a significant loss of an in-depth knowledge of the Council's recent democratic history, it can be a challenge to locate Committee paperwork and current databases do not create information to provide useful statistics to assist or improve the service nor to support other departments across the Council and Members.
- 1.3 There are a number service risks apparent in the existing arrangements, not only in incorrect information being published, but also version control on reports and exempt information. Members' usage of the current electronic systems has increased significantly in recent years, but the Members Portal is far from ideal in enabling Councillors to access documents with ease. The current approach to publishing documentation for Members and the public is inefficient and is in direct contrast to the aspiration to modernise our services.
- 1.4 It has become increasingly apparent that an 'off the shelf' solution to committee management would resolve the inefficiencies of the service, mitigate risks, and support Members and officers to move to a modern way of delivering democracy.

## **2 REPORT**

- 2.1 It is proposed that an 'off the shelf' committee management system be procured that provides an end to end service for agenda and report management. At the same time this system needs to support officers and Members to deliver democratic governance in a professional manner and in line with statutory requirements for transparency. In effect, the solution will be back office software that is pre-populated with all the information that Democratic Services hold in order to electronically create and despatch all committee paperwork. It pushes that information to an iPad application for Members, reducing the need for printing, numbering and posting. It has a much wider functionality, details of which are set out later in this report.
- 2.2 A committee management system would be compatible with existing systems in use and have the potential to open the Council to other options to improve transparency in decision

making. Consideration has been given in the development of this proposal project to supporting Members – both in training and usage – and IT and Democratic Services have been consulted as these teams will be key to supporting the introduction of new software and new ways of working.

2.3 The procurement of a committee management system aligns with the Council's Digital Transformation agenda and will contribute to modernising accessibility and ways of working.

2.4 Over 300 local authorities use Committee Management software, including the Local Government Association and neighbouring Councils, such as Chesterfield BC, North East Derbyshire DC and Derbyshire County Council. The systems on the market are well used and have programmes of continual improvement and functionality, which includes:

- A Fully Automated System – an automated workflow will ensure consistent working and mitigate service risks. Current working practices rely on individual knowledge and memory and this does not aid accuracy and team resilience. Below are some examples of how this would improve the service:
  - Automated document packing – time efficiencies
  - Automatic referral of items between Committees - accuracy
  - Automated page numbering – time efficiencies / accuracy
  - Agenda creation from Plans – accuracy
  - Electronic authorisation process for reports – version control / assurance
  - Consistent Report, Minute and Agenda formats – accuracy/ ease of use
  - Automated reminders to report writers – time efficiencies / accuracy
- Audit Trail and Data Management – Data collection through a system would support the service in its effectiveness, and support senior Members and officers in the delivery of their roles.
  - Automatic registration of DPLs and collation of declarations
  - Committee Report Management – full overview of Council business
  - Database of all reports, minutes, agendas and supporting documents
  - Archiving of old committee documents with search function
  - Themed searches on reports – reveals threads between documents and decisions
  - Timetable of meetings live and published electronically
  - Task allocation from Minutes to Officer delivery
  - Member information management which updates automatically with Declarations of Interest, Attendance at meetings, voting, outside bodies etc. Control over publishing different types of Member information
- Supporting the Paperless Agenda and Transparency – More modern ways of working using technology complement the effectiveness of the service whilst reducing physical resources required and making savings. There is pressure for more transparency in Local Government around decision making and finances, with requirements frequently extended into new legislation for publicity of decisions and public rights to record and stream meetings. Off the shelf systems can support this in the following ways (however the functions do not all have to be used):

- Automated and simplistic electronic publishing
- Republishing with additional reports / addendums
- Motions, Questions and Substitutions automatically published
- Members Allowances administration
- Specialised simplistic app for Members and officers to access all reports either by iPad or laptop with mark-up features as if you were using paper.
- Electronic consultation with Members, automated reports
- E-Petitions
- Diary Management for Members – creates personal diaries and highlights clashes and automatic reminders and/or delivery of apologies
- Supports and promotes Civic Diary Management and promotion of the Civic Chairman
- Potential to connect with webcasting / audio recording and live stream / upload for public viewing.
- Members of the public can register to receive automatic alerts when agendas for a specific meeting or items of interest are published.

2.5A procurement framework for the purchase of a committee management system has been identified and, subject to approval by Committee, work will commence immediately to go through the procurement process with a view to having a system installed early in the 2022/23 municipal year.

2.6 This approach is recommended as the alternative approach would be continue the present way of preparing and publishing agendas, minutes and reports, as well as other democratic information. This is not a good use of time for a limited resource and does not compare favourably to good practice in other authorities who have used committee management software for a considerable period, which has improved the accessibility of democratic information to citizens and councillor and streamlined administrative processes.

### **3 RISK ASSESSMENT**

#### **a) Financial**

- 3.1 The one off purchase price of a Committee Management System is anticipated to be in the region of £20,000 including software, training and support costs in the first year (2022/23). This capital expenditure can be funded from the Revenue Grants Unapplied Reserve (using funding received through successful justification led funding bids to the Cabinet Office in 2019 and 2020 to cover the additional costs of introducing Individual Electoral Registration). Subject to the approval of this committee, the inclusion of the capital expenditure in the capital programme for 2022/23, and the use of the Revenue Grants Unapplied Reserve for this purpose, will require Council approval (to be included in the proposed capital programme that will be considered at the Council meeting on 3 March 2022).
- 3.2 From the second year (2023/24) onwards there will be ongoing revenue support costs of £13,550 for a cloud based hosted solution. £2,500 of this funding can be met through savings in support costs relating to Trove (A document management system used by Democratic Services Team) and the existing Members' Portal, both of which have limited functionality and, due to their age, have limited support and are in need of replacement to meet current security standards.
- 3.3 It is proposed that the remaining £11,050 be incorporated into the base budget from 2023/24 onwards.
- 3.4 The financial risk is assessed as low.

b) Legal

3.5 Although there are a number meeting management products available the number of suppliers who provide products specifically designed to support local government meetings, and the democratic process it is proposed that the system is purchased through the Government's G-Cloud 12 procurement framework.

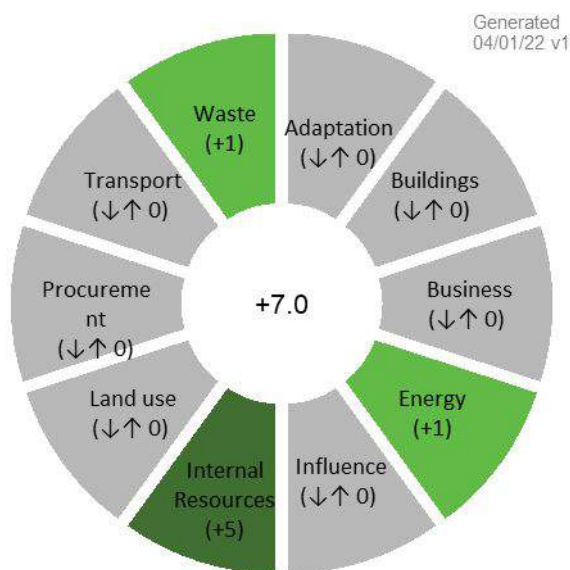
3.6 The current systems for pulling together are inefficient and increase the risk of exempt or personal data being published accidentally. A Committee Management system is much more efficient and provides greater control over how when and to whom information is published.

#### **4 OTHER CONSIDERATIONS**

4.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

4.2 In terms of accessibility a system will automatically generate fully accessible pdf documents, however, because of the way in which minutes and agendas are generated by the system agendas and decisions are published as text in a browser which means that contentment is available to a much wider range of assistive technology.

4.3 The aims of the project concur with the Council's Climate Change Strategy and Action Plan, as well as establishing a paperless way of working for Members as well as officers who are involved in Committees and Working Groups and has the potential to create significant savings on printing, postage and physical resources.



DDDC has committed to being a carbon neutral organisation by 2030 (7 years and 11 months away).

## 5 CONTACT INFORMATION

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## 6 BACKGROUND PAPERS

6.1 None

## 7 ATTACHMENTS

None

Governance and Resources Committee

20 January 2022

Joint report of the Directors of Resources, Community and Environmental, Regulatory and Corporate and Customer Services

## **FEES AND CHARGES FOR 2022/23**

### **PURPOSE OF REPORT**

This report details recommendations in respect of fees and charges in relation to Community and Environmental Services, Corporate and Customer Services and Regulatory Services.

### **RECOMMENDATION**

1. That the fees and charges recommended in Appendices 1 – 13 of the report are approved and implemented with effect from 1 April 2022.
2. That it be noted that fees and charges for Clean & Green team will be reviewed as part of the Clean & Green review and any amendments recommended as part of the review will go to the relevant Council meeting to approve changes.

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

The Council charges fees to cover the cost of services that are provided to make progress in delivering its Aims and Priorities.

## **1 BACKGROUND**

- 1.1 The Committee is asked to consider an annual review of the fees and charges for services provided across the Council.
- 1.2 In recent years fees and charges have been increased, in general, by an amount that slightly exceeds inflation rates at the time. Charging above the current rate of inflation will generate higher levels of income in real terms (assuming no significant customer resistance) and contributes towards the Council's corporate savings target.
- 1.3 The Consumer Price Index (CPI) stood at 3.1% in October 2021 and rose to 4.2% in November 2021. The usual practice is to inflate fees and charges for the coming year by slightly more than the current CPI e.g. around 4.5%. Where officers feel that this would not be appropriate, an explanation has been provided in the report.
- 1.4 Appendices 1 – 13 contain schedules of the existing and recommended charges.

## 2 REPORT

### 2.1 Community and Environmental Services

**Appendix 1** details the existing and proposed fees and charges for Pest Control and Stray Dog Service. The recommended fees include an increase of 3.1%. A new fee has been introduced for a Dog Chipping Service. This service is mandatory for stray dogs which are not chipped when picked up by the Dog Warden Service.

**Appendix 2** details charges for waste and recycling collections. The recommended fees include an increase between 3% and 4% with the following exceptions:

- Subscription to the Garden Waste services to remain at £50.00, this is a set fee through the garden waste subscription project. Residents who subscribed to the service on or before 31 December 2021 will receive the 2022/23 subscription at a reduced rate of £35, to compensate for the service disruption in the current financial year.
- The cost of bulky collections to increase as shown in the table below to reflect the charge the Council receives from Serco, this was part of the new contract with Serco which began in August 2020 as approved by members.

Number of Items	2021/22 Charge £	Amount paid to Serco up to 31.7.21 £	Amount paid to Serco from 1.8.21 - 31.7.22 (7.01% indexation) £	2022/23 Charge £	Percentage increase %
Bulky 1 - 3	22.40	33.79	36.16	36.15	61.38
Bulky 4 - 6	36.40	67.57	72.31	72.30	98.63
Electrical 1	19.20	33.79	36.16	36.15	61.38
Electrical 2 - 3	25.50	67.57	72.31	72.30	98.63

The increase means the Council will not continue to offer this service at a direct loss, due to the large increase in cost these fees do not include administration costs or any other overhead costs incurred by the Council.

**Appendix 3** details the existing and recommended fees and charges in respect of cemeteries and burials. The recommended fees include an increase of 3.1%.

**Appendix 4** details the existing and recommended fees and charges in respect of farmer's markets and room hire at the Bakewell Agricultural Business Centre. The recommended fees include an increase of 3.1%.

**Appendix 5** details the existing fees and charges and those recommended for approval with effect from 1st April 2022 in respect of Bakewell stall market.

#### **Bakewell Stall Market & Monthly Farmers Market**

In November 2021 a price comparison exercise was undertaken to compare the 2021/22 pricing structure with mix of local and similar occupancy level markets. The results are shown in the table below:

Market	Stall size	Price	Stall Set up
<b>Bakewell</b>	<b>9ft/12ft</b>	<b>£26.30/£34.20 Erected</b>	<b>Erected</b>
Chesterfield	8ft/12ft	£9.70 - £20.10 Fixed	Fixed
Ormskirk	10' x 4'	£27.50	Self-erect
Louth	10ft	£15.00	Erected
Loughborough	10ft	£25.00	N/A
Retford	10ft	£14.50	Erected
Stamford	10ft	£23.85	Erected
Beverley	12ft	£25.00	Self-erect
Beverley	12ft	£49.65	Erected

- After a challenging 2 years for markets due to the pandemic, it is proposed that market stall rents are again frozen for 2021/22 to help retain and offer some support to current traders, encourage those who have not traded since lockdown one to return and attract new traders.
- Bakewell Market continues to be a successful market though the pandemic has had a clear impact in both trader numbers and visiting coaches bringing tourists to the market. A number of traders have ceased trading since the pandemic and it's not been easy to attract new traders during the pandemic. The table above shows Bakewell charges at the top end of stall rental and, though this is mainly down to the market's success and popularity, further increases in the stall rental could see further reductions in regular traders and new traders. The Market team will continue to compare stall rents both locally and nationally as well as comparing the size of markets to ensure the price charged is market driven.
- Bakewell Farmers Market has not had price freezes like Bakewell Monday Market and, similar to the Bakewell Monday Market, has seen a downfall in trader numbers since the pandemic. It is proposed to freeze the stall prices for the same reasons as above.

**Appendix 6** details the existing fees and charges and those recommended for approval with effect from 1st April 2022 in respect of parks and recreation grounds. Most of the recommended fees include a 3.1% increase.

There are new prices to the Parks fees and charges which is the removal of the pavilion for Ashbourne pitch fees due to Ashbourne Sport & Recreation Ground Partnership taking over a 50 year lease of the pavilion. Therefore hiring the pitches will have the pavilion price deducted.

## Leisure Centres

Under the terms of the contract with Freedom Leisure, responsibility for setting fees and charges for leisure centres transferred to them from 1 August 2018. The next price increase is due in January 2022 once approved by the District Council's Contract Manager.

**Appendix 7** outlines fees relating to car parking permits, passes and season tickets. An increase of 3.1% is recommended except for the following exceptions.

- It was agreed on the 5 December 2017 by Community and Environment Committee to bring the charges for an Annual Resident Permit and a Resident's Reserved Bay in line. Currently there still is a discrepancy. To resolve this and bring the charges into line it is recommended that there be no increase for Annual Resident Permits in 2022/23 but that the charge for a Resident Reserved Bay Permit should be increased by 5.16%.

**Appendix 8** outlines fees relating to events. The current fees and charges were approved by Members as part of the Events Strategy. An increase of 3.1% is recommended.

The fees for Matlock Bath Illuminations will be discussed and agreed by the Illuminations working group, with fees recommended to the relevant committee at a later date.

## 2.2 Corporate and Customer Services

**Appendix 9** details the current fees and those recommended for the various streams of Corporate Services.

For Local Land Charges, the level of fees charged by the District Council must also accord with the Local Authorities (England) (Charges for Property Searches) Regulations 2008. The Regulations specify that the charge made in connection with a property search must not amount to more than the actual cost of providing the service. No increase is proposed for this next financial year to maintain market share and to comply with the charging regulations.

Charges for legal services have been reviewed and brought up to date. Proposed fees being increased by an average of 3.1%.

The proposed fees and charges for street naming and numbering have been increased by 3.1%, fees for road closures by 2.4% and fees for Section 106 Monitoring by 4.5%.

## 2.3 Regulatory Services

**Appendix 10** details the existing fees and charges and, those recommended for approval with effect from 1st April 2022 in respect of food hygiene, private sector housing and private water supplies. Fees have been increased by 4.5%.

**Appendix 11** details the existing fees and charges and, those recommended for approval with effect from 1<sup>st</sup> April 2022 in respect of licensing. It is proposed that locally set licensing fees should be increased by 4.5 % with the exception of taxi licensing fees which are set at 3.1% in order to prevent the possibility of a surplus in this budget, which is not permissible under the regulations.

**Appendix 12** sets out a proposed schedule of charges for the services provided by our Estates and Facilities Team. It is proposed that these charges be increased by 4.5%. The Council offers a reduction in these fees where the work relates to temporary installations on District Council land by town and parish councils and no

charge is levied in relation to work on community asset transfers or emergency works licences.

**Appendix 13** sets out fees for Planning Pre-application Advice. An increase of 4.5% is recommended.

### **3 RISK ASSESSMENT**

#### **3.1 Legal**

Section 19 of the Local Government (Miscellaneous Provisions) Act 1976 enables the Council to provide and charge for recreational facilities in its area.

Section 93 of the Local Government Act 2003 enables the Council to charge for a discretionary service where the recipient agrees to its provision.

The Council is afforded ability to charge by statute. This report is updating those fees and charges.

The risk in relation to the report's recommendations has been assessed at the current time as low.

#### **3.2 Financial**

The proposed increases of mainly 3.1% are lower than the current level of inflation (they reflect CPI in October 2021; CPI for November 2021 is 4.2%). The Council currently has a corporate savings target to make savings or generate additional revenue income to close a funding gap of £500,000 in the short to medium term. Some fees have been increased by 4.5%. Increasing fees and charges by more than the current level of inflation will contribute towards closing that funding gap. It should also be acknowledged that inflation is expected to increase in the short term.

Income resulting from the recommended revised fees and charges will be included in the draft revenue spending proposals for the financial year 2022/23 to be considered at the 3 March 2022 meeting of the full Council. As some fees have been frozen (e.g. taxi licensing fees, Bakewell stall market rents and land charges search fees), and most of the others increased by 3.1% to 4.5%, it is hoped that customer resistance to the proposed fees will not be significant.

The financial risk is therefore assessed as low.

### **4 OTHER CONSIDERATIONS**

4.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

4.2 Climate change: There are no perceived climate change impacts of the changes to fees and charges recommended in the report.

## 5 CONTACT INFORMATION

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## 6 BACKGROUND PAPERS

None

## 7 ATTACHMENTS

Schedules of Proposed Fees

Appendix 1	Pest and Dog Control
Appendix 2	Waste and Recycling
Appendix 3	Cemeteries
Appendix 4	Agricultural Business Centre
Appendix 5	Stall Markets
Appendix 6	Parks & Recreation Grounds
Appendix 7	Car Parks
Appendix 8	Events
Appendix 9	Corporate Services
Appendix 10(a)(b)(c)	Environmental Health
Appendix 11	Licensing
Appendix 12	Estates and Facilities
Appendix 13	Planning Pre-application Advice

# PEST AND DOG CONTROL

PEST CONTROL			
DOMESTIC PREMISES	Existing Charge 2021-2022 inclusive VAT	Proposed Charge 2022-2023 exclusive of 20% VAT	Proposed Charge 2022-2023 inclusive of 20% VAT and rounded
50% concession charges to those in receipt of housing benefit or Council tax benefit who are also aged 65 and over. The concession applies to one treatment from each category per financial year.			
	(concessions in brackets) £	(concessions in brackets) £	(concessions in brackets) £
<b>Rats</b> Charge: up to 3 visits	28.80 (14.40)	24.75 (12.38)	<b>29.70</b> <b>(14.85)</b>
<b>Mice</b> Charge: up to 3 visits	57.40 (28.80)	49.33 (24.75)	<b>59.20</b> <b>(29.70)</b>
<b>Wasps</b> Charge: per visit	71.70 (35.90)	61.58 (30.83)	<b>73.90</b> <b>(37.00)</b>
<b>Cockroaches</b> Charge: up to 4 visits	86.10 (42.90)	74.00 (36.83)	<b>88.80</b> <b>(44.20)</b>
<b>Ants</b> Charge: per visit	71.70 (35.80)	61.58 (30.75)	<b>73.90</b> <b>(36.90)</b>
<b>Bedbugs</b> Charge: up to 2 visits	86.10 (42.90)	74.00 (36.83)	<b>88.80</b> <b>(44.20)</b>
<b>Fleas</b> Charge: per visit	71.70 (35.90)	61.58 (30.75)	<b>73.90</b> <b>(36.90)</b>
<b>Non public health pests</b> Charge: up to 2 visits	93.0 (46.50)	79.92 (39.92)	<b>95.90</b> <b>(47.90)</b>
<b>Advice Only charge per visit</b>	17.10 (no concession)	14.67 (no concession)	17.60 (no concession)

<b>PEST CONTROL</b>			
<b>COMMERCIAL PREMISES</b>	<b>Existing Charge 2021-2022 inclusive VAT £</b>	<b>Proposed Charge 2022-2023 exclusive of 20% VAT £</b>	<b>Proposed Charge 2022-2023 inclusive of 20% VAT and rounded £</b>
<b>Rats and Mice</b> (includes one revisit to remove bait)	153.10 per hour <b>(minimum charge)</b>	131.54 <b>(minimum charge)</b>	<b>157.85</b> <b>(minimum charge)</b>
<b>Insect Pests</b>	77.10 per hour <b>(minimum charge)</b>	66.25 <b>(minimum charge)</b>	<b>79.50</b> <b>(minimum charge)</b>

**Note: Rats and Mice and Insect Pests**

Commercial premises are liable for a minimum charge equal to 1 hour.

Where treatment takes more than 1 hour additional whole hours are charged at the hourly rate and part hours are charged pro rata in 15 minute bands.

<b>DOG CONTROL</b>	<b>Existing Charge 2021-2022 £</b>	<b>Proposed Charge 2022-2023 £</b> Outside the scope of VAT
These charges are plus Vet's Fees if necessary, and VAT on Vet's Fees.		
<b>STRAY DOGS</b> Penalty for stray dogs collected or returned by Dog Warden	60.20	62.10
<b>Above penalty charge plus kennel fees as follows:</b>		
Each day or part day	16.40 Daily kennel fee (or part day)	16.90 Daily kennel fee (or part day)
Dog Chipping (New service)	NA	15.00

## WASTE AND RECYCLING

The following fees are outside the scope of VAT

<b>HOUSEHOLD WASTE</b>	<b>Existing Charge 2021-22 £ (concessions in brackets)</b>	<b>Proposed Charge 2022-23 £ (concessions in brackets)</b>
Up to 3 items	22.40	<b>36.15 (no concessions)</b>
Up to 6 items	36.40	<b>72.30 (no concessions)</b>
Electrical item One item	19.20	<b>36.15 (no concessions)</b>
Electrical items 2-3 items	25.50	<b>72.30 (no concessions)</b>
<b>COMPOSTING</b>	<b>Existing Charge 2021-22 £</b>	<b>Proposed Charge 2022-23 £</b>
Subscription to the Garden waste service (per subscription)  Bags or bins	50.00  (relates to 2021/22 service) (Early bird fee £35)	<b>50.00</b>  Residents who subscribed to the service on or before 31 December 2021 will receive the 2022/23 subscription at a reduced rate of £35, to compensate for the service disruption in the current financial year.
<b>WHEELED BINS FOR NEW PROPERTIES</b>		
140 litre grey wheeled bin, blue lidded bin and food caddies.	21.70	<b>22.40</b>
240 litre grey wheeled bin, blue lidded bin and food caddies.	27.00	<b>27.85</b>
<b>WHEELED BINS –REPLACEMENTS</b>		
140 litre grey wheeled bin replacement.	21.70	<b>22.40</b>
240l grey wheeled bin replacement (if qualify)	27.00	<b>27.85</b>

240l green wheeled bin replacement (if they have a current subscription)	16.20	16.70
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TRADE WASTE		Existing Charge 2021-2022	Proposed Charge 2022-2023
<b>GREEN SACKS</b>			
Per pack of 25		72.50	74.75
Trade waste: Recycling sacks per 25		48.50	.
<b>WHEELED BINS</b>			
<b>Commercial Per lift:</b>	1100 litre capacity	19.50	20.10
	660 litre capacity	13.45	13.90
	360 litre capacity	8.90	9.20
	240 litre capacity	7.05	7.30
<b>Schools &amp; Not-for-profit Organisations NB Collection charge only per lift:</b>	1100 litre capacity	9.90	10.20
	660 litre capacity	8.50	8.80
	360 litre capacity	6.00	6.20
	240 litre capacity	5.70	5.90

The following charges are subject to VAT:

COMMERCIAL WASTE			
CLINICAL WASTE	Existing Charge 2021-2022 inclusive VAT £	Proposed Charge 2022-2023 exclusive of 20% VAT £	Proposed Charge 2022-2023 inclusive of 20% VAT and rounded £
Collection of each yellow sack per annum	577.20	481.03	595.15

## CEMETERIES

These charges apply to purchasing the Exclusive Right of Burial (including ashes) before or after death of a resident in the Derbyshire Dales District Council area and in the case of a stillborn child where one of the parents was resident at the time of interment.

### Double Fees

Where the Exclusive Right of Burial is purchased for a non-resident of the Derbyshire Dales, fees for all services will be doubled ie for all interments; for the Right to Erect a Memorial; for the right to fix plaques or reserve spaces in a Garden of Remembrance; for the erection of memorials and for additional inscriptions. The fees will not be doubled where the Exclusive Right of Burial was purchased at the single fee at an earlier date. The appropriate Officer of the Council has the discretion to waive these double fees when there are grounds to do so, i.e. past residency in the District or other connections.

**(NB: All fees for cemeteries fall outside the scope of VAT, with the exception of the supply of slabs and plaques)**

EXCLUSIVE RIGHT OF BURIAL	Existing Charge 2021/2022 £	Proposed Charge 2022/2023 £
<b>Earthen Graves</b>		
<b>For the exclusive right of burial for a period not exceeding 100 years:</b>		
a) grave size 2.4m x 1.2m	669.00	<b>689.75</b>
b) grave size 2.4m x 2.4m	1,258.90	<b>1,297.90</b>
<b>Garden of Remembrance</b>		
For the exclusive right of burial of cremated remains for a period not exceeding 100 years, in an earthen grave not exceeding 450mm x 600mm	215.40	<b>222.10</b>

## INTERMENTS

The fees indicated:

- a) include the digging of the grave;
- b) apply only where the interment is made between the hours of:
  - 9:30am – 1.30pm, Mondays – Thursdays;
  - 9.30am – 12.30pm, Fridays (excluding Bank and public holidays)';
  - Additional fee for outside the above hours will apply.
  - or on the certificate of a Coroner or Registered Medical Practitioner that immediate interment is necessary.
- c) Apply provided that the interment is made within fifteen minutes of the time arranged with Derbyshire Dales District Council. If not, an additional charge of **£16.40** (15.90 in 2021/22) is payable per fifteen minutes

<b>INTERMENT IN ANY GRAVE</b>	<b>Existing Charge 2021/2022 £</b>	<b>Proposed Charge 2022/2023 £</b>
<b>All of the following fees for cemeteries fall outside the scope of VAT, unless stated</b>		
a) of the body of a stillborn child or of a child whose age at the time of death did not exceed <b>one month</b> .	No charge	<b>No Charge</b>
b) of the body of a child whose age at the time of death exceeded one month but did not exceed <b>16 years</b> .	118.60	<b>122.30</b>
c) of the body of a person whose age at the time of death exceeded <b>16 years</b> .	751.20	<b>774.50</b>
Interment of cremated remains	158.10	<b>163.00</b>
Turfing of grave after interment on request	49.90	<b>51.45</b>
<b>SCATTERING OF ASHES</b>		
In the case of purchased graves, or in the Garden of Remembrance: Fee for right to scatter ashes	55.70	<b>57.40</b>
<b>LONG-TERM MEMORIALS IN GARDENS OF REMEMBRANCE</b>		
Please Note: Within the designated lawn sections, only one stone vase or block is permitted per plot, not exceeding 200mm in height and 200mm in width.		
Right to Erect a Memorial on a grave for cremated remains with respect to which an exclusive right of burial has been granted	72.30 Incl VAT	<b>74.55</b> Incl VAT
Supply of a memorial plaque (150mm x 75mm) at ground level including fixing (cost of plaque to be added)	72.30 Incl VAT (plus cost of plaque and VAT)	<b>74.55 Incl VAT</b> (plus cost of plaque and VAT)
Supply of a stone slab level with the surrounding ground for the fixing of a memorial plaque including installation	92.60 (incl VAT)	<b>95.50</b> (incl VAT)
Supply of a memorial plaque (150mm x 75mm) for the memorial wall, including fee for space and fixing (cost of plaque to be added)	72.30 Incl VAT (plus cost of plaque and VAT)	<b>74.55 Incl VAT</b> (plus cost of plaque and VAT)

<b>LONG-TERM MEMORIALS IN GARDENS OF REMEMBRANCE</b>	<b>Existing Charge 2021/2022 £</b>	<b>Proposed Charge 2022/2023 £</b>
Reservation of up to 3 plaque spaces under the first plaque on the memorial wall (fee per space)	18.80	<b>19.40</b>
Permission for erection of a vase not exceeding 300mm in height, including first inscription	72.30	<b>74.55</b>
Permission for kerb or border stones enclosing a space not exceeding 450mm x 600mm including first inscription	72.30	<b>74.55</b>
Permission for each inscription after the first on vases, kerbs, border stones, etc.	55.20	<b>56.90</b>
<b>LONG-TERM MEMORIALS ON EARTHEN GRAVES</b>		
Please Note: Within the designated lawned sections, the only long-term memorial permitted on a grave is a single headstone.		
Right to Erect a Memorial on a grave in respect of which an exclusive right of burial has been granted	178.60	<b>184.00</b>
Permission for a memorial headstone not exceeding 1 metre in height and 900mm in width, and including the cost of the foundation already provided	258.00	<b>266.00</b>
Permission for a memorial headstone not exceeding 1 metre in height and 900mm in width, in those areas where <b>no</b> concrete foundation is provided	83.20	<b>85.80</b>
Permission for a flat stone or tablet, level with surrounding ground not exceeding 2.4m x 1.2m, including first inscription	88.40	<b>91.10</b>
Permission for kerb or border stones enclosing a space not exceeding 2.4m x 1.2m, including first inscription	151.90	<b>156.60</b>
Permission for a vase not exceeding 300 mm in height, including first inscription	72.30	<b>74.55</b>
Permission for each inscription after the first	55.10	<b>68.15</b>

<b>ASSISTED BURIALS</b>	<b>Existing Charge 2021/2022 £</b>	<b>Proposed Charge 2022/2023 £</b>
Standard Charge (Minimum)	494.20	<b>509.50</b>
<b>RECORD SEARCHES</b>		
Record Searches	16.50	<b>17.00</b>

## AGRICULTURAL BUSINESS CENTRE

Livestock Markets and Farmers' Markets	Existing Charge 2021-2022 inclusive VAT £	Proposed Charges 2022-2023 exclusive 20% VAT £	Proposed Charges 2022-2023 inc. of 20% VAT & rounded £
Farmers' Markets			
Farmers' Market Stalls			
4.5 foot stall	17.70	14.75	17.70
6 foot stall	22.30	18.58	22.30
9 foot stall (Standard)	35.00	29.17	35.00
12 foot stall	44.80	37.33	44.80
2 foot extension table	4.80	4.00	4.80
Farmers' Market Parking			
Parking for Farmers' Market Traders (per vehicle)	4.20	3.50	4.20
Room Hire			
Conference Room			
Hire per Day	264.00	226.83	272.20
Hire per Half Day	136.80	117.50	141.00
Hire per Hour	44.40	38.17	45.80
Hire per Evening/Weekend	20% applied to charges for half day/full day		
Maximum discount for non-commercial local organisations 40%			
Meeting Room 1			
Hire per Day	136.80	117.50	141.00
Hire per Half Day	70.60	60.67	72.80
Hire per Hour	22.20	19.08	22.90
Hire per Evening/Weekend	20% applied to charges for half day/full day		
Maximum discount for non-commercial local organisations 40%			
Meeting Room 2			
Hire per Day	68.90	59.17	71.00
Hire per Half Day	35.70	30.67	36.80
Hire per Hour	13.50	11.58	13.90
Hire per Evening/Weekend	20% applied to charges for half day/full day		
Maximum discount for non-commercial local organisations 40%			
Concourse			
Hire per Day	264.00	226.83	272.20
Hire per Half Day	136.80	117.50	141.00
Hire per Hour	44.40	38.17	45.80
Hire per Evening/Weekend	20% applied to charges for half day/full day		
Trade Display on Market Day	35.70	30.67	36.80
Maximum discount for non-commercial local organisations 40%			

## STALL MARKETS

(All Stall Market charges are exempt from VAT)

	Existing Charge 2021/22 £	Proposed Charge 2022/23 £
<b>Bakewell Market</b>		
9ft Stall	26.30	26.30
12ft Stall	34.20	34.20
Butcher's Lorry	77.20	77.20
Fast Food Catering Trailer	38.50	38.50
Hot Drinks Trailer	34.20	34.20
Charges per additional foot	3.90	3.90

<b>CASUAL TRADERS</b>		
(stall fee as above to be added to this fee)	5.00	5.00
<b>CHARITY MARKET STALL – NOT FOR PROFIT ORGANISATIONS</b>		
Hire of stall	8.90	8.90
<b>TRADER PARKING</b>		
Parking for Stall Market Traders (per vehicle)	4.20	4.20

# PARKS AND RECREATION GROUNDS

ACTIVITY	Existing Charge 2021-22 inclusive of VAT where applicable £	Proposed Charge 2022-2023 exclusive of 20% VAT £	Proposed Charge 2022-2023 inclusive of 20% VAT and rounded £
<b>Tennis Court / Multi Use Games Areas - [VAT applicable]</b>			
Hire of single tennis court/MUGA per hour			
Full	8.10	6.96	<b>8.35</b>
Concession	4.10	3.54	<b>4.25</b>
Hire of double tennis court/double MUGA per hour			
Full	15.90	13.67	<b>16.40</b>
Concession	8.10	6.96	<b>8.35</b>
<b>Bowling Greens [VAT applicable]</b>			
Reservation per club per match			
Full	7.00	6.00	<b>7.20</b>
Full Concession	3.60	3.08	<b>3.70</b>
Season Ticket			
Full	49.80	42.79	<b>51.35</b>
Full Concession	24.80	21.33	<b>25.60</b>
Lease per season of Bakewell Bowling Green			
Special	96.70	Exempt from VAT	<b>117.20</b>
<b>Sports Pitches and Pavilions [VAT applicable]</b>			
Football and Rugby - Hire of pitch per match (inc marking out, preparation & use of pavilion) (inc marking out, preparation & use of pavilion)			
Full	47.80	41.07	<b>49.28</b>
Concession	26.00	22.33	<b>26.80</b>
Cricket - Hire of pitch per match (inc marking out, preparation and use of pavilion)			
Full	51.00	43.83	<b>52.60</b>
Concession	26.00	22.33	<b>26.80</b>
Football and Rugby - Hire of Pitch, per hour for Training (inc pavilion)			
Full	37.40	32.17	<b>38.60</b>
Concession	19.80	17.00	<b>20.40</b>
Pavilion - Hire of pavilion (inc changing rooms)			
Full	15.80	13.58	<b>16.30</b>
Concession	8.10	6.96	<b>8.35</b>
Croquet Lawn - Hire of Croquet Lawn (inc marking out, preparation and use of pavilion)			
Full	24.50	21.08	<b>25.30</b>
Concession	12.20	10.50	<b>12.60</b>
Artificial Cricket wicket - Hire of Artificial Cricket Wicket per match (inc use of pavilion)			
Full	35.90	30.83	<b>37.00</b>
Concession	17.80	15.29	<b>18.35</b>
ASHBOURNE RECREATION GROUND - FOOTBALL AND RUGBY PITCH - Hire of pitch per match (inc marking out, preparation) - no pavilion			
Full	N/A	27.50	<b>33.00</b>
Concession	N/A	15.38	<b>18.45</b>
ASHBOURNE RECREATION GROUND - FOOTBALL AND RUGBY PITCH - Hire of Pitch, per hour for Training - no pavilion			
Full	N/A	18.58	<b>22.30</b>
Concession	N/A	10.05	<b>12.05</b>

## CAR PARKS

	Existing Charge 2021-2022 inclusive VAT £	Proposed Charge 2022-2023 exclusive of 20% VAT £	Proposed Charge 2022-2023 inclusive of 20% VAT £
Discount Season Ticket by Zone – 6 months	244.80	210.33	<b>252.40</b>
Discount Season Ticket by Zone – 12 months	489.60	420.67	<b>504.80</b>
Discount Season Ticket District Wide – 6 months	306.00	262.92	<b>315.50</b>
Discount Season Ticket District Wide – 12 months	612.00	525.83	<b>631.00</b>
Rover Pass - 3 Day	10.60	9.08	<b>10.90</b>
Rover Pass - 7 Day	24.80	21.33	<b>25.60</b>
Annual Permit for Residents Only Car Park - Full	355.00	295.83	<b>355.00</b>
Annual Permit for Residents Only Car Park – Daytime (08.30–17.30) weekdays	199.90	171.75	<b>206.10</b>
Annual Permit for Residents Only Car Park – Evening/weekend – all hours outside those covered by the 'Daytime Permit'	155.00	133.17	<b>159.80</b>
Annual Permit for Residents Reserved Bay <i>(to be phased out by April 2021 – C&amp;E Minute 242/1)</i>	337.60	295.83	<b>355.00</b>

	Existing Charge 2021-2022 inclusive VAT £	Proposed Charge 2022-2023 exclusive of 20% VAT £	Proposed Charge 2022-2023 inclusive of 20% VAT £
Replacement or second Residents Free Parking Concession Badge – if purchased <u>before</u> 1 <sup>st</sup> October ( <b>Fixed Price</b> )	60.00	60.00	<b>60.00</b>
Replacement or second Residents Free Parking Concession Badge – if purchased <u>from</u> 1 <sup>st</sup> October ( <b>Fixed Price</b> )	40.00	40.00	<b>40.00</b>

\*The base rates 2018 were set by the Community & Environment Committee on 5 December 2017 and are (with the exception of Residents Free Parking Concession Badges) to be subject to annual fees and charges review.

## EVENTS

	Existing Charge 2021-2022  inclusive of 20% VAT £	Proposed Charge 2022-2023  exclusive of 20% VAT £	Proposed Charge 2022-2023  inclusive of 20% VAT and rounded £
<b>OPENING, CLOSING AND CLEANSING OF PUBLIC TOILETS</b> Free during normal working hours			
Charge for each additional hour outside normal working hours: After 3:30pm Monday to Friday, or Saturdays	27.90	24.00	<b>28.80</b>
Charge for each additional hour outside normal working hours: Sundays or Bank Holidays	34.40	29.58	<b>35.50</b>
<b>EMPTYING LITTER BINS AND LITTER PICKING</b>			
During working hours : Charge per person per hour.	22.10	19.00	<b>22.80</b>
Charge for each person per hour outside normal working hours: After 3:30pm Monday to Friday, or Saturdays	30.00	25.75	<b>30.90</b>
Charge for each person per hour outside normal working hours: Sundays or Bank Holidays	37.90	32.58	<b>39.10</b>
<b>HIRE OF WHEELED BINS</b>			
Hire of wheeled bin per week plus cost of delivery, collection and washing	12.90 Minimum charge £193.80	11.08 Minimum charge £166.50	<b>13.30</b> <b>Minimum charge</b> <b>£199.80</b>

Appendix 9  
CORPORATE AND CUSTOMER SERVICES

LOCAL LAND CHARGES

The proposed fees have been frozen

Charge	Existing 2021/22	Proposed 2022/23
Official Search Fee (LLC1 + Con29R)	£128.80	£128.80
LLC1 only	£31.00	£31.00
Con29R	£94.80	£94.80
Con 29O (per question)	£12.00	£12.00
Additional Parcel of Land	£13.20	£13.20
Written enquiries (solicitors own questions)	£14.40	£14.40
Personal Search of the Register	£0	£0

LEGAL

Charge	Existing 2021/22	Proposed 2022/23
Authorising proof of life for overseas pensioners	£28.10	£29.00
Planning Obligations - S.106 Fees	<p>The agreements are drafted and finalised externally. The estimated fee per agreement is £2000.</p> <p>All fees are based on the following hourly rates:</p> <p>Partner - £163.20 Senior Solicitor - £147.90 Associate - £137.70 Solicitor - £127.50 Trainee - £91.80</p> <p>The agreements are drafted and finalised internally. The estimated fee per agreement is £1000 minimum. Charging rate £150 p/h</p> <p>Disbursements are charged separately.</p>	<p>The agreements are drafted and finalised externally. The estimated fee per agreement is £2000.</p> <p>All fees are based on the following hourly rates:</p> <p>Partner - £160 Senior Solicitor - £145 Associate - £135 Solicitor - £125 Trainee - £90</p> <p>The agreements are drafted and finalised internally. The estimated fee per agreement is £1000 minimum. Charging rate £160 p/h</p> <p>Disbursements are charged separately.</p>
Planning Obligations S.106 Discharge	£384.50	£396
Planning Obligations S.106 Deed of Variation	£384.50	£396

Charge	Existing 2021/22	Proposed 2022/23
Easements, Covenants and one off Deeds	£374.30	£385.50
Commercial Licences to occupy Council Land	£268.30	£276.35
Licences to occupy Council Land for community benefit	£80.10	£82.50
Legal fee earning rate per hour	£153.00	£160.00
Leases and renewals	£374.30 plus £153 p/h after 5 hours	£385.50 plus £160 p/h after 5 hours
Licences to assign, sublet, carry out works under a Lease	£322.30	£332
Emergency work licences relating to Public Safety	Nil	Nil
Sales of Council Land, Sales by Land by Tender and Sales of Land by Auction	Maximum of 1.5% of the sale price (subject to minimum of £469.20)	Maximum of 1.5% of the sale price (subject to minimum of £483.30)
Transfer of land for affordable housing at nil consideration in exchange for nomination rights	£520.20 and £153 p/h after 5 hours	£535.80 and £160 p/h after 5 hours
Temporary (<1 year) installations on Council Land by Town or Parish Councils	Reduction of 33% of standard fee	Reduction of 33% of standard fee
Community Asset Transfers	Nil charge	Nil charge
Footpath Diversion Orders	<p>Unopposed Order Preparation of Order £1,509.60 Plan £166.30 Actual advertising costs £726.20 (estimate incl VAT) Total £2,402.10 Opposed Orders £2402.10 (As above) plus Consultant's fee at £153 per hour for time spent:</p> <ul style="list-style-type: none"> <li>dealing with objections, representations and associated correspondence</li> <li>negotiating to resolve objections</li> <li>submitting the order to the Planning Inspectorate where objections are maintained and preparing the statement of case</li> <li>liaison with the</li> </ul>	<p>Unopposed Order Preparation of Order £1,554.90. Plan £171.30 Actual advertising costs £748 (estimate incl VAT) Total £2,474.20 Opposed Orders £2474.20 (As above) plus Consultant's fee at £160 per hour for time spent:</p> <ul style="list-style-type: none"> <li>dealing with objections, representations and associated correspondence</li> <li>negotiating to resolve objections</li> <li>submitting the order to the Planning Inspectorate where objections are maintained and preparing the statement of case</li> <li>liaison with the</li> </ul>

	Planning Inspectorate and representing the Council in the determination of the case by means of a hearing, public inquiry or written representations.	Planning Inspectorate and representing the Council in the determination of the case by means of a hearing, public inquiry or written representations.
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## STREET NAMING AND NUMBERING

The proposed fees for 2022/23 have been increased by 3.1%

Charge	Existing 2021/22	Proposed 2022/23
Allocate a house name, rename or remove a house name to an existing property	£58.20	£60.00
Change a company name on a property		
Allocate a house number, renumber or remove a house number of an existing property		
Naming or renaming of new streets and numbering or renumbering new / existing properties on that street	£174.10	£179.50
Naming of new streets at residents request	£348.10	£358.90
Naming and numbering of new properties or properties on an existing street:		
1 property	£87.00	£89.70
2 – 5 properties	£116.40	£120.00
6 – 10 properties	£174.10	£179.50
11 – 25 properties	£232.80	£240.00
26 – 50 properties	£289.40	£298.40
51 – 100 properties	£463.50	£477.90
101+ properties	£868.30	£895.20
Division of Properties – same as numbering of new properties (and based on number of properties created including the original)	See above	See above
Confirmation of address to solicitors / conveyancers / occupiers or owners ( <i>Royal Mail – external confirmation</i> )	£29.90	£30.80
Charge	Existing 2021/22	Proposed 2022/23
Renumbering of scheme following	£116.40 + £12.60	£120.00 + £13.00

development re-plan (after notification of numbering scheme issued)		
Address issued / confirmation when replacement property built (as the original address will have been removed following the demolition as address may be different to original property) reactivation of address	£58.20	£60.00
1 <sup>st</sup> Set of Nameplates erected for each new Street	£253.40	£261.30
If two nameplates required	£355.40	£366.40
For each additional nameplate that is required to be erected at other junctions and entrances onto the new street	£116.40	£120.00
Challenges / requests / revisions to existing street naming and numbering schemes Confirm minimum charge	£29.90 minimum charge	£30.80 minimum charge
Rectification of existing address / postcode issues where no change involved Confirm minimum charge	£29.90 minimum charge	£30.80 minimum charge

## ROAD CLOSURES

The proposed fees for 2022/23 have been increased by 2.4%

Charge	Existing 2021/22	Proposed 2022/23
Events where there is a charge for participation or for spectators	£63.50	£65.00
Events that primarily benefit businesses or other commercial organisations	£63.50	£65.00
Carnivals/fetes or any other events that raise funds through collections/donations	£22.95	£23.50
Remembrance/well dressing or other commemorative parades	£0	£0

## S106 MONITORING

The proposed fees for 2022/23 have been increased by 4.5%

Charge	Existing 2021/22	Proposed 2022/23
Band 1: 1-5 dwellings of up to 1ha of land - Monitoring fee per covenant	£319.01	£333.00
Band 2: 6-10 dwellings or up to 3ha of land - monitoring fee per covenant	£382.81	£400.00
Band 3: 11-49 dwellings or up to 10ha of land - monitoring fee per covenant	£446.61	£467.00
Band 4: 50+ dwellings or more than 10ha of land - Monitoring fee per covenant	£574.21	£600.00

## ENVIRONMENTAL HEALTH

	Existing Charge 2021-2022 inclusive of 20% VAT £	Proposed Charge 2022-2023 exclusive of 20% VAT £	Proposed Charge 2022-2023 inclusive of 20% VAT (where applicable) and rounded £
<b>FOOD HYGIENE</b>			
<b>HEALTH CERTIFICATES</b> Standard Charge (VAT not applicable)	46.90	N/A	<b>49.00</b>
Additional hours for Administration of (per hour)	27.40	<b>N/A</b>	<b>28.25</b>
On-site Inspection by Authorised Food Safety Officer (per hour on-site for any non-statutory functions i.e. export health certificate)	54.30	<b>N/A</b>	<b>56.00</b>
<b>HOUSING</b> (Outside the scope of VAT)			
<b>HOUSES IN MULTIPLE OCCUPATION</b> HMO Licensing	503.90	N/A	<b>526.60</b>
<b>HOUSING ENFORCEMENT NOTICES</b> (Outside the scope of VAT)			
Housing Act 2004 sections 11 & 12 Improvement Notice	278.50	N/A	<b>291.00</b>
Housing Act 2004 sections 20 & 21 Prohibition Order	278.50	N/A	<b>291.00</b>
Housing Act 2004 sections 28 & 29	278.50	N/A	<b>291.00</b>

Hazard Awareness Notice			
Housing Act 2004 section 40 Emergency Remedial Action	278.50	N/A	<b>291.00</b>
Housing Act 2004 section 43 Emergency Prohibition Order	278.50	N/A	<b>291.00</b>
Housing Act 1985 section 265 Demolition Order	278.50	N/A	<b>291.00</b>
<b>PRIVATE WATER SUPPLIES</b> (Outside the scope of VAT)			
Risk Assessment	424.50	N/A	<b>443.60</b>
Desktop Risk Assessment	176.50	N/A	<b>184.40</b>
Sampling Visit	58.00	N/A	<b>60.60</b>
Investigation	93.00	N/A	<b>97.20</b>
Granting an authorisation	44.00	N/A	<b>46.00</b>
Analysing a sample under Regulation 10	Lab Charge	Lab Charge	<b>Lab Charge</b>
Analysing a check monitoring sample	Lab Charge	Lab Charge	<b>Lab Charge</b>
Analysing an audit monitoring sample	Lab Charge	Lab Charge	<b>Lab Charge</b>

## ANIMAL WELFARE & MISCELLANEOUS LICENSING

(The following fees fall outside the scope of VAT with the exception of Vets' Fees)

An average increase of 4.5% is proposed for the following fees:

<b>ANIMAL WELFARE</b>	<b>Existing Charge 2021-2022 £</b>	<b>Proposed Charge 2022-2023 rounded + inclusive of VAT where applicable £</b>
<b>Dangerous Wild Animals Act 1976</b>  New application for licence to keep a dangerous wild animal as defined in Schedule  Renewal of licence to keep a dangerous wild animal as defined in Schedule	<p style="text-align: center;"><b>183.10</b></p> <p style="text-align: center;">Plus Vet Fees and VAT on Vets Fees and arrangement fee of <b>£21.83 + VAT = £26.20</b></p> <p style="text-align: center;"><b>152.90</b></p> <p style="text-align: center;">Plus Vet Fees and VAT on Vets Fees and arrangement fee of <b>£21.83 + VAT = £26.20</b></p>	<p style="text-align: center;"><b>191.30</b></p> <p style="text-align: center;">Plus Vet Fees and VAT on Vets Fees and arrangement fee of <b>£22.83 + VAT = £27.40</b></p> <p style="text-align: center;"><b>159.80</b></p> <p style="text-align: center;">Plus Vet Fees and VAT on Vets Fees and arrangement fee of <b>£22.83 + VAT = £27.40</b></p>
<b>Zoo Licensing Act 1981</b>  Licence to operate a Zoo	<p style="text-align: center;"><b>338.10</b></p> <p style="text-align: center;">Plus annual Vet Fees and VAT on Vets Fees and arrangement fee of <b>£22.33 + VAT = £26.80</b></p>	<p style="text-align: center;"><b>353.30</b></p> <p style="text-align: center;">Plus annual Vet Fees and VAT on Vets Fees and arrangement fee of <b>£23.33 + VAT = £28.00</b></p>

<b>ANIMAL ACTIVITY</b>	<b>Existing Charge 2021-2022 £</b>	<b>Proposed Charge 2022-2023 rounded + inclusive of VAT where applicable £</b>
<b>Animal Activity Licence</b>	<b>322.50</b>	<b>337.00</b>
Application for new licence		
Fee for grant of licence	<b>78.00</b>	<b>81.50</b>
Application fee to renew licence	<b>322.50</b>	<b>337.00</b>
Fee for grant of renewal of licence	<b>78.00</b>	<b>81.50</b>
Variation of licence (administration only)	<b>26.00</b>	<b>27.20</b>
Variation of licence (administration and inspection)	<b>130.10</b>	<b>136.00</b>
Re-rating inspection	<b>104.00</b>	<b>108.70</b>
Appeal inspection	<b>104.00</b>	<b>108.70</b>

<b>MISCELLANEOUS</b>	<b>Existing Charge 2021-2022</b>	<b>Proposed Charge 2022-2023  (VAT not applicable)</b>
<b>Local Government (Miscellaneous Provisions) Act 1982 as amended by Local Government Act 2003</b>		
Registration of Persons and Premises to allow Practice of Acupuncture, Semi-Permanent Skin Colouring, Cosmetic Piercing and Electrolysis	<b>89.50</b>  (separate registrations required for person and premises)	<b>93.50</b>  (separate registrations required for person and premises)
<b>Local Government (Miscellaneous Provisions) Act 1982</b>		
Licence to Operate a Sex Establishment	<b>2205.60</b>	<b>2304.90</b>
Licence to Operate a Sex Entertainment Venue	<b>2205.60</b>	<b>2304.90</b>
<b>Local Government (Miscellaneous Provisions) Act 1982</b>		
	Page 102 of 254 <b>60.30</b>	<b>63.00</b>

Street Trading Consent		
<b>Public Health Acts Amendment Act 1907</b>		
Licence to Operate Pleasure Boats	<b>41.60</b>	<b>43.50</b>
Pleasure Boat and Vessel Licence	<b>41.60</b>	<b>43.50</b>
<b>Scrap Metal Dealers Act 2013</b>		
Site Licence (3 years) – New/Renewal	<b>341.30</b>	<b>356.70</b>
Site Licence (3 years) – Variation	<b>161.30</b>	<b>168.60</b>
Collectors Licence (3 years)	<b>192.50</b>	<b>201.20</b>

Appendix 11(b)

## Hackney Carriage and Private Hire – Taxi Licensing

(All of these fees fall outside the scope of VAT, except sundry items).  
An average increase of 3.1% is proposed for the following fees:

	Existing Charge 2021/2022	Proposed Charge 2022/2023
<b>Private Hire Operator's Licence - (Renewable every 5 years)</b>		
Application Fee	<b>£471.00</b>	<b>£485.60</b>
Criminal Record Disclosure (Basic)	Fee set by Disclosure and Barring Service (DBS) or Disclosure Scotland.	(DDDC will charge an admin fee if assisting – see Driver's Licence below).
** Operator will only need a basic criminal record check, if not a licensed driver with the District Council and have a current Enhanced Disclosure Certificate.		
<b>Vehicle Licence (Renewable every year)</b>		
Hackney Carriage Licence Application Fee	<b>£351.00</b>	<b>£361.90</b>
Private Hire Vehicle Licence	<b>£351.00</b>	<b>£361.90</b>
Vehicle FULL Re-test (3 or more items requiring attention)	<b>£70.00</b>	<b>£72.20</b>
Vehicle MINOR re-test (2 items or less requiring attention)	<b>£33.50</b>	<b>£34.50</b>
Refund of vehicle test if vehicle sold or licence is surrendered within 6 months	<b>£72.20</b>	<b>£72.20</b>

of being licensed		
Vehicle Transfer	<b>£36.00</b>	<b>£37.10</b>
Meter Test (if seal is broken – requiring checking at Testing Depot)	<b>£36.00</b>	<b>£37.10</b>
<b>Vehicle Licence (miscellaneous charges)</b>		
Breaking an Appointment (without 24 hours notification)	<b>£36.00</b>	<b>£37.10</b>
Trailer and Top Box Test	<b>£36.00</b>	<b>£37.10</b>
<b>Driver's Licence (Renewable every 3 years)</b>		
Application for new/renewal of Driver's Licence	<b>£189.00</b>	<b>£194.90</b>
DVLA Check (required each year during 3 year period of licence)	<b>£25.50</b>	<b>£26.30</b>
DBS Enhanced Criminal Records Check (due every 3 years)	DBS Fee of £40.00 + £13.00 Admin Fee (Derbyshire County Council) + £2.40 DDDC Admin Fee.	<b>DBS Fee of £46.40 + £. Admin Fee (Derbyshire County Council) + £2.50 DDDC Admin Fee.</b>

## Hackney Carriage and Private Hire – Taxi Licensing

	<b>Existing Charge 2021/2022</b>	<b>Proposed Charge 2022/2023</b>
Driver's Knowledge Test/Resit	<b>£35.70</b>	<b>£36.80</b>
Driver's Knowledge Test Cancellation Fee	<b>£11.20</b>	<b>£11.55</b>
<b>Sundries/Replacement</b>	<b>Prices include VAT</b>	
Driver's Badge	<b>£3.60</b>	<b>£3.70</b>
Driver's Badge Holder	<b>£3.60</b>	<b>£3.70</b>
Council Door Stickers (for front doors)	<b>£11.20</b>	<b>£11.55</b>
Licence plate for rear of vehicle	<b>£10.20</b>	<b>£10.50</b>
Licence plate fixings for rear licence plate	<b>£2.55</b>	<b>£2.65</b>
Licence plate for inside windscreen	<b>£7.15</b>	<b>£7.40</b>

Plastic wallet for windscreen plate		
Duplicate licence (paper copy)	<b>£11.20</b>	<b>£11.55</b>

## Appendix 11(c)

### GAMBLING LICENSING

(The following fees fall outside the scope of VAT).

An average increase of 4.5% is proposed for the following fees:

<b>GAMBLING ACT 2005 PREMISES LICENCES APPLICATIONS</b>	<b>Maximum Fees prescribed by regulations (Gambling Act 2005)</b>	<b>Existing Charge 2021/22</b>	<b>Proposed Charge 2022/2023 plus %age and Rounded</b>
<b>Small Casino</b>	<b>£</b>	<b>£</b>	<b>£</b>
New application	<b>8,000.00</b>	£7,262.00	<b>£7588.80</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£2,397.00	<b>£2504.90</b>
Annual Fee	<b>5,000.00</b>	£4,794.00	<b>£5000.00 (max)</b>
Variation	<b>4,000.00</b>	£4000.00	<b>£4,000.00 (max)</b>
Transfer	<b>1,800.00</b>	£1,510.00	<b>£1578.00</b>
Reinstatement	<b>1,000.00</b>	£1,000.00 (max)	<b>£1,000.00 (max)</b>
Provisional Statement	<b>8,000.00</b>	£7,523.00	<b>£7861.50</b>
Licence for Provisional Statement Holders	<b>3,000.00</b>	£2,734.00	<b>£2857.00</b>
<b>Large Casino</b>			
New application	<b>10,000.00</b>	£8,889.00	<b>£9289.00</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£4,273.00	<b>£4644.50</b>
Annual Fee	<b>10,000.00</b>	£8,889.00	<b>£9289.00</b>
Variation	<b>5,000.00</b>	£4,445.00	<b>£4645.00</b>
Transfer	<b>2,150.00</b>	£1,779.00	<b>£1859.10</b>
Reinstatement	<b>2,150.00</b>	£1,779.00	<b>£1859.10</b>
Provisional Statement	<b>10,000.00</b>	£8,755.00	<b>£9149.00</b>
Licence for Provisional Statement Holders	<b>5,000.00</b>	£4,393.00	<b>£4590.70</b>
<b>Bingo Club</b>			
<b>New application</b>	<b>3,500</b>	£3,145.00	<b>£3286.50</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£458.00	<b>£478.60</b>
Annual Fee	<b>1,000</b>	£916.00	<b>£957.20</b>

Variation	<b>1,750</b>	£1,571.00	<b>£1641.70</b>
Transfer	<b>1,200</b>	£1,046.00	<b>£1093.10</b>
Reinstatement	<b>1,200</b>	£1,046.00	<b>£1093.10</b>

\*\*\* 1<sup>st</sup> Annual Fee is due 30 days after licence is granted, and annual fee is due on anniversary date of grant

<b>GAMBLING ACT 2005 PREMISES LICENCES APPLICATIONS</b>	<b>Maximum Fees prescribed by regulations (Gambling Act 2005)</b>	<b>Existing Charge 2021/22</b>	<b>Proposed Charge 2022/2023 plus %age and Rounded</b>
<b>Bingo Club (cont'd)</b>			
Provisional Statement	<b>3,500</b>	£3,007.00	<b>£3142.30</b>
Licence for Provisional Statement Holders	<b>1,200</b>	£1,046.00	<b>£1093.10</b>
<b>Betting Premises (excluding tracks)</b>			
New application	<b>3,000.00</b>	£2,465.00	<b>£2575.90</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£273.00	<b>£285.30</b>
Annual Fee	<b>600.00</b>	£547.00	<b>£571.60</b>
Variation	<b>1,500.00</b>	£1,228.00	<b>£1283.30</b>
Transfer	<b>1,200.00</b>	£957.00	<b>£1000.00</b>
Reinstatement	<b>1,200.00</b>	£957.00	<b>£1000.00</b>
Provisional Statement	<b>3,000.00</b>	£2,465.00	<b>£2541.40</b>
Licence for Provisional Statement Holders	<b>1,200.00</b>	£957.00	<b>£1000.00</b>
<b>Betting Tracks</b>			
New application	<b>2,500.00</b>	£2,050.00	<b>£2142.30</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£411.00	<b>£429.50</b>
Annual Fee	<b>1,000.00</b>	£822.00	<b>£859.00</b>
Variation	<b>1,250.00</b>	£1,092.00	<b>£1141.10</b>
Transfer	<b>950.00</b>	£822.00	<b>£859.00</b>
Reinstatement	<b>950.00</b>	£822.00	<b>£859.00</b>
Provisional Statement	<b>2,500.00</b>	£2,050.00	<b>£2142.30</b>
Licence for Provisional Statement Holders	<b>950.00</b>	£858.00	<b>£896.60</b>
<b>Family Entertainment Centre (FEC)</b>			
New application	<b>2,000.00</b>	£1,638.00	<b>£1711.70</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£343.00	<b>£358.40</b>
Annual Fee	<b>750.00</b>	£684.00	<b>£714.80</b>

\*\*\* 1<sup>st</sup> Annual Fee is due 30 days after licence is granted, and annual fee is due on anniversary date of grant thereafter.

<b>GAMBLING ACT 2005 PREMISES LICENCES APPLICATIONS</b>	<b>Maximum Fees prescribed by regulations (Gambling Act 2005)</b>	<b>Existing Charge 2021/22</b>	<b>Proposed Charge 2022/2023 plus %age and Rounded</b>
<b>Family Entertainment Centre (FEC)</b>			
Variation	<b>1,000.00</b>	£822.00	<b>£859.00</b>
Transfer	<b>50.00</b>	£50.00 (max)	<b>£50.00 (max)</b>
Reinstatement	<b>950.00</b>	£822.00	<b>£859.00</b>
Provisional Statement	<b>2,000.00</b>	£1,642.00	<b>£1715.90</b>
Licence for Provisional Statement Holders	<b>950.00</b>	£822.00	<b>£859.00</b>
<b>Adult Gaming Centre (AGC)</b>			
New application	<b>2,000.00</b>	£1,642.00	<b>£1715.90</b>
1 <sup>st</sup> Annual Fee ***	<b>50% of annual fee</b>	£410.00	<b>£428.50</b>
Annual Fee	<b>1,000.00</b>	£820.00	<b>£856.90</b>
Variation	<b>1,000.00</b>	£820.00	<b>£856.90</b>
Transfer	<b>1,200.00</b>	£1,092.00	<b>£1141.10</b>
Reinstatement	<b>1,200.00</b>	£1,092.00	<b>£1141.10</b>
Provisional Statement	<b>2,000.00</b>	£1,642.00	<b>£1715.90</b>
Licence for Provisional Statement Holders	<b>1,200.00</b>	£1,086.00	<b>£1134.90</b>

\*\*\* 1<sup>st</sup> Annual Fee is due 30 days after premises licence is granted, and annual fee is due on anniversary date of grant thereafter.

<b>GAMBLING ACT 2005 PREMISES LICENCES APPLICATIONS</b>	<b>Maximum Fees prescribed by regulations (Gambling Act 2005)</b>	<b>Existing Charge 2021/22</b>	<b>Proposed Charge 2022/2023 plus %age and Rounded</b>
<b>Occasional Use Notices (OUNs)</b>	<b>No Fee Permitted</b>	No Fee Permitted	<b>No Fee Permitted</b>
<b>Temporary Use</b>			

<b>Notices (TUNs)</b>	<b>500.00</b>	£318.00	<b>£332.30</b>
<b>Notification of Change of Details</b>	<b>50.00</b>	£50.00	<b>£50.00 (max)</b>
<b>Copy of Licence/Notice</b>	<b>25.00</b>	£20.00	<b>£20.90</b>

## REGULATORY SERVICES

### ESTATES AND FACILITIES

Charge	Current 2021/22	Proposed 2022/23
Easements, Covenants and one off Deeds	£260 plus £50 per hour after 5 hours	£271.70 plus £52.30 per hour after 5 hours
Commercial Licences to occupy Council Land	£260	£271.70
Licences to occupy Council Land for community benefit	£78.00	£81.50
Leases and renewals	£260 plus £50 per hour after 5 hours	£271.70 plus £52.30 per hour after 5 hours
Licences to assign, sublet, carry out works under a Lease	£260	£271.70
Sales of Council Land, Sales by Land by Tender and Sales of Land by Auction	Maximum of 1.5% of the sale price (subject to minimum of £260)	Maximum of 1.5% of the sale price (subject to minimum of £271.70)
Transfer of land for affordable housing at nil consideration in exchange for nomination rights	£260 and £50 p/h after 5 hours	£271.70 and £52.30 p/h after 5 hours
Temporary (less than 1 year) installations on Council Land by Town and Parish Councils	Reduction of 33% on standard fee.	Reduction of 33% on standard fee.
Community Asset Transfers	Nil charge	Nil charge
Emergency Works Licences affecting public safety.	Nil charge	Nil charge

## PRE-APPLICATION ADVICE

(The following fees are inclusive of VAT)

<b>PRE-APPLICATION ADVICE</b>	<b>Existing Charge 2021-2022 £</b>	<b>Proposed Charge 2022-2023 rounded + inclusive of VAT £</b>
<b>Planning Permission</b>  Letter Fee Letter and Meeting Fee	<b>£28.10</b> <b>N/A</b>	<b>£29.40</b> <b>N/A</b>
<b>Householder Proposals</b>  Letter Fees Letter and Meeting Fees	<b>£56.10</b> <b>£112.20</b>	<b>£58.60</b> <b>£117.30</b>
<b>Works to Listed Buildings</b>  <b>Letter Fee-</b> Householder Commercial  <b>Letter and Meeting Fee-</b> Householder Commercial	<b>£56.10</b> <b>£112.20</b>  <b>£168.30</b> <b>£224.40</b>	<b>£58.60</b> <b>£117.30</b>  <b>£175.90</b> <b>£234.50</b>
<b>Advertisement Proposals (Per Site)</b>  Letter Fee Letter and Meeting Fee	<b>£56.10</b> <b>N/A</b>	<b>£58.60</b> <b>N/A</b>
<b>Change of Use (not Inc. dwellings, major development or engineering works)</b>  Letter Fees Letter and Meeting Fee	<b>£112.20</b> <b>N/A</b>	<b>£117.30</b> <b>N/A</b>
<b>All other uses/ buildings</b>  <b>0 – 499 Sqm</b>  Letter Fee Letter and Meeting Fee  <b>500 – 999 sqm / Less than</b>	<b>£112.20</b> <b>£168.30</b>     <b>Page 110 of 254</b>	<b>£117.30</b> <b>£175.90</b>     

<b>1Ha Or 0 – 3 dwellings (Outline less than 0.5Ha)</b>  Letter Fee Letter and Meeting Fee  <b>1,000 – 9,999 Sqm / 1 – 2 Ha Or 4 – 9 dwellings</b>  Letter Fee Letter and Meeting Fee	  <b>£168.30</b> <b>£392.70</b>    <b>£336.60</b> <b>£561.00</b>	  <b>£175.90</b> <b>£410.40</b>    <b>£351.75</b> <b>£586.30</b>
<b>10 – 99 Dwellings (Outline of 0.5 – 1.99 Ha)</b>  Letter Fee Letter and Meeting Fee	  <b>£561.00</b> <b>£841.50</b>	  <b>£586.30</b> <b>£879.40</b>
<b>99 – 199 Dwellings (Outline of 2 – 4 Ha)</b>  Letter Fee Letter and Meeting Fee	  <b>£729.30</b> <b>£984.30</b>	  <b>£762.10</b> <b>£1028.60</b>
<b>All other uses: 10,000+ Sqm &gt; 4 Ha or &gt; 200 dwellings</b>  Letter Fee Letter and Meeting Fee	  <b>£841.50</b> <b>£1,122.00</b>	  <b>£879.40</b> <b>£1172.49</b>
<b>Initial ‘in principle’ enquiry with email confirmation of meeting with limited up front information provided</b>  Letter Fee Letter and Meeting Fee	  <b>£336.60</b> <b>Email to Confirm</b>	  <b>£351.75</b> <b>Email to Confirm</b>
<b>Request for Information</b>  Confirmation of last known planning use of land and/or buildings  <b>Sites/ Buildings &lt; than 1000sq.m</b>  Letter Fee Letter and Meeting Fee   <b>Sites/ Buildings &gt; than 1000sq.m</b>  Letter Fee Letter and Meeting Fee   <b>Confirmation as to whether a building/ structure is</b>	            <b>£28.10</b> <b>N/A</b>      <b>£56.10</b> <b>N/A</b>   Page 111 of 254	            <b>£29.40</b> <b>N/A</b>      <b>£58.60</b> <b>N/A</b>

<b>deemed curtilage listed</b>  Letter Fee Letter and Meeting Fee	  <b>£28.10</b> <b>N/A</b>	  <b>£29.40</b> <b>N/A</b>
<b>Enquiries relating to the discharge of pre-commencement conditions</b>  <b>Householder Applications</b>  Letter Fee Letter and Meeting Fee  <b>Other Applications</b>  Letter Fee Letter and Meeting Fee	    <b>£22.40</b> <b>N/A</b>    <b>£56.10</b> <b>£84.20</b>	    <b>£23.40</b> <b>N/A</b>    <b>£58.60</b> <b>£88.00</b>
<b>Enquiries relating to minor amendments to approved developments and variation/amendments to S106 agreements</b>  Letter Fee Letter and Meeting Fee	    <b>£56.10</b> <b>N/A</b>	    <b>£58.60</b> <b>N/A</b>
<b>Additional letter and/or meeting</b>  Letter Fee Letter and Meeting Fee	  <b>Half original fee</b> <b>Half original fee</b>	  <b>Half original fee</b> <b>Half original fee</b>

GOVERNANCE AND RESOURCES COMMITTEE

20 JANUARY 2022

Report of the Director of Regeneration and Policy

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## **RESIDENTS ONLINE PANEL SURVEY RESULTS**

### **PURPOSE OF REPORT**

The report presents Members with the results of the Derbyshire Dales residents' survey undertaken in October/November 2021.

Alongside the quantitative results of the survey the report provides Members with a summary of the qualitative responses to the survey and makes recommendations about the results and ongoing actions.

### **RECOMMENDATION**

1. That the results of the Residents Survey completed in October/November 2021 are noted.
2. That qualitative data summarised from the Residents Survey be noted.
3. That the areas for attention, set out in Section 19 be reflected as actions in Service plans 2022/23, which are to be considered by Council on 3<sup>rd</sup> March 2022

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

Finding out how satisfied residents are with the District Council, its services and the quality of life in the Derbyshire Dales underpins the aims of the Council's Corporate Plan 2020-2024. The survey provides important feedback on the performance of services and suggests areas for improvement, which supports service planning

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## 1.0 BACKGROUND

- 1.1 The District Council has a statutory duty to consult. For some services areas public consultation is a statutory part of the relevant processes e.g. licensing, planning and housing. Elsewhere the District Council has a general duty to consult stakeholders as set out in Section 3 of the Local Government Act 1999.
- 1.2 The District Council's Consultation and Engagement Strategy has four objectives:
  1. To improve the performance of Council services
  2. To develop and evaluate the Council's policies, services and projects
  3. To inform the prioritisation of resources available to the Council
  4. To promote dialogue with local communities and enable local delivery of services where appropriate
- 1.3 Before 2016, the District Council managed a Citizens Panel to carry out much of its consultation in relation to its key objectives and corporate actions. The Citizens Panel was replaced in 2016 by the Derbyshire Dales Online Panel which now comprises 885 residents who have opted to receive periodic surveys from the District Council by email.
- 1.4 The Online Panel is a self-selecting sample and is not fully representative of the District's population as a whole. For larger service or policy changes, the Online Panel is only one of a number of consultation methods used by the District Council to seek views. Nevertheless, as a rapid and insightful means of gathering and tracking opinions, the Online Panel is a valuable tool.
- 1.5 This report makes use of the Local Government Association's (LGA) national survey, Resident Satisfaction with Councils, for benchmarking the District Council's performance. The LGA's survey uses six key indicators to measure how satisfied residents are with their local area and council. Topics included are overall satisfaction with the local area, which includes a question on overall satisfaction with the local council, how well informed residents feel, community safety, and service specific satisfaction levels.
- 1.6 The 2020 and 2021 Residents Survey included questions about communications by the District Council during the Covid-19 pandemic. An LGA survey was carried out during national lockdown in June 2020, the District Council Online Panel survey was carried out post-lockdown in autumn 2020. The results of these surveys have been reported to Council. These questions on communication were included again in the 2021 survey that took place in October.
- 1.7 Other consultation activities take place throughout the year using a variety of methods. These activities are on specific topics such as the review of the PSPO policy, or the use of parks. Details of these can be found in the [Council's consultation and Engagement Plan](#).
- 1.8 Governance and Resources Committee on the 19 November 2020, agreed that the Online Panel Satisfaction Survey to be carried out in September 2021, would

include additional qualitative questions to enable respondents to set out the reasoning for their answers.

- 1.9 Governance and Resources Committee, on 1 July 2021, approved a number of recommendations for increasing engagement with the District Council. . This included the carrying out of a bi-annual paid-for residents' survey which would be similar to the Council's four yearly corporate plan survey. This was to be a random survey, which sought to provide a sufficient number of responses (1,000+) to enable it to be statistically representative.
- 1.10 It was further resolved that surveys should include an optional postcode question to enable a better understanding of the potential local reasons for resident satisfaction or dissatisfaction levels; and where appropriate to use a small number of qualitative questions to increase the value of responses to consultation.
- 1.11 Following an extensive procurement exercise Marketing Means Ltd were selected to undertake the 2021 Residents Survey.
- 1.12 Throughout this report it is important to remember that some comments have been made about services which the Council does not provide or has little control over e.g. overall Council Tax costs, policing levels, and pot holes.

## **2. METHODS AND RESPONSE LEVELS**

- 2.1 Four different methods of gathering data were used; Face to Face interviews (focused on under 35 year olds), a postal survey of randomly selected addresses, a questionnaire link sent to Online Panel members, and an open survey promoted largely via social media. The same questions were used for each of the different surveys. A copy of the questions asked in the survey is set out in Appendix 1. A copy of a detailed Residents Survey report for the Face to Face and Postal survey is set out in Appendix 2.
- 2.2 The Residents Survey was undertaken throughout October and November 2021 resulted in a total of 1,818 responses which is made up as follows:
  - 1,066 Postal Survey
  - 180 Face to Face Interviews
  - 201 Online Panel Responses
  - 371 Online Survey Responses.
- 2.3 As result of the survey a total of 72 additional people indicated their willingness to join the District Council's Online Panel.
- 2.4 Table 1 below sets compares the number of responses between this survey and the 2019 and 2020 surveys completed by Online Panel members only.

	2019	2020	2021
Total Online Panel	776	885	885
No. of respondents	392	421	201
Response rate	51%	48%	23%

Table 1- Online Panel Survey Response Rates 2016-2020

- 2.4 Using four different methods of survey increased the number of responses from 421 in 2020 to 1815 in 2021; an increase of over 400%.

### 3. RESPONDENT PROFILES

- 3.1 One aim of the survey was to gain responses from a more representative group of residents. The Online Panel by and large consists of persons over 55, who are white, who consider themselves not to be disabled and heterosexual. Table 2 below indicates in comparison to previous surveys there has this year been a greater level of engagement with younger people. This was achieved primarily from the face to face survey.

- 3.2 Table 2: below shows the age range of respondents from 2016 to 2021, compared with 2011 population census figures

Age Category	2011 Census	2018 Online Panel	2019 Online Panel	2020 Online Panel	2021 Online Panel	2021 [Face: Face, and Postal]	2021 Open Online
18 - 24 years	6.2%	0.31%	0.26%	0.48%	0.5%	5.1%	1.07%
25 - 34 years	20.7%	0.93%	1.03%	1.44%	1.0%	9.7%	9.7%
35 - 44 years		11.42%	3.59%	5.29%	6.5%	8.0%	16.98%
45 - 54 years	31.7%	8.02%	19.23%	16.35%	10.9%	13.8%	21.56%
55 - 64 years		31.48%	30.51%	29.81%	28.4%	19.7%	19.13%
65 - 74 years	12%	34.57%	30.51%	33.17%	25.4%	22.9%	17.78%
75 years and over	10.3%	13.27%	14.87%	13.46%	19.4%	20.8%	5.12%

Table 2: age range of respondents from 2016 to 2021, compared with 2011 population census figures

- 3.3 Table 2 shows that using four different survey methods has resulted in a response profile that is much closer to the District Council residents.
- 3.4 No significant change to the results relating to ethnicity were seen. A slight increase in the reporting of genders other than male or female, was seen from the four survey methods, although numbers are in single digits.
- 3.5 In terms of disability the average percentage of people who reported that disability limited their daily activities either a little or a lot, was significantly higher in the face

to face, postal and open online survey than the Online Panel survey . On average 97.5% of the online panel report no disability over the previous 2 years. On average 82.5% of respondents from the four survey methods used this year reported no disability. This shows that the views of more disabled residents were obtained this year.

## 4 SURVEY RESULTS

### 4.1 Residents Satisfaction with Local Area

- 4.2 The first question on the survey asked for residents 'satisfaction with their local area as a place to live'. The results for 2021 are summarised in Table 3 below. Whilst the number of fairly satisfied residents is stable across all, it is clear that fewer respondents to the open online survey were very satisfied and more respondents were very dissatisfied.

Satisfaction Level	Face to Face & Postal % (See Appendix 2)	Online Panel %	Open Online %
Very satisfied	44.9%	42.3%	22.6%
Fairly Satisfied	38.4%	38.8%	37.5%
Neither satisfied or dissatisfied	8.2%	7.5%	12.1%
Fairly dissatisfied	5.5%	8.0%	16.2%
Very dissatisfied	3%	3.5%	11.6%

Table 3: satisfaction with your local area as a place to live

- 4.3 Table 4 below compares the results with previous years (Online Panel only)

Satisfaction Level	2018	2019	2020
Very satisfied	54.93%	50.51%	50.83%
Fairly Satisfied	39.40%	40.31%	36.82%
Neither satisfied or dissatisfied	3.28%	4.08%	4.28%
Fairly dissatisfied	1.79%	3.83%	7.13%
Very dissatisfied	0.60%	1.28%	0.95%

Table 4: satisfaction with your local area as a place to live comparison with previous years

- 4.4 It is notable that the 'very or fairly satisfied' level of satisfaction from Online Panel members remained fairly stable from 2018 to 2020 with an average over the past three years of 87.5%.
- 4.5 However, the number of Online Panel members who are fairly or very satisfied in 2021 is 81.2%. The Open Online survey resulted in 60.1% of respondents either

fairly or very satisfied with their local area as a place to live with the Face to Face and Postal survey resulted in 83.3%.

4.6 For those who commented and were satisfied with their local area as a place to live, the most common reasons given across all surveys were:

- Beautiful or lovely place to live
- Rural area / the countryside / nature
- Good facilities, shops and/or services
- The community and friendly people
- Safe/low crime
- Clean area

4.7 For those who commented and were dissatisfied with their local area as a place to live the most common reasons given across all surveys were:

- Lack of facilities, shops and/or services
- Too much traffic / poor road management or infrastructure
- Too many houses being built
- Lack of facilities/infrastructure/shops
- High Council Tax
- Waste disposal issues

4.8 The percentage of respondents satisfied with their local area as a place to live varied across wards ranging from 70% in Ashbourne South to 100% in Lathkill & Bradford.

## **5. SATISFACTION WITH THE WAY THE COUNCIL 'RUNS THINGS'**

5.1 The second question asked about Derbyshire Dales District Council responsibilities for services such as refuse collection, street cleaning, planning (excluding Peak District National Park area), housing, leisure facilities, environmental health, parks and gardens.

5.2 Observations from the Face to Face and Postal Survey indicated:

- Overall, 12.4% were very satisfied, 45.3% were fairly satisfied, 21.8% were satisfied or dissatisfied, 13.8% were fairly dissatisfied, and 6.6% were very dissatisfied
- Those respondents aged 25-34yrs (66%); 65-74yrs (68%) and 75+yrs (68%) were more satisfied with the way the Council runs things compared with those aged 18-24yrs (42%) and those aged 35-44yrs (41%)
- No significant differences by gender or ethnic background
- Those respondents who considered themselves disabled, where daily activities are limited a lot, were more satisfied with the way the Council runs things (75%) compared with those who consider themselves not disabled (58%)

- The percentage of respondents satisfied with the way the Council runs things varied across wards ranging from 31% in Bradwell Ward to 83% in Chatsworth Ward

5.4 Table 5 below sets out details of satisfaction with the way DDDC runs things;

Satisfaction level	Face to Face/Postal % of total respondents	Online Panel % of total respondents	Open Online % respondents
Very satisfied	2.95%	7.5%	3.0%
Fairly satisfied	9.94%	37.3%	17.8%
Neither satisfied nor dissatisfied	4.56%	20.4%	13.2%
Fairly dissatisfied	34.94%	24.4%	35.3%
Very dissatisfied	30.65%	10.4%	30.75

Table 5: satisfaction levels with the way the council runs things - all surveys.

5.5 Fewer respondents to the Open online survey were satisfied with the way the Council runs things than respondents to the Face to Face and Postal survey. More were dissatisfied at 65% compared to 20.4%.

## 6. VALUE FOR MONEY

- 6.1 When asked 'to what extent do you agree or disagree that Derbyshire Dales District Council provides value for money', 43% of respondents to the Face to the Face and Postal Survey agreed that Derbyshire Dales District Council provides value for money.
- 6.2 Those respondents aged 25-34yrs (50%); 55-64yrs (46%); 65-74yrs (49%) and 75+yrs (55%) were more likely to **agree** the Council provides value for money compared with those aged 35-44yrs (26%).
- 6.3 Those aged 75+yrs (55%) were also more likely to **agree** the Council provides value for money compared with those aged 18-24yrs (29%) and those aged 45-54yrs (38%).
- 6.4 The Open Online Survey and the Online Panel Survey results are shown in Table 6 below:

Extent of agreement that the council provides value for money	Face to Face and Postal %	Online Panel %	Open Online %
Strongly agree	7.7%	6.0%	1.6%
Tend to agree	35.6%	34.3%	13.5%
Neither agree/disagree	33.5%	23.9%	22.9%
Tend to disagree	17.1%	25.9%	29.9%
Strongly disagree	6.2%	10.0%	32.1%

Table 6: Open Online Survey and the Online Panel Survey 'value for money' results

- 6.5 Just over 15% of the Open Online respondents agreed the Council provided value for money, compared to the much higher result of just over 40% of the Online Panel members and 43% of respondents from the remaining two surveys.

## 7. SATISFACTION WITH SERVICES PROVIDED

- 7.1 When asked 'Overall, how satisfied or dissatisfied are you with the services Derbyshire Dales District Council provides', respondents to the Face to Face and Postal Survey indicated an overall satisfaction rate of 53% with just under a quarter (24%) dissatisfied.
- 7.2 Those respondents aged 25-34yrs (64%); 65-74yrs (64%) and 75+yrs (65%) were more satisfied with the services the Council provides compared with those aged 35-44yrs (33%) and those aged 45-54yrs (44%).
- 7.3 For those who commented and were satisfied with the services the Council provides, 7% outlined all was good, they were satisfied and/or they had no problems, however 15% of those satisfied still referred to a poor refuse collection service in their comment.
- 7.4 Those respondents aged 55-64yrs (50%) were more satisfied with the services the Council provides compared with those aged 35-44yrs (33%).
- 7.5 For those who commented and were dissatisfied with the services the Council provides the most common comment given why was poor refuse collection service (21%).
- 7.6 Table 7 indicates how the satisfaction levels with the services the Council provides, varies between the different survey methods:

Extent of Satisfaction	Face to Face and Postal	Open Online %	Online Panel %
Very satisfied	11.1%	2.7%	8.5%
Fairly satisfied	42.4%	13.5%	34.8%
Neither satisfied nor dissatisfied	22.8%	18.9%	21.9%
Fairly dissatisfied	17.4%	34.8%	24.4%
Very dissatisfied	6.4%	30.2%	10.4%

Table 7: Satisfaction levels with the services the council provides

7.7 Again results from the Open Online Panel are more negative than the other three surveys at 16.2% very or fairly satisfied. The Online Panel survey produced more positive results at 43.3%, closer to the 43.3% reported by the Face to Face and Postal respondents.

7.8 Results from previous years Online Panel surveys are shown in table 8 below.

	2016	2017	2018	2019	2020
% who are very or fairly satisfied with the services Derbyshire Dales District Council provides	76%	74%	68%	72%	62%

Table 8: comparison of 5 years survey results – satisfaction with services the Council provides

7.9 The majority of negative comments from the Open Online survey related to waste collection. A large number of comments from the online panel were also related to waste collection.

7.10 Other commonly cited areas of dissatisfaction from these two surveys were;

- Too much house building / Planning decisions
- Lack of/deteriorating services
- High Council Tax
- Council not responding to residents views
- Roads, potholes and parking
- Traffic and road works
- Verges

## 8. HOW WELL INFORMED DO RESIDENTS FEEL?

8.1 Respondents were asked 'overall, how well informed do you think Derbyshire Dales District Council keeps residents about the services and benefits it provides?'

- 8.2 Overall 79% of respondents to the Face and Face and Postal Survey methods felt very or fairly well informed by Derbyshire Dales District Council about the services and benefits it provides, 17% felt not very well informed and 4% felt not well informed at all.
- 8.3 For those who commented and who felt very or fairly well informed by the Council about the services and benefits it provides, the most common reasons given why were: generally lots or enough information and/or good communication – 13%
- 8.4 In particular the information via:
- Leaflets/newsletters or letters – 13%
  - Emails – 12%
  - Social media – 9%
  - Council's website – 9%
  - Dales Matters – 7%
- 8.5 For those who commented and who felt not very well informed or not well informed at all by the Council about the services and benefits it provides, the most common reasons given why were:
- Poorly informed, never see and/or never receive any information – 9%
  - Don't have or not everyone has access to the internet – 7%
  - Don't use or not everyone uses social media – 4%

How well informed	Face to Face and Postal %	Online Panel %	Open Online %
Very well	19.3%	25.4%	9.2%
Fairly well	59.2%	54.2%	46.9%
Not very well	17.5%	15.9%	27.0%
Not well informed at all	4%	4.5%	17.0%

*Table 9: survey results for 'how well informed' respondents feel*

- 8.6 Table 9 above, shows that respondents to the Open Online survey felt less well informed than respondents to the other three surveys, although 56% felt fairly or very well informed, compared to 78.5% of face to face and postal respondents, and 79.6% of the Online Panel.
- 8.7 Results from previous years Online Panel surveys are shown in table 10 below.

	2016	2017	2018	2019	2020
% who feel very or fairly well informed about services and benefits the District Council provides	72%	83%	82%	66%	63%

Table 10: comparison of 5 years survey results – respondents who feel very or fairly well informed

- 8.8 Results show that Online Panel members feel more informed than in 2020; however results from the Open Online survey are lower than the 2020 results shown above.
- 8.9 Respondents to the survey praised the e-mails and newsletters/Dales Matters. However, not having access to the internet as a barrier to communication was mentioned. An over-emphasis on the use of Social Media to communicate was cited regularly. Many people noted they heard information by word of mouth or local networks such as Parish Councils.

## 9. HOW SAFE DO RESPONDENTS FEEL?

- 9.1 The question, 'how safe or unsafe do you feel when outside in your local area during the day/after dark?' was asked. Tables 11 and 12 below gives the results for all surveys.

How safe feel during the day	Face to Face and Postal %	Online Panel %	Open Online %
Very safe	61.1%	76.1%	56.6%
Fairly safe	31.1%	18.4%	31.3%
Neither safe or unsafe	4.4%	4.0%	7.0%
Fairly unsafe	2.5%	0.0%	3.8%
Very unsafe	1%	1.5%	1.3%

Table 11: Responses to question 'how safe or unsafe do you feel when outside in your local area during the day?'

How safe feel after dark	Face to Face and Postal %	Online Panel %	Open Online %
Very safe	34.9%	37.8%	21.6%
Fairly safe	42%	39.3%	42.9%
Neither safe or unsafe	10.5%	12.9%	17.0%
Fairly unsafe	9.6%	8.5%	13.5%
Very unsafe	3%	1.5%	5.1%

Table 12: Responses to question 'how safe or unsafe do you feel when outside in your local area after dark?'

- 9.2 All surveys show that the majority of respondents feel safe in their local area during daylight and after dark. The following comments refer to close analysis of the Face to Face and Postal survey.
- 9.3 Those respondents who considered themselves not disabled felt safer when outside in their local area during the day (94%) compared with those who considered themselves to be disabled where daily activities are limited a lot (79%).
- 9.4 Those respondents who considered themselves not disabled also felt safer when outside in their local area after dark (80%) compared with those who considered themselves to be disabled where daily activities are limited a lot (63%).
- 9.5 Male respondents felt safer when outside in their local area after dark (82%) compared with Female respondents (74%).
- 9.6 The percentage of respondents feeling very or fairly safe outside in their local area during the day varied across wards ranging from 80% in Hulland to 98% in Bakewell.
- 9.7 The percentage of respondents feeling very or fairly safe outside in their local area after dark varied across wards ranging from 63% in Hulland to 93% in Doveridge & Sudbury.
- 9.8 For those who completed the Face to Face and Postal Survey, the most common reasons given for why they do not feel safe outside in their local area during the day and/or after dark were:
- Poor lighting or lack of lighting – 28%
  - Lack of a police presence – 25%
  - Speeding vehicles and/or heavy traffic – 14%
- 9.9 The other two survey methods echoed these concerns and also mentioned, Anti-Social Behaviour and drug/alcohol misuse as issues. A number of comments were made by people who said they don't go out at night at all and a number of women who said they felt unsafe at night, because they are female.

## **10. SATISFACTION WITH SPECIFIC SERVICES**

- 10.1 Table 13 below indicates the very or fairly satisfied results of previous Online Panel surveys. While these results are useful they should perhaps only be compared with results from the Online Panel rather than all four survey methods used in 2021.

<b>Service</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Sport and leisure facilities	57%	63%	51%	52%	40%
Parks and open spaces	80%	83%	78%	77%	69%
Keeping areas including highways free from litter	65%	62%	57%	56%	51%
Waste & recycling collections	82%	82%	80%	85%	76%

Table 13 shows the very or fairly satisfied results of Online Panel surveys 2016 to 2020

- 10.2 Satisfaction levels have been on a downward trend in all four service areas since 2016. Waste and recycling had the highest satisfaction levels and have fallen the least.
- 10.3 The 2021 survey asked how satisfied individuals were with the following services; sport and leisure facilities; parks, recreation grounds and open spaces; keeping areas including highways free from litter; and waste and recycling collections. Results are shown below in Table 14 below:

<b>Service</b>	<b>Face to Face &amp; Postal %</b>	<b>Online Panel %</b>	<b>Open online Survey %</b>
Sport and leisure facilities	60.4%	51.7%	43.4%
Parks and open spaces	75%	71.6%	64.7%
Keeping areas including highways free from litter	59%	47.3%	37.7%
Waste & recycling collections	43.9%	30.3%	11.9%

Table 14 – Areas of Satisfaction 2021

- 10.4 Results from the Online Panel members in 2021 compared to 2020 results, show that satisfaction with sports and leisure facilities has risen by 11%, satisfaction with parks and open spaces and keeping areas including highways free from litter, have both increased by around 3%. Satisfaction levels with waste and recycling has fallen from 76% in 2020 to 30.3% in 2021.
- 10.5 Results from the Face to Face and Postal survey indicated 60% of respondents were **satisfied** with the sports & leisure facilities although 8% were **dissatisfied**.
- 10.6 Table 15 below sets out satisfaction levels with sport and leisure facilities for all surveys:

Extent of Satisfaction	Face to Face & Postal %	Online Panel %	Open Online %
Very satisfied	24.8%	16.4%	10.2%
Fairly satisfied	35.6%	35.3%	33.2%
Neither satisfied nor dissatisfied	31.5%	39.8%	39.1%
Fairly dissatisfied	6.2%	7.0%	11.6%
Very dissatisfied	1.9%	1.5%	5.9%

Table 15: Satisfaction levels with sport and leisure facilities

- Note that approximately 40% of respondents were neither satisfied or not. This is likely to show that they don't use the sport and leisure facilities provided
- 60% of respondents to the Face to Face and Postal survey were fairly or very satisfied with the sports & leisure facilities, 8% were fairly or very dissatisfied. The lowest levels of fairly or very satisfied were reported by the Open Online survey, at 43.4%
- Those respondents aged 18-24yrs (85%) and 25-34yrs (81%) were more satisfied with sports & leisure facilities compared with those aged 35yrs+ (54-61%).
- No significant differences by gender, ethnic background or disability.
- The percentage of respondents satisfied with the sports and leisure facilities varied across wards ranging from 35% in Bradwell and Doveridge & Sudbury to 73% in Darley Dale.

- 10.7 Table 16 below sets out satisfaction levels with parks, recreation grounds and open spaces for all the surveys

Extent of Satisfaction	Face to Face & Postal %	Online Panel %	Open Online %
Very satisfied	37%	35.8%	27.0%
Fairly satisfied	38%	35.8%	37.7%
Neither satisfied nor dissatisfied	15.8%	16.9%	16.4%
Fairly dissatisfied	6%	7.5%	13.2%
Very dissatisfied	3.2%	4.0%	5.7%

Table 16: Satisfaction levels with parks, recreation grounds and open spaces

- Three quarters (75%) of respondents were satisfied with parks, recreation grounds and open spaces, 9% were dissatisfied
- Those respondents aged 25-34yrs (87%) were more satisfied with parks, recreation grounds and open spaces compared with those 35-44yrs (69%) and those aged 45-54yrs (71%)

10.8 Table 17 below sets out satisfaction levels with the Council keeping areas including highways free from litter for all the surveys:

Extent of Satisfaction	Face to Face & Postal %	Online Panel %	Open Online %
Very satisfied	19.4%	8.5%	6.2%
Fairly satisfied	39.6%	38.8%	31.5%
Neither satisfied nor dissatisfied	17.6%	17.4%	19.4%
Fairly dissatisfied	16.2%	24.9%	25.3%
Very dissatisfied	7.1%	10.4%	17.5%

Table 17: Satisfaction levels with the council keeping areas including highways free from litter

10.9 Those respondents aged 25-34yrs (76%) were more satisfied with the Council keeping areas including highways free from litter compared with those 35yrs+ (52-58%).

10.10 Those respondents aged 18-24yrs (76%) were also more satisfied with the Council keeping areas including highways free from litter compared with those 65-74yrs (52%).

10.11 The percentage of respondents satisfied with the Council keeping areas including highways free from litter varied across wards ranging from 21% in Dovedale & Parwich to 81% in Stanton.

10.12 Those respondents living in the ward of Ashbourne North (76%), Matlock St Giles (71%), and Darley Dale (71%) were more satisfied with the Council keeping areas including highways free from litter compared with those living in the wards of: Ashbourne South (46%); Bradwell (34%); Dovedale & Parwich (21%) and Doveridge & Sudbury (28%).

10.13 Table 18 below shows satisfaction levels with the waste and recycling collections for all the surveys.

Extent of Satisfaction	Face to Face & Postal %	Online Panel %	Open Online %
Very satisfied	16.7%	10.9%	4.9%
Fairly satisfied	27.2%	19.4%	7.0%
Neither satisfied nor dissatisfied	14.9%	11.4%	5.4%
Fairly dissatisfied	21%	30.3%	20.8%
Very dissatisfied	20.1%	27.9%	62.05

Table 18: Satisfaction levels waste and recycling collections

- 10.14 Those respondents to these surveys aged 75+yrs (61%) were more satisfied with waste & recycling collections compared with those 35-44yrs (17%); 45-54yrs (33%) and 55-64yrs (44%). The least satisfied with waste & recycling collections are respondents aged 35-44yrs (17%).
- 10.15 Respondents who considered themselves disabled, where daily activities are limited a lot, felt more satisfied with waste & recycling collections (65%) compared with those who considered themselves not to be disabled (42%).
- 10.16 The percentage of respondents satisfied with waste & recycling collections varied across wards ranging from 13% in Bradwell ward to 61% in Chatsworth ward.
- 10.22 The issue of waste collection was raised by a great many respondents across all four surveys. The main points raised were;
- Disagreement with outsourcing the service/desire for service to be in house
  - Contract with Serco – failed to meet needs/management of
  - Giving Serco extra money
  - Not collecting green bins / Charging for green bins

## 11. INFORMATION AND CONTACT WITH THE DISTRICT COUNCIL

- 11.1 The next question asked for respondents' satisfaction levels with ease of contact with the Council, the quality of the Council's website, the ease with which they can make payments, and the Council's responsiveness to queries.
- 11.2 Table 19 below compares the 'very or fairly satisfied' results for the Online Panel members, from 2018 to 2021.

Question	2018	2019	2020	2021
Ease of contact with the Council	76%	66%	69%	59%
Quality of the Council website	73%	65%	62%	69%
Ease of payment methods	66%	63%	64%	69%
Our responsiveness to your enquiries	59%	50%	58%	43%

*Table 19 Online Panel satisfaction with information and communication with the Council, comparison 2018 to 2021*

- 11.3 Satisfaction levels with the quality of the Council's website and the ease of payment methods has increased. This is likely to reflect the improvements made to the Council's website and the increase in the number of services that can be paid for online during the past 12 months.
- 11.4 Table 20 below sets out the level of satisfaction with ease of contact with the District Council. It suggests that there were lower levels of satisfaction from the open online panel, compared to the results of the other two surveys.

Satisfaction level	Postal & F2F %	Online Panel Survey %	Open Online Survey %
Very satisfied	21.3%	20.4%	8.9%
Fairly satisfied	39.3%	38.3%	29.6%
Neither satisfied nor dissatisfied	30.6%	29.4%	36.9%
Fairly dissatisfied	5.9%	9.0%	15.4%
Very dissatisfied	2.9%	3.0%	9.2%

Table 20: satisfaction levels with ease of contact with the Council

## 12. QUALITY OF WEBSITE

12.1 Table 21 below sets out the level of satisfaction with the District Council's website:

Satisfaction level	Open Online Survey %	Online Panel Survey %	Postal & F2F Survey %
Very satisfied	7.8%	18.4%	18.2%
Fairly satisfied	36.9%	40.8%	38.4%
Neither satisfied nor dissatisfied	37.5%	30.8%	36.9%
Fairly dissatisfied	13.2%	7.0%	4.7%
Very dissatisfied	4.6%	3.0%	1.8%

Table 21: Responses to 'how satisfied or dissatisfied are you with the quality of the Council's website'

12.2 Overall levels of satisfaction with the website across all surveys was generally positive.

## 13. EASE OF PAYMENT METHODS

13.1 Table 22 below sets out how satisfied or dissatisfied respondents were with making payments to the District Council.

Satisfaction level	Open Online Survey %	Online Panel Survey %	Postal and F2F %
Very satisfied	17.3%	28.4%	28.7%
Fairly satisfied	32.1%	34.3%	40.4%
Neither satisfied nor dissatisfied	46.95%	35.8%	27.9%
Fairly dissatisfied	2.4%	0.5%	2.1%
Very dissatisfied	1.3%	1.0%	0.9%

Table 22: Responses to 'how satisfied or dissatisfied are you with the ease of payment methods'

- 13.2 Again the results from this aspect of the survey has generated some positive results overall, reflecting the investment that the District Council has made in expanding the range of payment methods to include online payments.

## 14 COUNCIL RESPONSIVENESS TO QUERIES

- 14.1 Table 23 sets out how satisfied or dissatisfied respondents were with Council's responsiveness to enquiries.

Satisfaction level	Open Online %	Online Panel %	Postal and F2F %
Very satisfied	5.1%	14.4%	18%
Fairly satisfied	19.1%	28.9%	32.2%
Neither satisfied nor dissatisfied	38.8%	39.3%	38.1%
Fairly dissatisfied	16.4%	10.4%	6.7%
Very dissatisfied	20.5%	7.0%	5%

*Table 23: Responses to 'how satisfied or dissatisfied are you with the Council's responsiveness to your enquiries'*

- 14.3 Across all surveys the percentage of people neither satisfied nor dissatisfied with the Council's responsiveness to their enquiries was close to 39%, suggesting that many respondents had not made enquiries. Lower levels of satisfaction were found with the open online survey. This could suggest that respondents to this survey had specific issues with the District Council that remained unresolved at the time or that the response given was not to their satisfaction.

## 15. THE COUNCIL'S CORONAVIRUS RESPONSE

- 15.1 Table 24 sets out the responses to question about how well informed or not do you think Derbyshire Dales District Council has kept you during the coronavirus pandemic.

Satisfaction level	Open Online Survey %	Online Panel Survey %	Postal & F2F %
Very well informed	10.0%	26.4%	20.2%
Fairly well informed	48.8%	49.3%	53%
Not very well informed	30.2%	17.4%	21.3%
Not well informed at all	11.1%	7.0%	5.5%

*Table 24: Responses to 'how well informed or not do you think Derbyshire Dales District Council has kept you during the coronavirus pandemic'*

- 15.2 The majority of respondents felt either very or fairly well informed during the Covid crisis, with scores ranging from 58.8% to 74.3% across the four survey. Very few respondents felt that they are not well informed.

## 16. INFORMATION SOURCES

- 16.1 The survey asked 'did you find information about the Council's response to the coronavirus pandemic from any of the following?'
- 16.2 Table 25 sets out the extent of responses for each contact method. Face Book was the most frequently used source of information for those that completed the Open Online Survey. The website was the most common source of information for the Face to Face and Postal respondents

Contact Method	2020 Online Panel Results %	2021 Postal/Face to Face %	2021 Online Panel Survey %	2021 Open Online panel Survey %
Contact by Phone	3%	9.9%	4.5%	2.7%
Contact by e-mail	12%	10.5%	16.4%	10%
Website	48%	33.3%	41.3%	34%
Facebook	12%	15.7%	14.4%	37.5%
Twitter	4%	3%	6.5%	2.7%
E-Newsletter	30%	11.4%	42.8%	17%
Dales Matters	2%	32.4%	35.8%	23.2%
You Tube Channel; meetings	5%	0.8%	8.5%	3.5%
Local Councillor/s	10%	7.5%	10%	8.1%

Table 25: responses from each survey showing which contact methods were used<sup>1</sup>

- 16.3 Results from survey indicate that the younger the respondent, the more likely they are to use social media and online sources of information. Respondents over 65 were significantly less likely to use any kind of online information source.
- 16.4 Respondents to the Face to Face and Postal survey who commented and felt very or fairly well informed by the Council during the coronavirus pandemic, felt that generally the District Council provided lots or enough information and/or good communication.
- 16.5 Sources of information came through:
- Emails – 8%
  - Leaflets/newsletters or letters – 8%
  - Council's website – 6%
  - Social media – 6%

<sup>1</sup> Respondents could select multiple options, therefore a total percentage of over 100% indicates that people selected more than one option.

- 16.6 For those who commented and who felt not very well informed or not well informed at all by the Council during the coronavirus pandemic, the most common comment was that they considered that they were poorly informed, never saw and/or never received any information.
- 16.7 There were a number of comments made about the over-use of social media/website/e-mails and how it can exclude people. Comments were also made about people having to rely on others who do access the internet to inform them.

## 17 OVERALL SATISFACTION

- 17.1 The survey asked respondents to rate their overall satisfaction with the District Council from zero to ten – with ten being the highest value score. Table 26 sets out the response from each of the surveys.

Overall satisfaction Score	Face to Face & Postal Survey %	Online Panel survey %	Open Online panel %
10	7.2%	3.0%	1.9%
9	10.1%	5.5%	2.7%
8	21.7%	19.9%	5.9%
7	19.35	18.4%	11.9%
6	12.3%	12.9%	10.2%
5	14.5%	15.9%	14.3%
4	4.4%	9.5%	13.5%
3	4.3%	7.5%	12.1%
2	2.3%	1.5%	10.5%
1	1.2%	3.0%	3.2%
0	2.8%	3.0%	13.7%

Table 26: overall satisfaction with the District Council

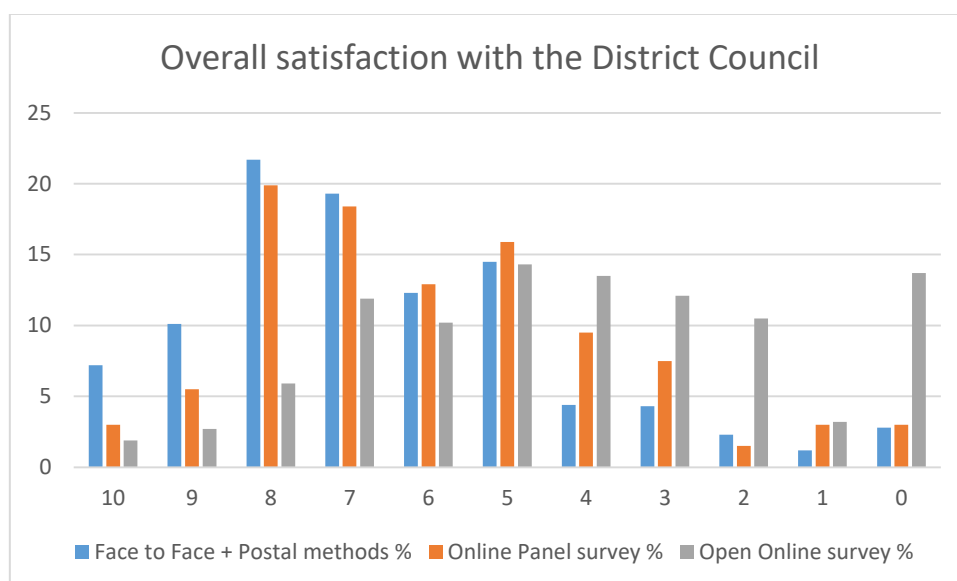
- 17.2 Table 27 below collates the responses into groups to show the overall levels of satisfaction with the District Council.

Overall Satisfaction Score	Face to Face & Postal Survey%	Online panel %	Open Online %
10, 9, 8 or 7 (Satisfied)	58%	47%	23%
6 or 5 (Neither Satisfied or Not Satisfied)	27%	29%	25%
4 or less (Not Satisfied)	15%	25%	53%

Table 27: Summary of scores for overall satisfaction with DDDC, from all survey

- 17.3 The evidence from Tables 26 and 27 paints a mixed picture about the extent of overall satisfaction with the District Council. Whilst those that completed the face to face and postal survey have greater satisfaction than dissatisfaction, those completing the Open Online Survey have the opposite.
- 17.4 The Chart below shows the distribution of the overall satisfaction ratings It shows that the most commonly selected satisfaction score were eight and

seven. The least satisfied respondents were from the Open Online survey, with the highest number of scores below five.



- 17.7 Those respondents aged 18-24yrs (20%); 25-34yrs (21%); 65-74yrs (21%) and 75+yrs (23%) were more likely to score satisfaction with a 10 or 9 compared with those aged 35-44yrs (5%).

## 18. HOW COULD THE DISTRICT COUNCIL IMPROVE SERVICES?

- 18.1 The survey asked respondents to suggest ideas as to how the District Council could improve services for them. The following suggestions were made in the Face to Face and Postal Survey:

- Improve bin/waste collection services – 23%
- Improve communication and information in general – 13%
- Better parking and/or cheaper/free parking – 12%
- Less litter / cleaner streets – 10%
- Speeding / traffic management / road works - 9.9%
- Improve road / path surfaces / potholes - 7.5%
- Bring services in-house / stop outsourcing / lose Serco - 6.5%
- Management of foliage / verges - 5.9%
- Stop building houses / better house planning / infrastructure can't support new housing - 5.7%
- More / better facilities - 5.5%

- 18.2 Responses to the Open Online and the Online Panel Survey included the following suggestions in addition to those identified in Para 18.1 above;

- Concerns over planning decisions
- The council not representing local people and meeting their needs/Council ignoring residents

- Waste service delivered in house
- Be more open
- Improve pavements, roads, verges, green spaces
- Costs for services

## **19. SUMMARY AND RECOMMENDED ACTIONS**

- 19.1 Overall satisfaction with many of the things respondents were asked to comment on has decreased. This has been most significant in respect of waste and recycling. Dissatisfaction with the non-collection of bins was particularly common, along with complaints about Serco's operation. It is possible that the fact that this survey coincided with a period of very significant problems with the waste collection service has negatively impacted results to a degree.
- 19.2 Some concerns were expressed around planning, housing, infrastructure to support growth, parking for residents and the level of facilities/services to serve the existing and growing population. These comments may link to the recent housing growth in some areas as well as a misunderstanding about the role of the District Council.
- 19.3 Comments made about roads, potholes, verges, pavements, etc will be passed on to the relevant teams within the County Council.
- 19.4 Satisfaction with communication has generally improved, possibly as a result of the introduction of changes to our website and of more payment methods. However some comments were made about the use of online media and how it is not accessible for some people. It appears also, that some people are not aware of the e-mail newsletter or Dales Matters as information sources, which is in contrast to the fact that all households receive Dales Matters through their letterbox twice each year and that each edition includes an invitation to sign up to the e-mail newsletter.
- 19.5 Concerns around traffic were raised by respondents to the survey. The levels of speeding traffic was a feature of comments.
- 19.6 Comments that have been made about services we provide, either solely, or in partnership with other public sector bodies will be passed to the appropriate officers within the Council e.g. comments around safety and street lighting.
- 19.7 The following responses and recommendations are made:
- Waste/bins – the concerns raised are valid, and it is acknowledged that the waste contract failed to deliver expectations this year. To address these valid concerns, an Independent Review of the waste contract is being undertaken. The findings of the Independent Review will need to be carefully considered by the Council.
  - Communications – it is recognised that, during last year's waste contract problems in particular, the Council's communications did not always provide the information residents wanted. Whilst our communications were timely and frequent, the information provided did

not – and could not – answer residents’ valid questions regarding bin collections. We are working with our contractor to implement in-cab technology that will give us (and therefore residents) ‘live’ information on bin collections in future

- Planning – in seeking to balance the needs of the district as a whole with those of individual residents, the Council is unlikely to be able to satisfy all residents all the time. However whilst the Council has a track record of engaging and communicating well with residents on some local development proposals, it is recognised that this good practice could be deployed in other cases too
- Parking charges – In the latter part of 2021, the new Pay by Phone payment system was introduced to help improve the payment process for visitors and residents. In 2022, the Council will be reviewing the fees and charges structure for its car parks.
- Litter – Whilst not all of the verges across the district are the responsibility of the District Council, over the last year the Council has been reviewing the frequency and standards of service delivered by its Clean & Green team, including the maintenance of verges. This work is almost complete and will be presented to Members in the coming months.
- Speeding traffic, potholes, road works, highways matters – these comments will be passed to Derbyshire County Council, which is the organisation responsible for providing these services

19.8 It is further recommended that the points identified above be included as action points for inclusion in Service Plans for 2022/23.

19.9 Learning for future residents surveys will include commissioning analysis that incorporates all survey methods (the detailed report received from the consultant this time only included analysis of face-to-face and postal responses). Consideration will be given to the appropriateness or otherwise of including an Open Online survey in future – whilst this is a helpful means of collecting information about areas of complaint, its statistical robustness is less assured.

## **20. RISK ASSESSMENT**

### **Legal**

The Online Panel survey was carried out in accordance with good consultation practice and GDPR legislation. This report is to update members on the result of the survey. The legal risk at the current time in connection with this report been assessed as low.

### **Financial**

There are no financial risks arising directly as a result of this report.

The areas for attention, set out in Section 19 of this report, will be reflected as actions

in Service plans for 2022/23 and in the draft spending proposals for 2022/23 or capital programme update (as appropriate), which are to be considered by Council on 3<sup>rd</sup> March 2022. As required under financial regulations, any significant increases in spending requirements will be the subject of a report to the relevant policy committee or full council, when the financial risks will be assessed.

## **21. OTHER CONSIDERATIONS**

In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

## **22. CONTACT INFORMATION**

Elizabeth Wilson, Policy Officer  
Email: [elizabeth.wilson@derbyshiredales.gov.uk](mailto:elizabeth.wilson@derbyshiredales.gov.uk)  
Tel No. 01629 761240

## **23. BACKGROUND PAPERS**

Report to G&R regarding the Residents Online Panel survey results 2019 and 2020, and, consideration for more detailed data in the 2021 survey  
[https://www.derbyshiredales.gov.uk/images/AGENDA Governance and Resources 19-11-2020.pdf](https://www.derbyshiredales.gov.uk/images/AGENDA%20Governance%20and%20Resources%2019-11-2020.pdf)

Consultation and Engagement Strategy 2021 27 and a series of proposals whose aim is to improve and enrich consultation  
[https://www.derbyshiredales.gov.uk/images/AGENDA 01-07-2021 Governance and Resources - Public opt.pdf](https://www.derbyshiredales.gov.uk/images/AGENDA%2001-07-2021%20Governance%20and%20Resources%20-%20Public%20opt.pdf)

## **24. ATTACHMENTS**

Appendix 1 – Derbyshire Dales District Council Residents' Survey 2021 Report, including a copy of the questionnaire [produced by consultants Marketing Means]

# Derbyshire Dales District Council

## Derbyshire Dales District Council Residents' Survey 2021

### Draft Report\_v2b

*30<sup>th</sup> November 2021*



1 Email: [colins@marketingmeans.co.uk](mailto:colins@marketingmeans.co.uk)  
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# Executive Summary

## Background and Method

This report represents the findings of a resident survey which was conducted by Marketing Means on behalf of Derbyshire Dales District Council during September/October 2021.

The resident survey was sent to a sample of households across the authority area to gauge satisfaction with the Council services and the area where they live.

A mixed method approach was used which included: a postal survey (supported by an online survey) which was sent to a random sample of **3,400** households across the District authority area and an in-street face-to-face survey targeted towards residents 18-34yrs in locations agreed with the Council.

A total of **1,246** valid surveys were completed which exceeded the 1,200 target set. The total response consisted of 961 postal surveys, 105 online surveys and 180 in-street face-to-face surveys.

The final respondent profile was 'weighted' by age and gender in order to be reflective of Derbyshire Dale's population as a whole. All charts and data in this report are base on 'weighted' data.

## Local area as a place to live

83% were **satisfied** with their local area as a place to live; only 8% were **dissatisfied**.

The most common reasons for **satisfaction** with the local area were: beautiful or lovely place to live (42%); rural area/countryside/nature (27%); and good facilities, shops and/or services (23%).

## Derbyshire Dales District Council

58% were **satisfied** with the way Derbyshire Dales District Council runs things, a fifth (20%) were **dissatisfied**.

43% **agreed** Derbyshire Dales District Council provides value for money, just under a quarter (23%) **disagreed**.

Just over half (53%) were **satisfied** with the services provided by Derbyshire Dales District Council, just under a quarter (24%) were **dissatisfied**.

The most common reason for **dissatisfaction** with the Council's services was the poor refuse collection service (21%); of those satisfied with the Council's services, 15% still made comment regarding the poor refuse collection service.

Overall, 79% felt **very or fairly well informed** by Derbyshire Dales about the services and benefits it provides.

## Safety

92% felt **very or fairly safe** when outside in their local area during the day, 3% felt **very or fairly unsafe**.

77% felt **very or fairly safe** when outside in their local area after dark, 13% felt **very or fairly unsafe**.

The most common reasons for respondents not feeling safe outside in their local area during the day and/or after dark were: poor lighting or lack of lighting (28%); and lack of a police presence (25%).

## Local Services

60% were **satisfied** with the **sports & leisure facilities**, 8% were **dissatisfied**.

75% were **satisfied** with **parks, recreation grounds and open spaces**, 9% were **dissatisfied**.

59% of respondents were **satisfied** with the **Council keeping areas including highways free from litter**, just under a quarter (23%) were **dissatisfied**.

Less than half (44%) of respondents were **satisfied** with the waste & recycling collections, 41% were **dissatisfied**.

## Information

61% of respondents were **satisfied** with ease of contact with the Council, 9% were **dissatisfied**.

57% of respondents were **satisfied** with quality of the Council website, 7% were **dissatisfied**.

69% of respondents were **satisfied** with ease of payment methods, 3% were **dissatisfied**.

Half (50%) of respondents were **satisfied** with the Council's responsiveness to their enquiries, 12% were **dissatisfied**.

## Coronavirus response

Overall 73% of respondents felt **very or fairly well informed** by Derbyshire Dales District Council during the coronavirus pandemic, 21% felt **not very well informed** and 6% felt **not well informed at all**.

The most common reason for feeling **very or fairly well informed** by the Council during the coronavirus pandemic was generally, lots or enough information and/or good communication (17%).

The most common sources where respondents found information about the Council's response to the coronavirus pandemic were: the District Council website (33%) and Dales Matters (32%).

## **Recommendation and Improvements**

17% scored their **overall satisfaction** with the Council as a 10 (very satisfied) or 9, 41% scored an 8 or 7 and 42% scored a 6 or less.

Most common ideas/suggestions for improvements by the Council were: improve bin/waste collection services – 23%; improve communication and information in general – 13%; better parking and/or cheaper/free parking – 12% and less litter / cleaner streets – 10%.

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# Introduction

## Background and objectives

Derbyshire Dales District Council commissioned Marketing Means to undertake a survey of residents to gauge their satisfaction with the area in which they live and with the services provided by the Council.

The Council had identified three shortcomings from their previous work: results of consultation activities had not produced sufficient numbers of responses to gain a true perspective; people who responded to consultations were not representative of the population i.e. majority over 40yrs old; and quantitative data provided only a limited insight.

Therefore the objective of this resident survey was to address these shortcomings.

## Method

The resident survey was undertaken using a mixed method approach to address the shortcoming of under representation of residents under the age of 40yrs. The mixed method approach consisted of a postal survey (supported by an online survey); alongside an in-street face-to-face survey targeted towards 18-34yrs residents. This project was carried out in line with ISO9001 and ISO20252 quality standards.

To address the shortcoming of previous consultation activity not producing sufficient numbers of responses, an overall target of **1,200** responses was set (1,020 from the postal survey and 180 from the in-street face-to-face survey).

**Postal survey (supported by online survey):** Marketing Means used a Royal Mail Postcode Address File (PAF) of all residential addresses in the Derbyshire Dales District Council authority area to generate a random sample of households. The PAF file was stratified by ward area and postcode and a randomly selected '1 in n sample' was taken to obtain an overall sample of **3,400** households.

The reason for stratifying the sample by ward and postcode in the first instance was to assist with achieving a geographically representative response to the survey.

Marketing Means sent out a paper questionnaire, along with a covering letter and a c5 pre-paid business reply envelope to all households in the sample. One reminder mailing (including a new copy of the survey) was sent to non-respondents during the fieldwork period. Marketing Means also provided a free phone helpline number facility for residents to use in case of any queries about the survey or requests for different formats.

Each survey carried a unique ID number for identification purposes, to ensure any subsequent reminder mailings were only sent to non-respondents.

All residents in the sample were also provided with the alternative option of completing the survey online if they wished, using their unique login details which were included in the covering letter along with a link to the online survey.

The survey was initially sent to all households in the sample during the week commencing **6<sup>th</sup> September 2021**. Those who had not responded were sent a full pack reminder during the week commencing **27<sup>th</sup> September 2021**. The closing date for returns was **14<sup>th</sup> October 2021**.

**In-street face-to-face survey:** To address the shortcoming of under-representation of residents under 40yrs old in previous Council consultations, the in-street survey was targeted towards 18-34yrs residents.

LG Personnel undertook the in-street surveys. The content of the face-to-face survey matched that of the postal survey.

In-street surveys took place in specified areas (as agreed with Derbyshire Dales District Council): Bakewell; Matlock; Ashbourne and Wirksworth. All face-to-face Interviewers were fully briefed by the Project Manager at Marketing Means prior to fieldwork taking place.

All face-to-face fieldwork took place between **20<sup>th</sup> September 2021** and **14<sup>th</sup> October 2021**.

**Data Quality** - Marketing Means inputted all postal survey data electronically using Conformat scanning software. 10% of all scanned responses were verified to check the accuracy of the data held. 10% quality control back-checks of face-to-face Interviewers were also undertaken.

The analysis contained in this report was conducted using the SPSS statistical software package.

## Derbyshire Dales District Council Residents' Survey

### Confidence

A target was set to achieve 1,200 completed surveys in order to meet the recommended confidence level of +/-3%.

A confidence level or interval is a measure of how reliable the results from the sample are in relation to the wider population.

Example: A confidence interval of +/- 3% at a 95% confidence interval, means that any proportion given has a 95% likelihood of being no more than 3% higher or lower in the wider population; e.g. if the satisfaction level with a particular service is 65% for the sample (i.e. all respondents), the true figure for the entire population will be between 62% and 68%, 95% of the time.

The calculation for this is:

$$\sqrt{\frac{(\% \text{ Satisfied} \times \% \text{ Dissatisfied})}{\text{Number who answered the question}}} \times 1.96$$

**Weighting data**

In order to provide a representative view of the population of Derbyshire Dales as a whole the data achieved was weighted with consideration for the following factors: age and gender (using Office for National Statistics 2019 Mid-Year population estimates) to reduce any bias of over or under-represented groups.

**All data in this report is based on weighted data.**

**Rounding**

Figures for charts and tables have been rounded and may not total 100%.

**Further notes**

- *'Prefer not to say' and 'no replies' have been omitted from the data and charts in this report.*

**Author and publication**

Marketing Means wrote this report in November 2021. Any press release or publication of the findings of this survey requires the approval of the author/Marketing Means. Approval would only be refused if it were felt that the intended use would present inaccurate or misrepresented information.

# Response

## Overall

**Postal survey:** Marketing Means used a stratified Royal Mail Postcode Address File (PAF) to take a random probability '1 in n' sample. The size of the sample (3,400) was chosen with the aim of generating a response of 1,020 responses.

**In-street face-to-face survey:** Aim was to generate 180 responses.

Overall, a total of **1,246** valid surveys were completed across the postal (supported by online) and face-to-face surveys by the close of fieldwork (961 postal; 105 online and 180 face-to-face) exceeding the 1,200 target.

## Wards

Within this report some reference has been made to data at a ward level, however, caution needs to be given when interpreting the results at this level because of the small base numbers involved. Number of responses achieved at ward level ranged from 18 in Dovedale and Parwich Ward to 129 in Matlock St Giles Ward.

As a result confidence with data at ward level could range from +/-9% to over +/-20% at the 95% level. Although differences at this area level may not be significant, it may allow the Council to highlight areas which may require further follow-up work.

## Respondent profiles

The final respondent profile was weighted by age and gender in order to be more reflective of Derbyshire Dale's population as a whole (using the Office for National Statistics Mid Year population estimates 2019). The respondent profiles below show the unweighted and weighted data achieved.

**Note: The data and charts in this report are based on weighted data.**

### Age (Q18)

Age category	Weighted	Unweighted
16-17yrs	0.0%	0.0%
18-24yrs	6.4%	5.1%
25-34yrs	11.5%	9.7%
35-44yrs	11.1%	8.0%
45-54yrs	18.1%	13.8%
55-64yrs	19.2%	19.7%
65-74yrs	18.2%	22.9%
75+yrs	15.6%	20.8%
BASE	1,185	1,185

### Gender (Q19) – MULTI CODE

	Weighted	Unweighted
Female	51.1%	61.1%
Male	48.4%	38.3%
Non-binary	0.4%	0.4%
Transgender	0.3%	0.3%
Intersex	0.0%	0.0%
Gender non-conforming	0.1%	0.1%
BASE	1,163	1,163

### Do you consider yourself to be disabled (Q20)

	Weighted	Unweighted
Yes, daily activities limited a lot	6.9%	7.9%
Yes, daily activities limited a little	7.2%	8.3%
No	85.9%	83.8%
BASE	1,167	1,165

## Ethnic Background (Q22)

	Weighted	Unweighted
White British/English/Welsh/Scottish/Northern Irish	97.4%	97.3%
White Irish	0.7%	0.8%
White Gypsy or Irish Traveller	0.1%	0.1%
Any other White background	0.9%	1.0%
Mixed: White & Black Caribbean	0.0%	0.0%
Mixed: White & Black African	0.0%	0.0%
Mixed: White & Asian	0.1%	0.1%
Any other Mixed/Multiple Ethnic Group	0.1%	0.1%
Asian or Asian British: Indian	0.0%	0.0%
Asian or Asian British: Pakistani	0.2%	0.1%
Asian or Asian British: Bangladeshi	0.0%	0.0%
Asian or Asian British: Chinese	0.2%	0.3%
Any other Asian background	0.2%	0.2%
Black or Black British: African	0.0%	0.0%
Black or Black British: Caribbean	0.1%	0.1%
Any other Black / African / Caribbean / Black British	0.0%	0.0%
Arab	0.0%	0.0%
Any other ethnic group	0.1%	0.1%
BASE	1,185	1,188

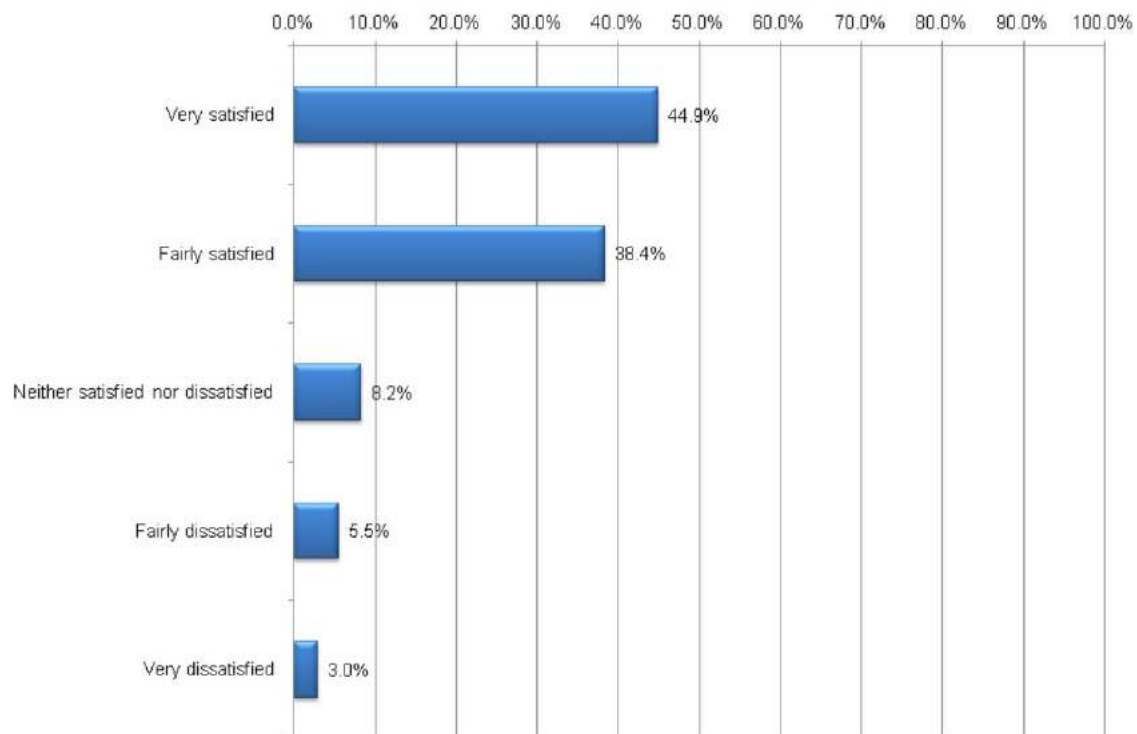
# Section 1.0 Your local area as a place to live

## 1.1 Satisfaction with your local area as a place to live

**‘Overall, how satisfied or dissatisfied are you with your local area as a place to live?’** Base: 1,238

Overall satisfaction with the local area as a place to live was 83% with a confidence interval of +/-2.07% at the 95% level, 8% were dissatisfied.

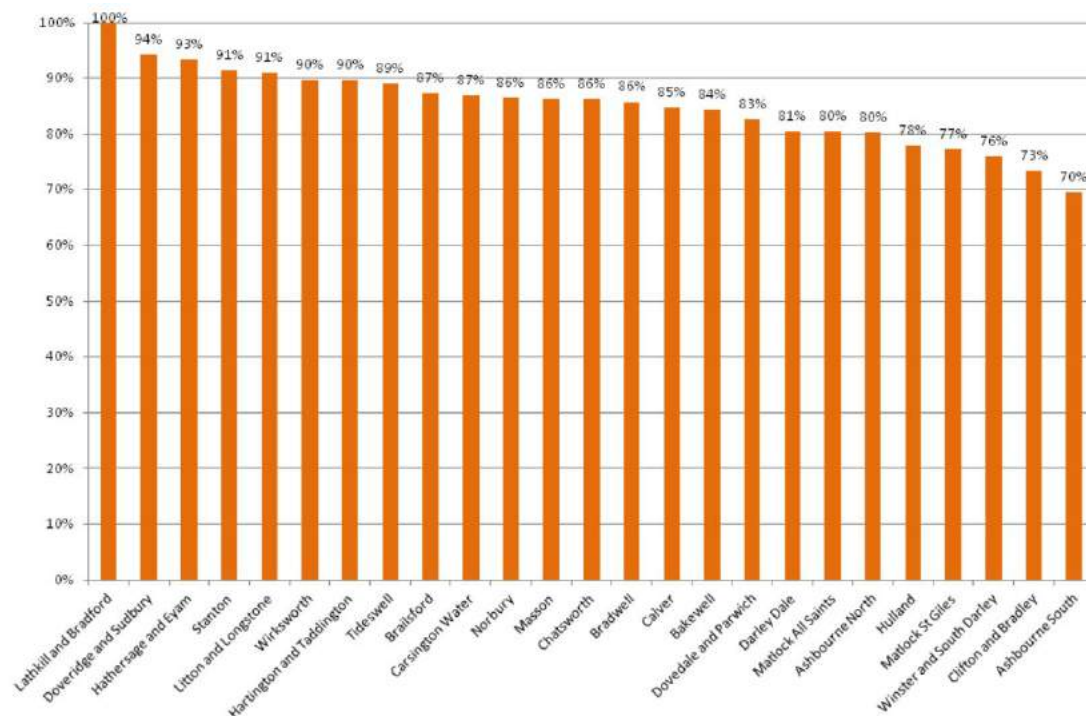
Chart 1a:



### Differences

- No significant differences by age, gender, ethnic background or disability.
- The percentage of respondents **satisfied** with their local area as a place to live varied across wards (chart 1b below) ranging from 70% in Ashbourne South to 100% in Lathkill & Bradford, but no significance differences in percentage **satisfied**.
- Those respondents living in the ward of Ashbourne South significantly more **dissatisfied** with their local area as a place to live (24%) compared with those living in the wards of Bakewell (5%) and Wirksworth (4%).

**Chart 1b: Satisfied with local area by ward**



**‘Please can you explain why you are satisfied or dissatisfied with your local area as a place to live?’ Base: 1,010**

- For those who commented and were **satisfied** with their local area as a place to live the most common reasons given why were:
  - Beautiful or lovely place to live – 42%
  - Rural area / the countryside / nature – 27%
  - Good facilities, shops and/or services – 23%
  
- For those who commented and were **dissatisfied** with their local area as a place to live the most common reasons given why were:
  - Lack of facilities, shops and/or services – 5%
  - Too much traffic / poor road management or infrastructure – 4%
  - Too many houses being built – 4%

**Table 1:**

<b>Q2_Code</b>	<b>Q1_Satisfied</b>	<b>Q1_Neither</b>	<b>Q1_Dissatisfied</b>
Beautiful / lovely place to live	42.2%	1.5%	0.0%
Rural / countryside / nature	27.4%	0.3%	0.1%
Good facilities / shops / services	22.6%	0.5%	0.3%
Friendly / nice people	17.7%	0.2%	0.5%
Happy / enjoy living here	16.7%	1.4%	0.0%
Quiet / peaceful	14.3%	0.1%	0.2%
Other	11.9%	4.0%	3.0%
Community feel	9.5%	0.4%	0.0%
Too much traffic / poor road management / infrastructure	8.6%	1.4%	4.1%
Clean / tidy / well maintained	7.9%	0.1%	0.1%
Always lived here / lived here a long time	7.6%	0.3%	0.5%
Safe	5.6%	0.3%	0.1%
Lack of facilities / shops / services	5.5%	1.6%	4.8%
Issues with refuse collection	4.9%	0.9%	1.1%
Good public transport	4.6%	0.0%	0.0%
Parking issues (all)	4.4%	0.7%	2.1%
Little crime	4.4%	0.0%	0.2%
Roads / pavements in need of maintenance / pot holes	4.3%	0.8%	1.0%
Too many houses being built	3.8%	1.8%	3.8%
Family	3.2%	0.0%	0.0%
Cars speeding / driving too fast	2.7%	0.4%	1.3%
Poor public transport	2.2%	0.7%	0.6%
Poorly maintained foliage / verges / paths	2.1%	1.3%	2.3%
Don't know	0.0%	0.4%	0.0%

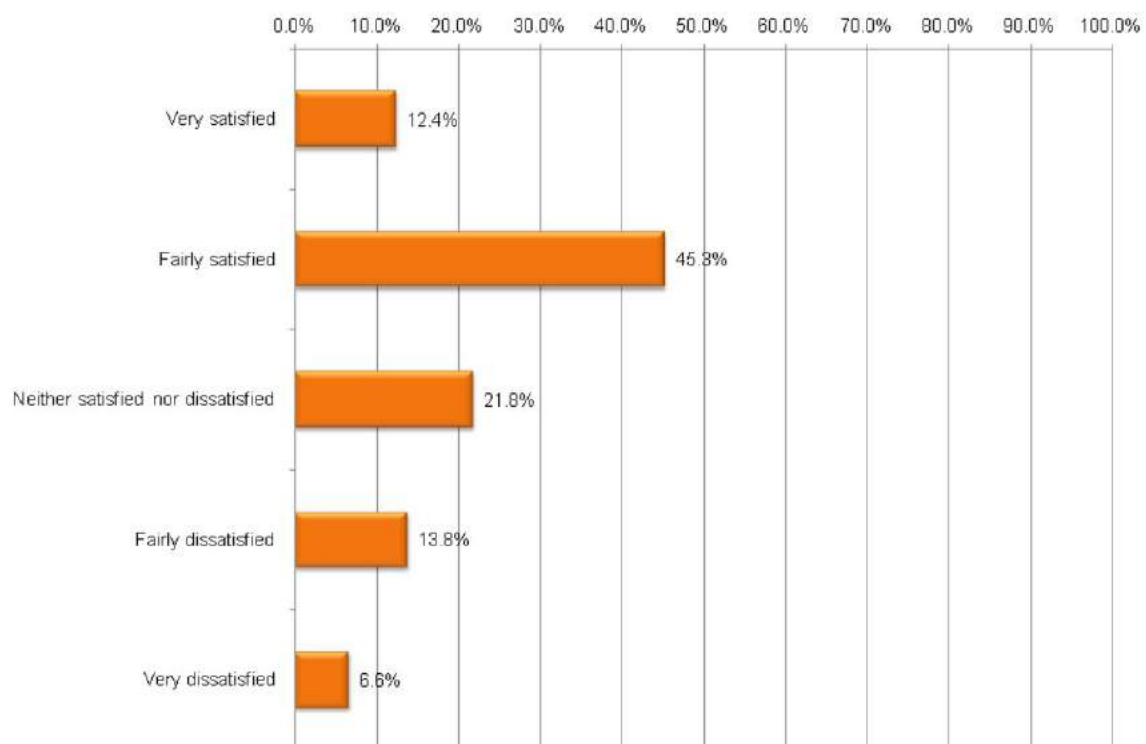
## Section 2.0 Your Council

### 2.1 Satisfaction with Derbyshire Dales District Council

**‘Overall, how satisfied or dissatisfied are you with the way Derbyshire Dales District Council runs things?’ Base: 1,236**

Overall satisfaction with the way Derbyshire Dales District Council runs things was 58% with a confidence interval of +/-2.72% at the 95% level, a fifth (20%) were dissatisfied.

Chart 2a:

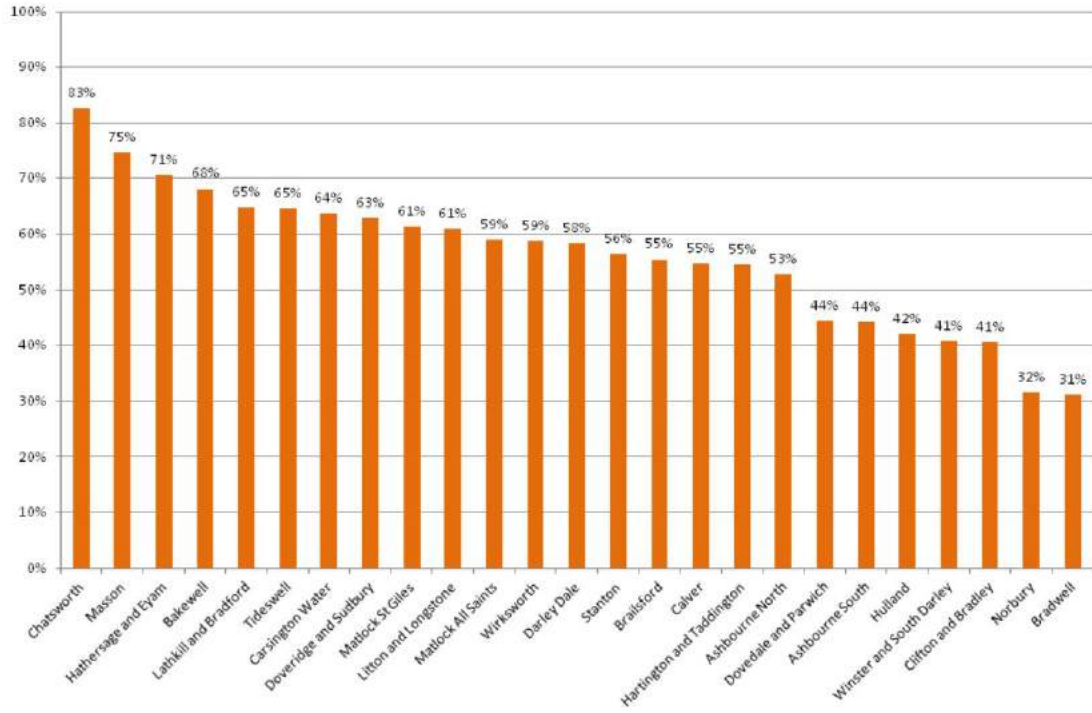


#### Differences

- Those respondents aged 25-34yrs (66%); 65-74yrs (68%) and 75+yrs (68%) were significantly more **satisfied** with the way the Council runs things compared with those aged 18-24yrs (42%) and those aged 35-44yrs (41%).
- No significant differences by gender or ethnic background.
- Those respondents who considered themselves disabled where daily activities are limited a lot were significantly more **satisfied** with the way the Council runs things (75%) compared with those who consider themselves not disabled (58%).
- The percentage of respondents **satisfied** with the way the Council runs things varied across wards (chart 2b below) ranging from 31% in Bradwell to 83% in Chatsworth.

- Those respondents living in the ward of Chatsworth significantly more **satisfied** with the way the Council runs things (83%) compared with those living in the wards of Ashbourne South (44%); Bradwell (31%) and Norbury (32%).

**Chart 2b: Satisfied with the way the Council runs things overall by ward**

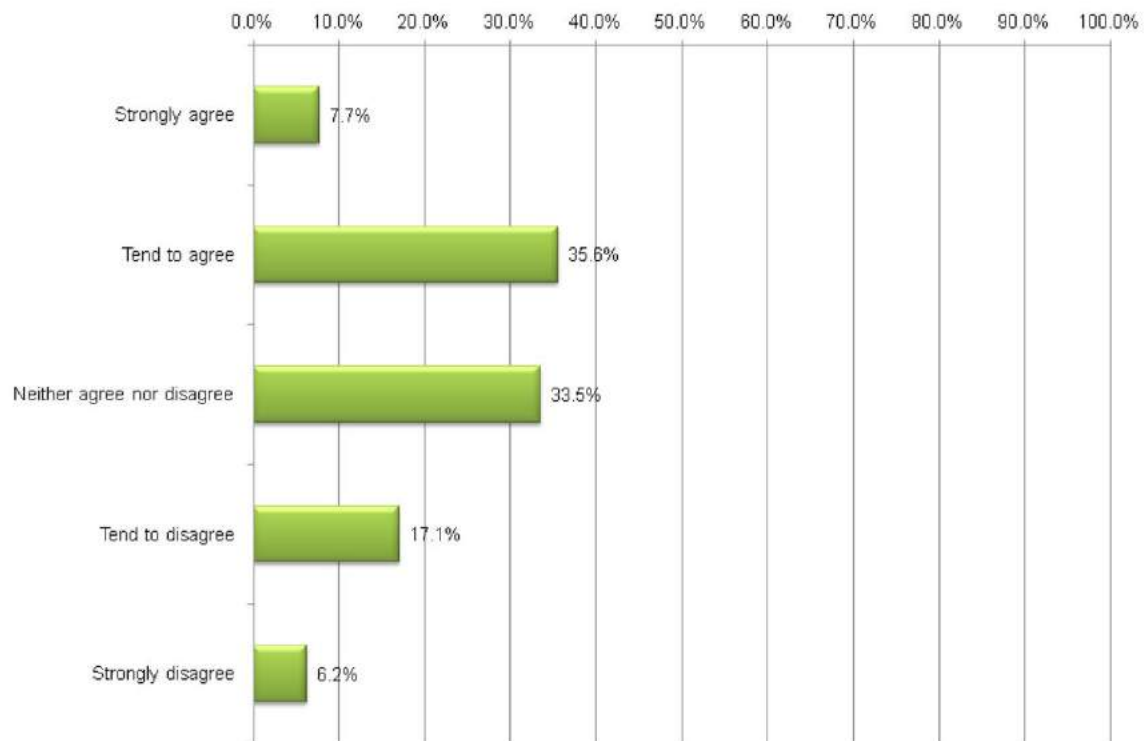


## 2.2 Derbyshire Dales District Council value for money

**‘To what extent do you agree or disagree that Derbyshire Dales District Council provides value for money?’ Base: 1,228**

43% agreed that Derbyshire Dales District Council provides value for money with a confidence interval of +/-2.74% at the 95% level, 23% disagreed.

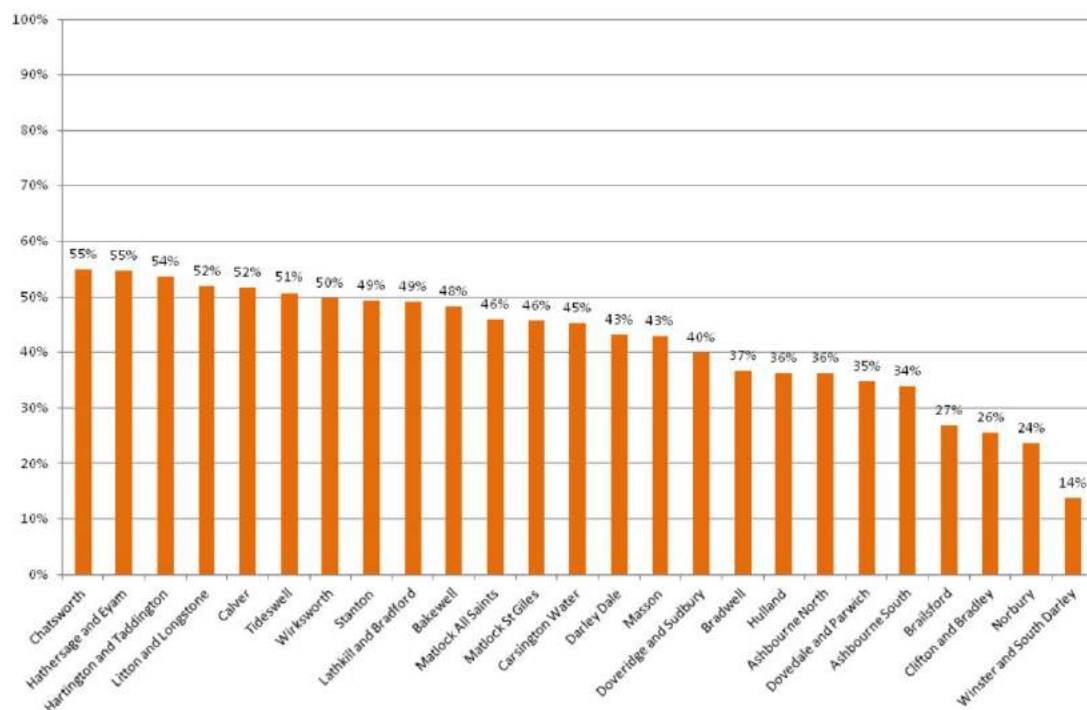
**Chart 3a:**



### Differences

- Those respondents aged 25-34yrs (50%); 55-64yrs (46%); 65-74yrs (49%) and 75+yrs (55%) were significantly more likely to **agree** the Council provides value for money compared with those aged 35-44yrs (26%).
- Those aged 75+yrs (55%) also significantly more likely to **agree** the Council provides value for money compared with those aged 18-24yrs (29%) and those aged 45-54yrs (38%).
- No significant differences by gender, ethnic background or disability.
- The percentage of respondents **agreeing** that the Council provides value for money varied across wards (chart 3b below) ranging from 14% in Winster & South Darley to 55% in Chatsworth and Hathersage & Eyam, but no significant differences (percentage **agreed**).

**Chart 3b: Agree the Council provides value for money by ward**



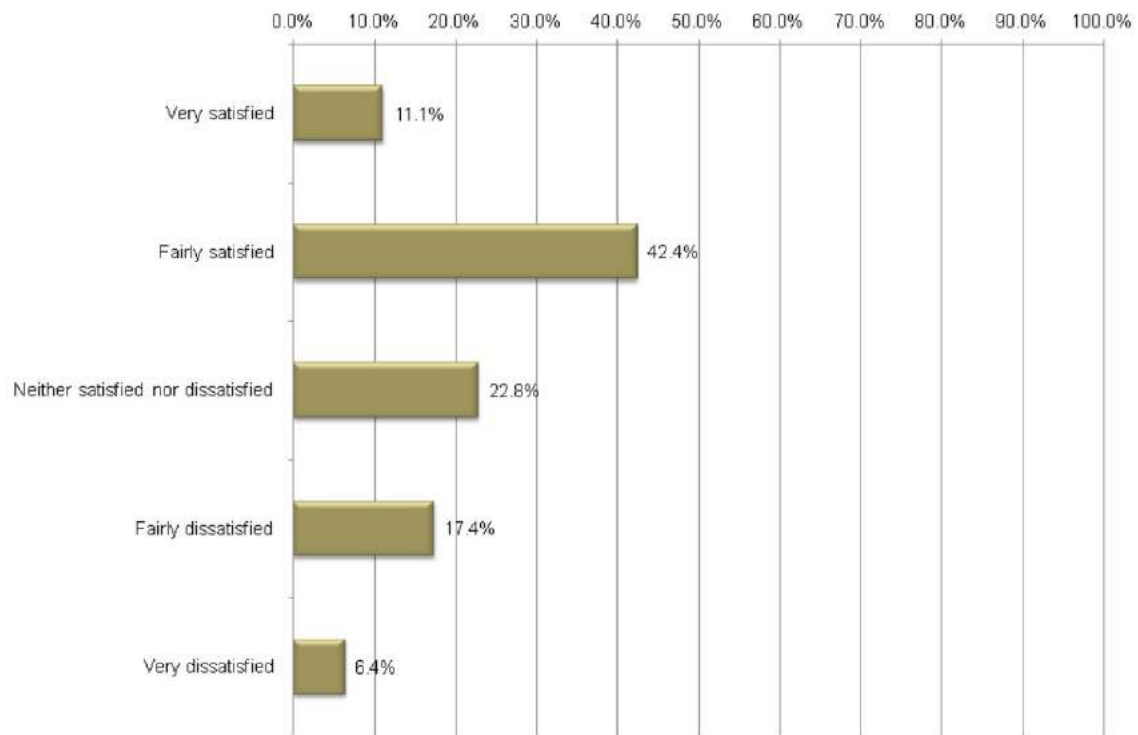
## 2.3 Derbyshire Dales District Council Services

18 Email: [colins@marketingmeans.co.uk](mailto:colins@marketingmeans.co.uk)  
Tel: 01364 654485

**‘Overall, how satisfied or dissatisfied are you with the services Derbyshire Dales District Council provides?’ Base: 1,217**

Overall satisfaction with the services Derbyshire Dales District Council provides was 53% with a confidence interval of +/-2.78% at the 95% level, just under a quarter (24%) were dissatisfied.

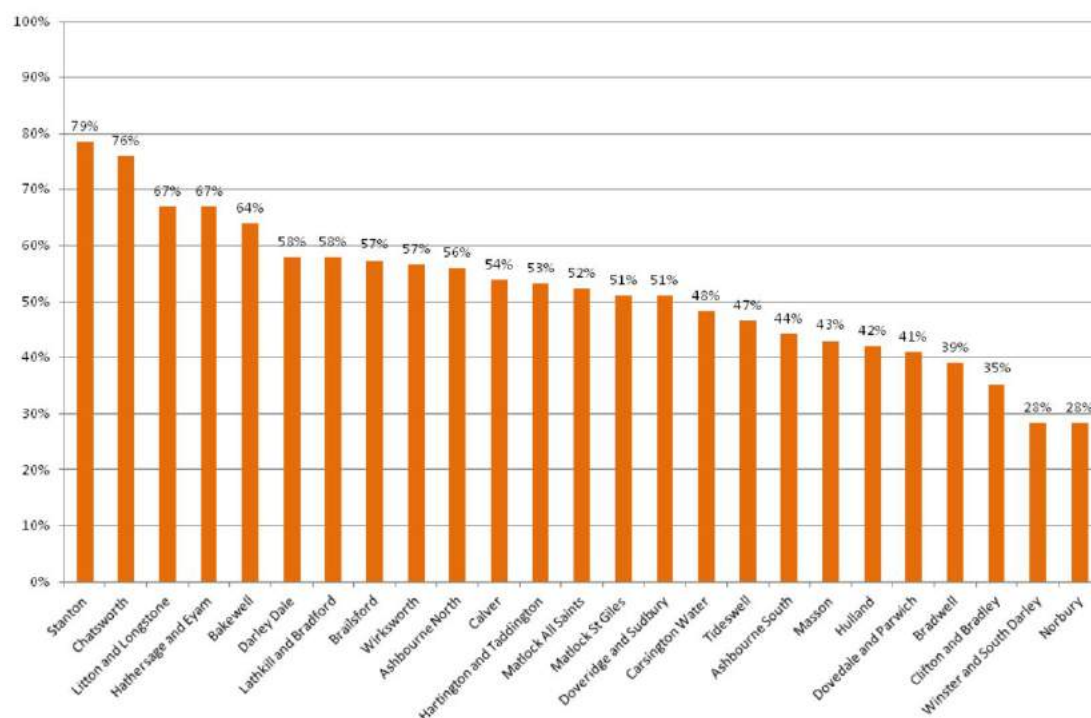
**Chart 4a:**



**Differences**

- Those respondents aged 25-34yrs (64%); 65-74yrs (64%) and 75+yrs (65%) were significantly more **satisfied** with the services the Council provides compared with those aged 35-44yrs (33%) and those aged 45-54yrs (44%).
- Those respondents aged 55-64yrs (50%) were also significantly more **satisfied** with the services the Council provides compared with those aged 35-44yrs (33%).
- No significant differences by gender, ethnic background or disability.
- The percentage of respondents **satisfied** with the services provided by the Council varied across wards (chart 4b below) ranging from 28% in Winster & South Darley and Norbury to 79% in Stanton but no significant differences (% **satisfied**).

**Chart 4b: Satisfied with the services the Council provides by ward**



**‘Please can you explain why you are satisfied or dissatisfied with the services the Council provides?’ Base: 862**

For those who commented and were **dissatisfied** with the services the Council provides the most common comment given why was poor refuse collection service (21%).

For those who commented and were **satisfied** with the services the Council provides, 7% outlined all was good, they were satisfied and/or they had no problems, however 15% of those satisfied still referred to a poor refuse collection service in their comment.

**Table 2:**

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Q6_Code	Q5_Satisfied	Q5_Neither	Q5_Dissatisfied
Poor refuse collection	15.3%	10.0%	21.2%
All good / satisfied / no problems	7.3%	0.3%	0.0%
Other	5.2%	3.7%	3.1%
Well maintained / clean	3.8%	0.0%	0.1%
Other positive responses	2.9%	0.3%	0.0%
Poor road / footpath maintenance / pot holes	2.5%	1.4%	3.7%
Good services	2.3%	0.1%	0.0%
Parks well maintained	1.9%	0.2%	0.1%
Poorly maintained vegetation / verges	1.8%	0.8%	4.4%
Dirty / untidy streets / litter	1.7%	1.4%	3.8%
Good communication	1.6%	0.4%	0.0%
Poor service from Serco	1.2%	0.9%	1.9%
High parking fees	1.1%	1.2%	1.4%
Poor traffic management / road works	1.1%	1.2%	2.6%
Done well considering the pandemic	1.0%	0.0%	0.0%
Poor / lack of facilities / amenities	1.0%	1.8%	2.5%
Poor parking	1.0%	0.4%	1.6%
Poor public transport	0.8%	0.3%	0.6%
Closure / lack of public toilets	0.8%	0.7%	0.9%
High council tax / poor value	0.5%	0.8%	3.7%
Good value for money	0.4%	0.0%	0.0%
Too many houses being built	0.3%	0.7%	1.5%
Don't know	0.2%	1.2%	0.0%
Poor communication/Information	0.1%	0.1%	0.3%

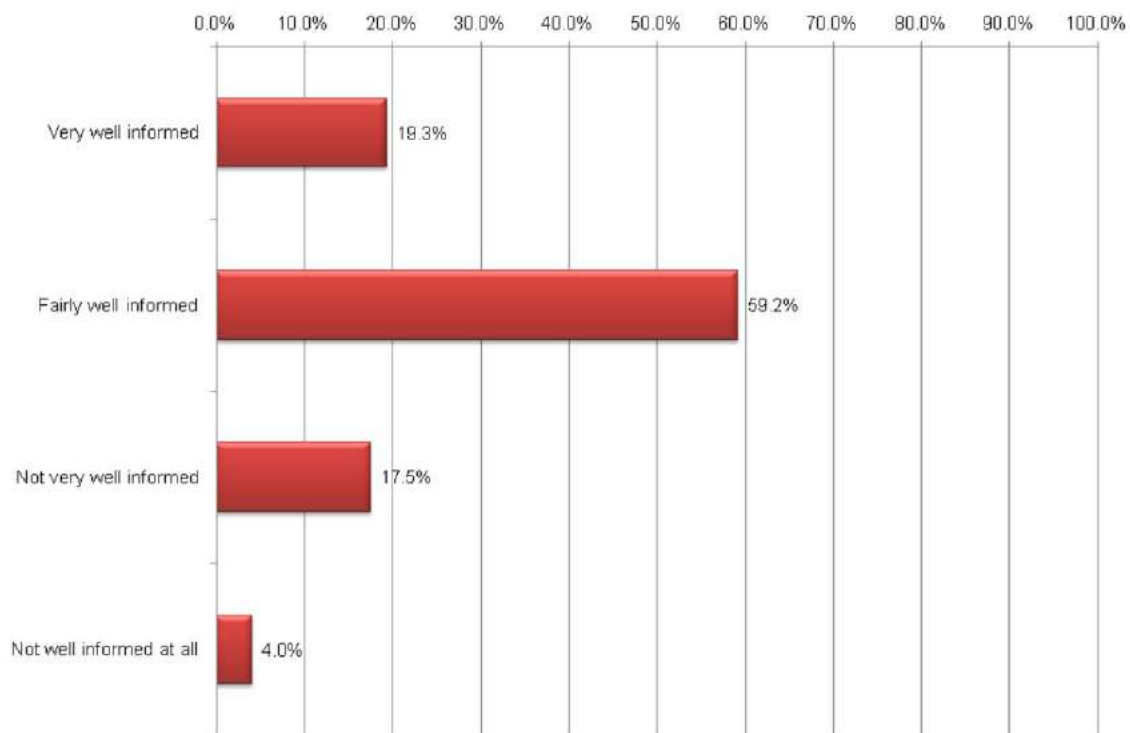
## 2.4 Informed

21 Email: [colins@marketingmeans.co.uk](mailto:colins@marketingmeans.co.uk)  
Tel: 01364 654485

**‘Overall, how well informed do you think Derbyshire Dales District Council keeps residents about the services and benefits it provides?’ Base: 1,207**

Overall 79% of respondents felt very or fairly well informed by Derbyshire Dales District Council about the services and benefits it provides, 17% felt not very well informed and 4% felt not well informed at all.

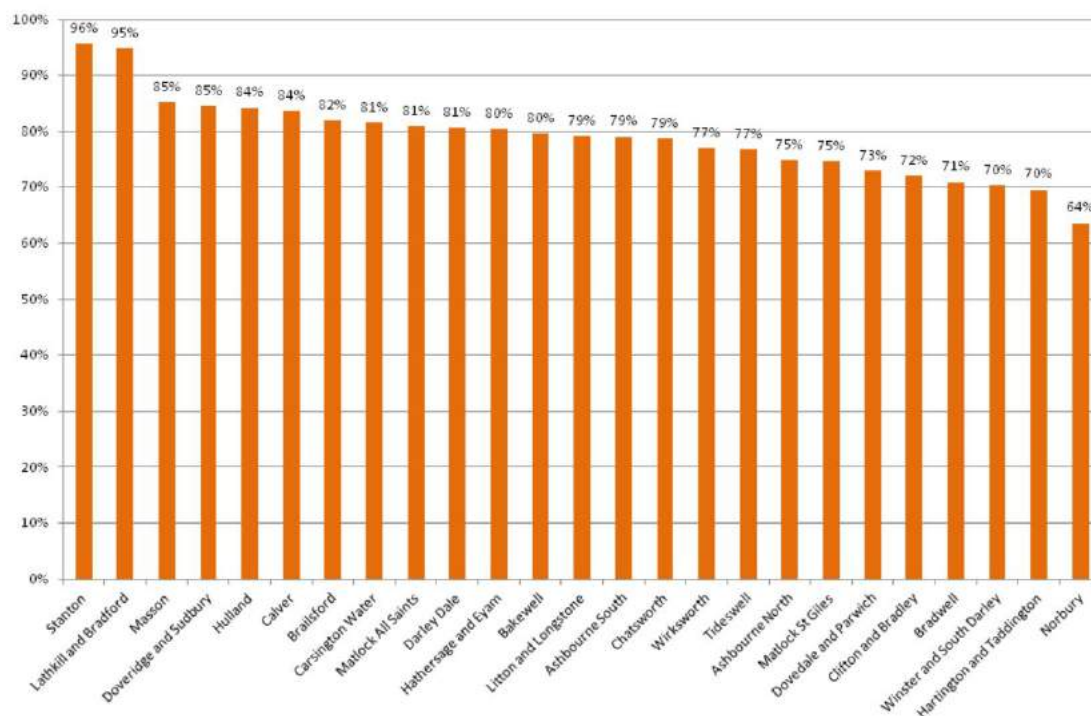
**Chart 5a:**



**Differences**

- No significant differences.
- The percentage of respondents feeling **very or fairly well informed** by the Council about the services and benefits it provides varied across wards (chart 5b below) ranging from 64% in Norbury to 96% in Stanton, but no significant differences (percentage **very or fairly well informed**).

**Chart 5b: Very or fairly well informed about the services and benefits the Council provides by ward**



**‘Please can you explain why?’ Base: 733**

- For those who commented and who felt **very or fairly well informed** by the Council about the services and benefits it provides, the most common reasons given why were:
  - Generally lots or enough information and/or good communication – 13%
  - In particular the information via:
    - Leaflets/newsletters or letters – 13%
    - Emails – 12%
    - Social media – 9%
    - Council’s website – 9%
    - Dales Matters – 7%
- For those who commented and who felt **not very well informed or not well informed at all** by the Council about the services and benefits it provides, the most common reasons given why were:
  - Poorly informed, never see and/or never receive any information – 9%
  - Don’t have or not everyone has access to the internet – 7%
  - Don’t use or not everyone uses social media – 4%

**Table 3:**

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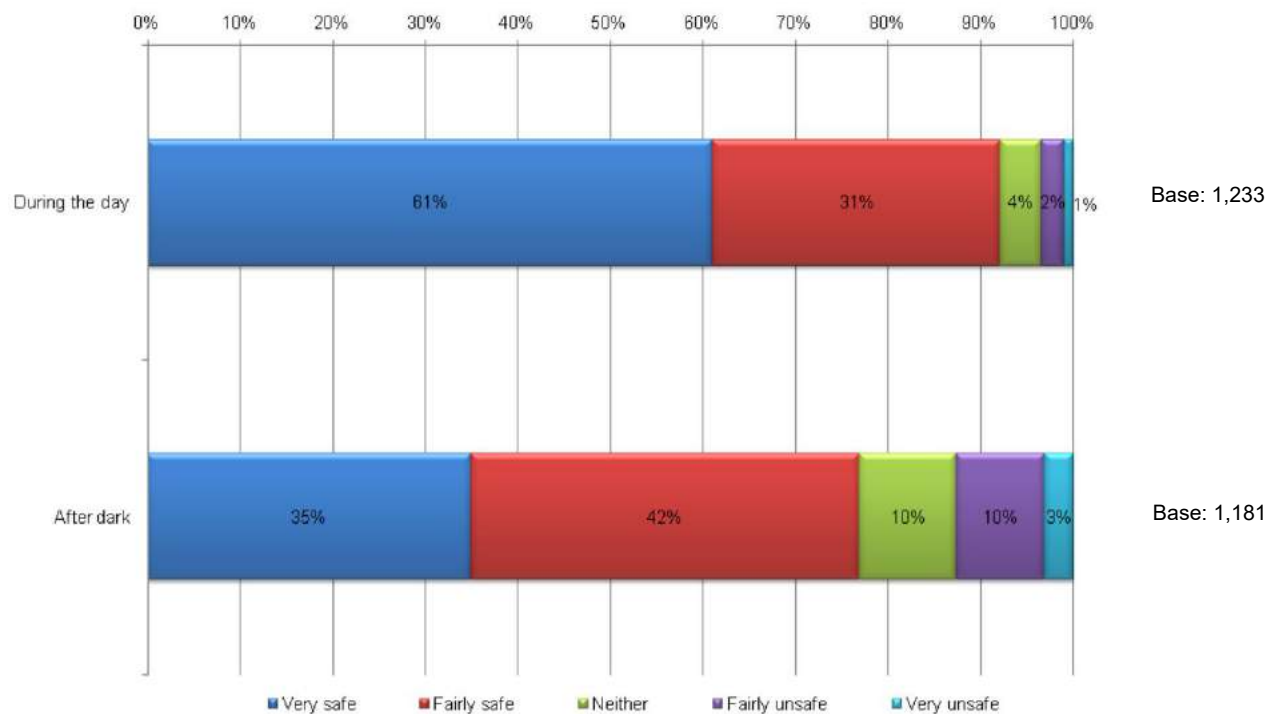
<b>Q8_Code</b>	<b>Q7_Very/Fairly well informed</b>	<b>Q7_Not very well informed/ Not well informed at all</b>
Leaflets / newsletters / post / letters	12.9%	0.8%
Lots / enough information is available / good communication	12.6%	0.1%
Emails	12.2%	0.1%
Information via social media	9.1%	1.5%
Other	8.8%	6.4%
Information via website	8.7%	0.4%
Dales Matters	6.9%	0.5%
Don't have / not everyone has access to the internet	5.2%	6.7%
Don't use / not everyone uses social media	4.5%	4.5%
All information is online	3.8%	0.2%
Poor / never seen / don't receive any information	1.2%	9.1%
Don't know	0.8%	0.2%
Website is difficult to use	0.6%	0.3%
Not been looking / took no notice of information	0.4%	0.9%

## Section 3.0: Safety

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## ‘How safe or unsafe do you feel when outside in your local area...?’

Chart 6a:



- 92% felt **very or fairly safe** when outside in their local area during the day with a confidence interval of +/-1.5% at the 95% level, 3% felt **very or fairly unsafe**.
- 77% felt **very or fairly safe** when outside in their local area after dark with a confidence interval of +/-2.38% at the 95% level, 13% felt **very or fairly unsafe**.

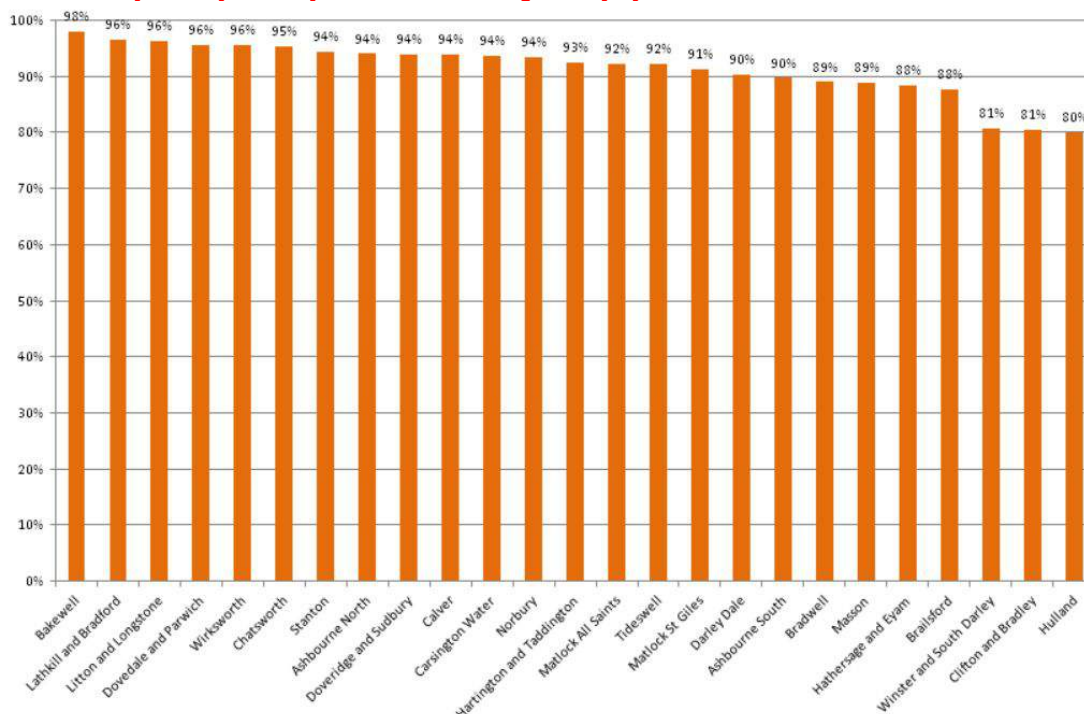
### Differences

- Those respondents who considered themselves not disabled felt significantly safer when outside in their local area during the day (94%) compared with those who considered themselves to be disabled where daily activities are limited a lot (79%).
- Those respondents who considered themselves not disabled also felt significantly safer when outside in their local area after dark (80%) compared with those who considered themselves to be disabled where daily activities are limited a lot (63%).
- Male respondents felt significantly safer when outside in their local area after dark (82%) compared with Female respondents (74%).
- No significant differences by age or ethnic background.
- The percentage of respondents feeling **very or fairly safe** outside in their local area during the day varied across wards (chart 6b below) ranging from 80% in

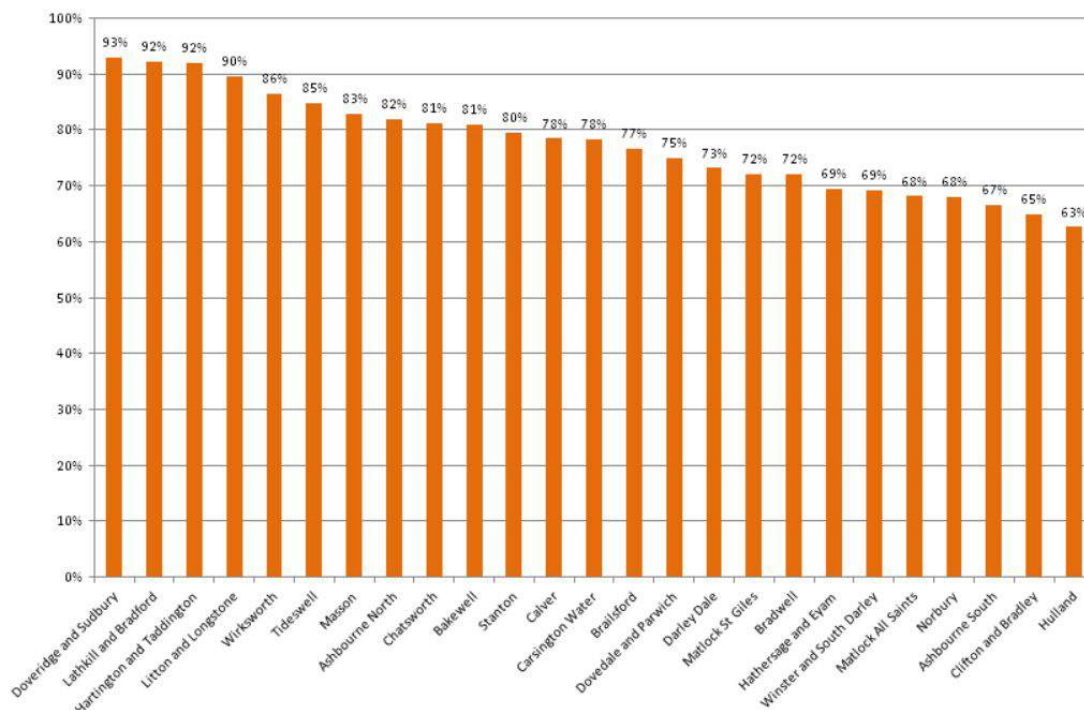
Hulland to 98% in Bakewell but, no significant differences (percentage **very or fairly safe**).

- The percentage of respondents feeling **very or fairly safe** outside in their local area after dark varied across wards (chart 6c below) ranging from 63% in Hulland to 93% in Doveridge & Sudbury but, no significant differences (percentage **very or fairly safe**).

**Chart 6b: Very or fairly safe in your local area during the day by ward**



**Chart 6c: Very or fairly safe in your local area after dark by ward**



**'If you do not feel safe outside in your local area during the day and/or after dark, please can you explain why?' Base: 319**

26 Email: colins@marketingmeans.co.uk  
Tel: 01364 654485

- For those who commented the most common reasons given why they do not feel safe outside in their local area during the day and/or after dark were:
  - Poor lighting or lack of lighting – 28%
  - Lack of a police presence – 25%
  - Speeding vehicles and/or heavy traffic – 14%

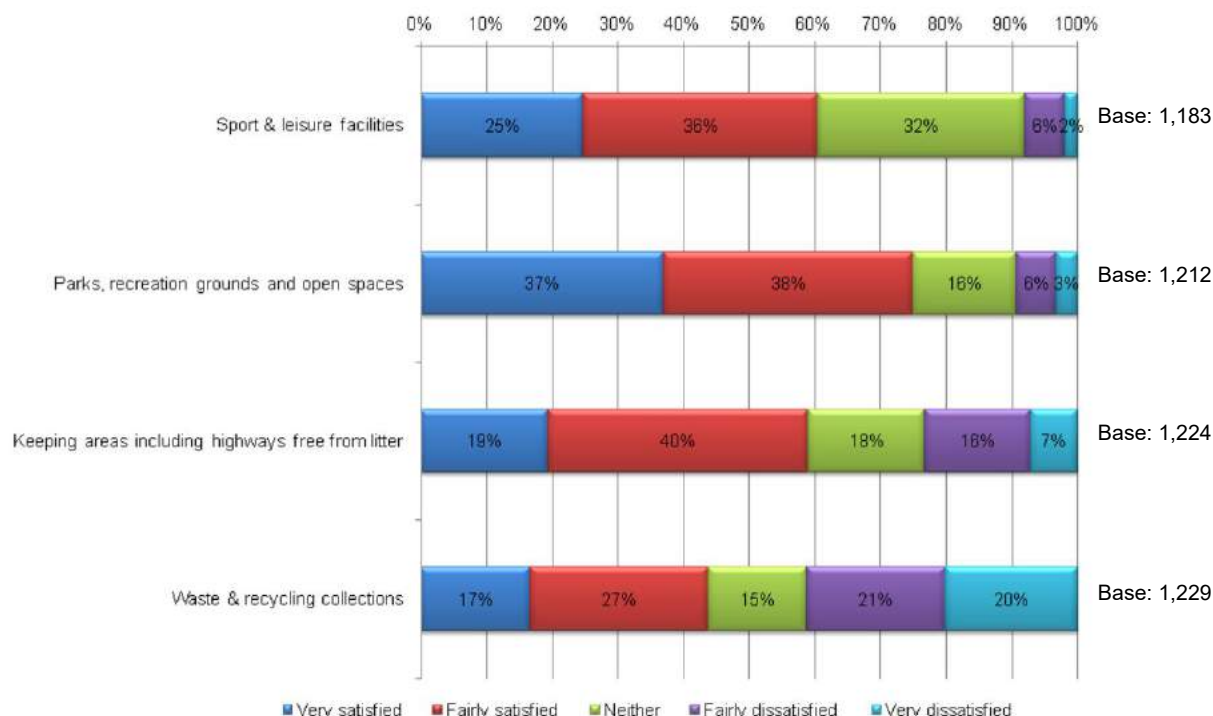
**Table 4:**

<b>Q10_Coded</b>	<b>%</b>
Poor / lack of lighting	27.7%
Lack of police presence	25.3%
Other	19.1%
Speeding vehicles / heavy traffic	14.5%
Drug use / addicts	8.9%
Generally, do not feel comfortable going out after dark	8.7%
Fear of being burgled / theft	7.4%
Anti-social behaviour	5.1%
Youths loitering	4.7%
Always a risk / should be careful	4.6%
Drunks / drinking	4.1%
Wary of Travellers	3.3%
Feel unsafe at night being a woman	3.1%
Poor public transport	1.4%
No safety team presence	1.1%

## Section 4.0: Your Local Services

## ‘How satisfied or dissatisfied are you with each of the following services provided by Derbyshire Dales District Council?’

Chart 7a:



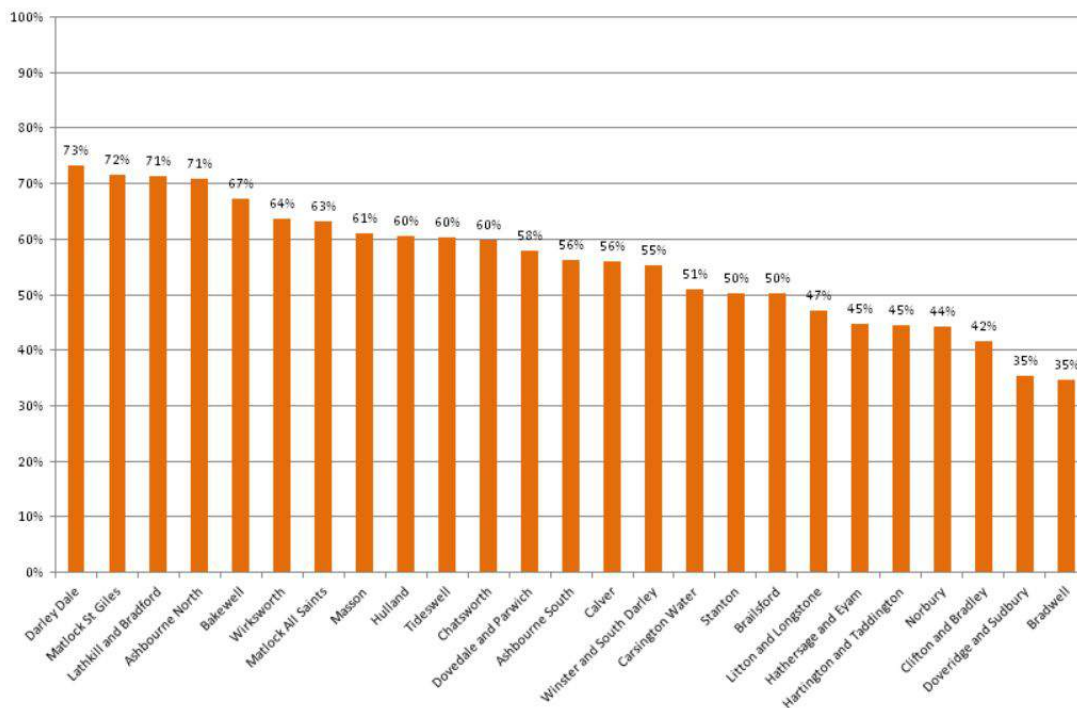
### Sports & leisure facilities

- 60% of respondents were **satisfied** with the sports & leisure facilities with a confidence interval of  $\pm 2.76\%$  at the 95% level, 8% were **dissatisfied**.

### Differences

- Those respondents aged 18-24yrs (85%) and 25-34yrs (81%) were significantly more **satisfied** with sports & leisure facilities compared with those aged 35yrs+ (54-61%).
- No significant differences by gender, ethnic background or disability.
- The percentage of respondents **satisfied** with the sports and leisure facilities varied across wards (chart 7b below) ranging from 35% in Bradwell and Doveridge & Sudbury to 73% in Darley Dale but no significant differences (percentage **satisfied**).

Chart 7b: Satisfied with sport and leisure facilities by ward



## Satisfaction with Parks, Recreation Grounds and Open Spaces

- Three quarters (75%) of respondents were **satisfied** with parks, recreation grounds and open spaces with a confidence interval of +/-2.41% at the 95% level, 9% were **dissatisfied**.

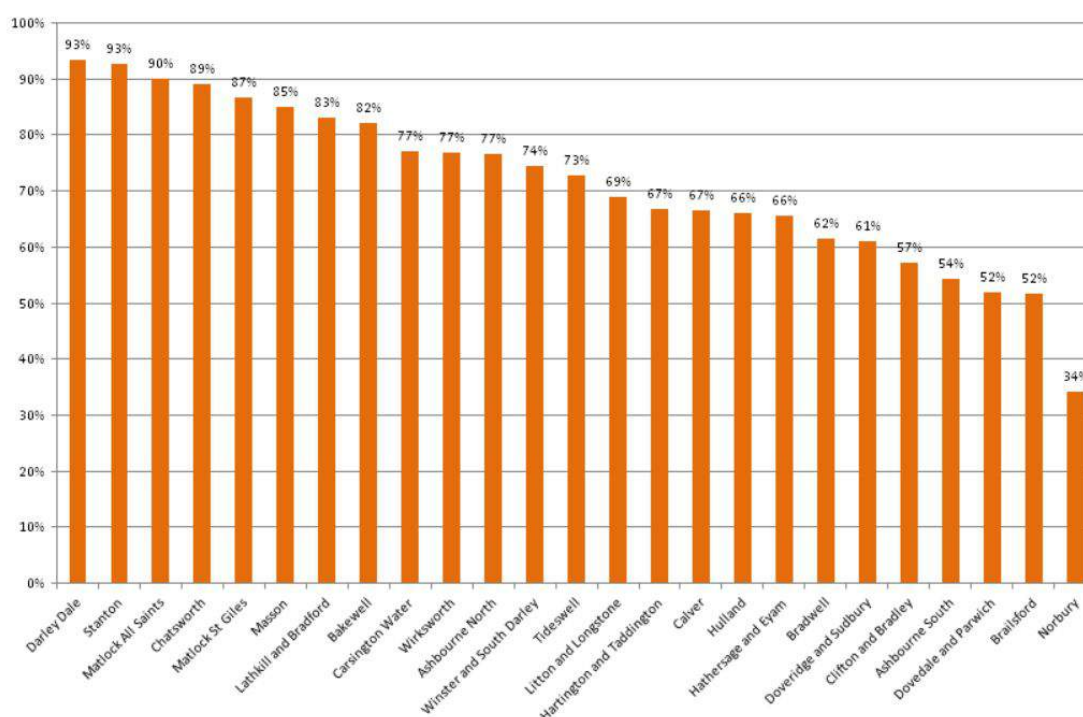
### Differences

- Those respondents aged 25-34yrs (87%) were significantly more **satisfied** with parks, recreation grounds and open spaces compared with those 35-44yrs (69%) and those aged 45-54yrs (71%).
- No significant differences by gender, ethnic background or disability.
- The percentage of respondents **satisfied** with parks, recreation grounds and open spaces varied across wards (chart 7c below) ranging from 34% in Norbury to 93% in Darley Dale and Stanton.
- Those respondents living in the ward of Darley Dale significantly more **satisfied** with parks, recreation grounds and open spaces (93%) compared with those living in the wards of Ashbourne South (54%); Bradwell (62%); Brailsford (52%); Clifton & Bradley (57%); Dovedale & Parwich (52%); Doveridge & Sudbury (61%); Hathersage & Eyam (66%) and Norbury (34%).
- Those respondents living in the ward of Matlock All Saints also significantly more **satisfied** with parks, recreation grounds and open spaces (90%) compared with those living in the wards of Ashbourne South (54%); Brailsford (52%); Dovedale & Parwich (52%); and Norbury (34%).
- Those respondents living in the ward of Matlock St Giles also significantly more **satisfied** with parks, recreation grounds and open spaces (87%) compared with

those living in the wards of Ashbourne South (54%); Brailsford (52%); and Norbury (34%).

- Those respondents living in the ward of Bakewell also significantly more **satisfied** with parks, recreation grounds and open spaces (82%) compared with those living in the wards of Ashbourne South (54%); and Norbury (34%).
- Those respondents living in the wards of Ashbourne North; Chatsworth; Masson; Stanton and Wirksworth also significantly more **satisfied** with parks, recreation grounds and open spaces compared with those living in the ward of Norbury.

**Chart 7c: Satisfied with parks, recreation grounds and open spaces by ward**



## Satisfaction with keeping areas including highways free from litter

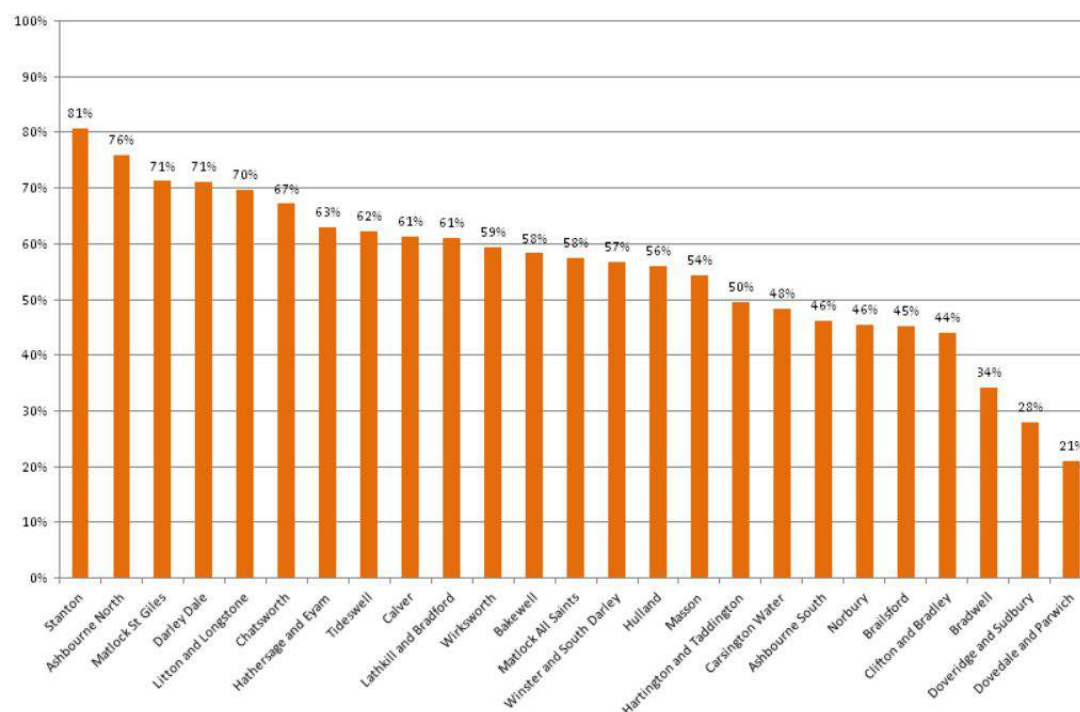
- 59% of respondents were **satisfied** with the Council keeping areas including highways free from litter with a confidence interval of  $\pm 2.73\%$  at the 95% level, just under a quarter (23%) were **dissatisfied**.

### Differences

- Those respondents aged 25-34yrs (76%) were significantly more **satisfied** with the Council keeping areas including highways free from litter compared with those 35yrs+ (52-58%).
- Those respondents aged 18-24yrs (76%) were also significantly more **satisfied** with the Council keeping areas including highways free from litter compared with those 65-74yrs (52%).
- No significant differences by gender, ethnic background or disability.

- The percentage of respondents **satisfied** with the Council keeping areas including highways free from litter varied across wards (chart 7d below) ranging from 21% in Dovedale & Parwich to 81% in Stanton.
- Those respondents living in the ward of Ashbourne North (76%) significantly more **satisfied** with the Council keeping areas including highways free from litter compared with those living in the wards of: Ashbourne South (46%); Bradwell (34%); Dovedale & Parwich (21%) and Doveridge & Sudbury (28%).
- Those respondents living in the ward of Matlock St Giles (71%) also significantly more **satisfied** with the Council keeping areas including highways free from litter compared with those living in the wards of: Ashbourne South (46%); Dovedale & Parwich (21%) and Doveridge & Sudbury (28%).
- Those respondents living in the ward of Darley Dale (71%) also significantly more **satisfied** with the Council keeping areas including highways free from litter compared with those living in the wards of: Dovedale & Parwich (21%) and Doveridge & Sudbury (28%).

**Chart 7d: Satisfied with keeping areas including highways free from litter by ward**



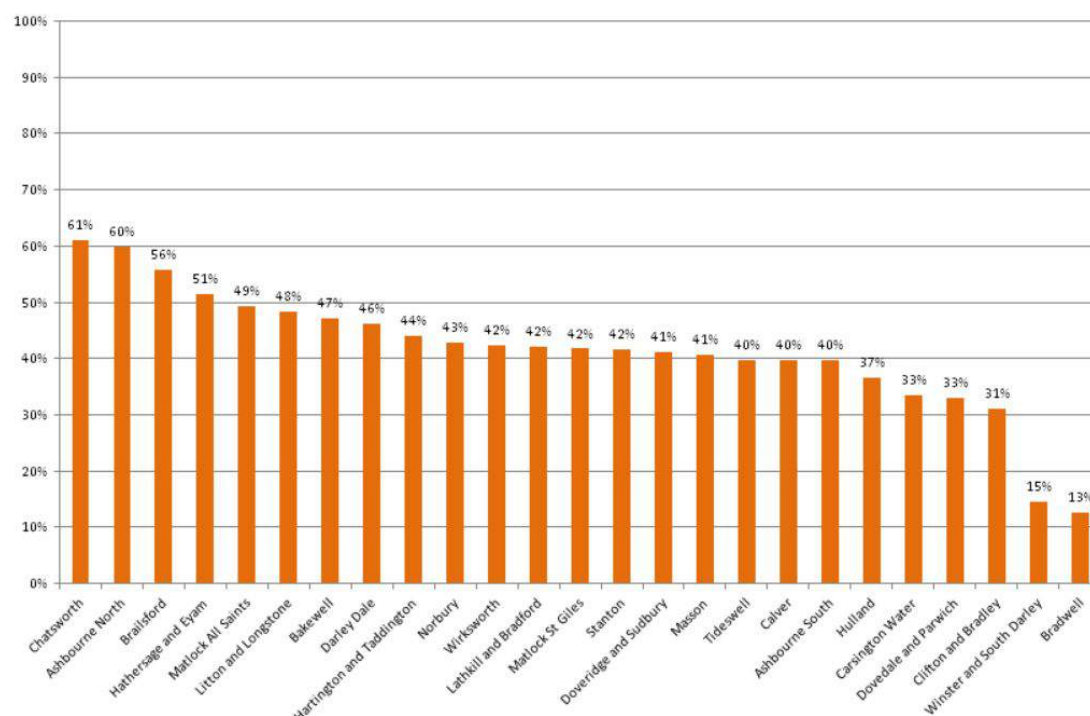
## Satisfaction with Waste & Recycling Collections

- Less than half (44%) of respondents were **satisfied** with waste & recycling collections with a confidence interval of  $\pm 2.75\%$  at the 95% level, 41% were **dissatisfied**.

## Differences

- Those respondents aged 75+yrs (61%) were significantly more **satisfied** with waste & recycling collections compared with those 35-44yrs (17%); 45-54yrs (33%) and 55-64yrs (44%).
- Those respondents aged 18-24yrs (56%) and 65-74yrs (52%) were also significantly more **satisfied** with waste & recycling collections compared with those 35-44yrs (17%); and 45-54yrs (33%).
- Those respondents aged 25-34yrs, 45-54yrs and 55-64yrs were also significantly more **satisfied** with waste & recycling collections compared with those 35-44yrs (17%).
- Those respondents who considered themselves disabled where daily activities are limited a lot felt significantly more **satisfied** with waste & recycling collections (65%) compared with those who considered themselves not to be disabled (42%).
- No significant differences by gender or ethnic background.
- The percentage of respondents **satisfied** with waste & recycling collections varied across wards (chart 7e below) ranging from 13% in Bradwell to 61% in Chatsworth.
- Those respondents living in the ward of Ashbourne North significantly more **satisfied** with waste & recycling collections (60%) compared with those living in the ward of Bradwell (13%).

**Chart 7e: Satisfied with waste & recycling collections by ward**

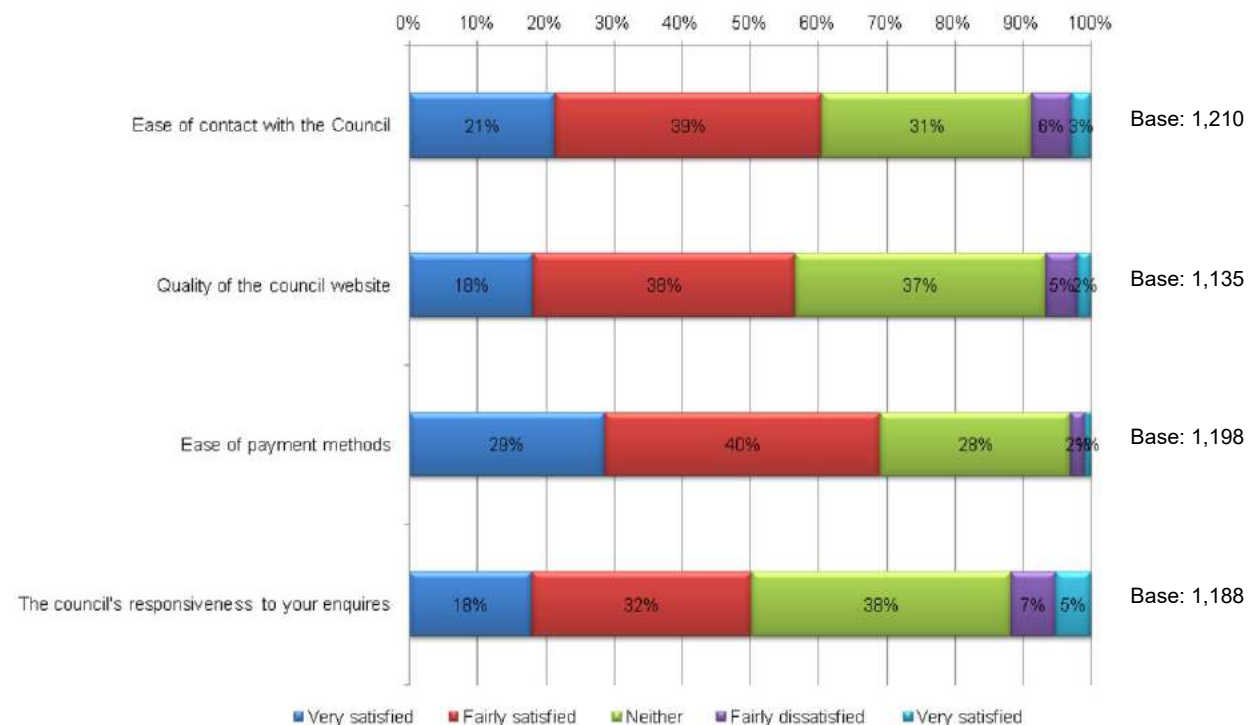


## Section 5.0 Information

### 5.1 Satisfaction with Council information

'How satisfied or dissatisfied are you with the following?'

Chart 8a:



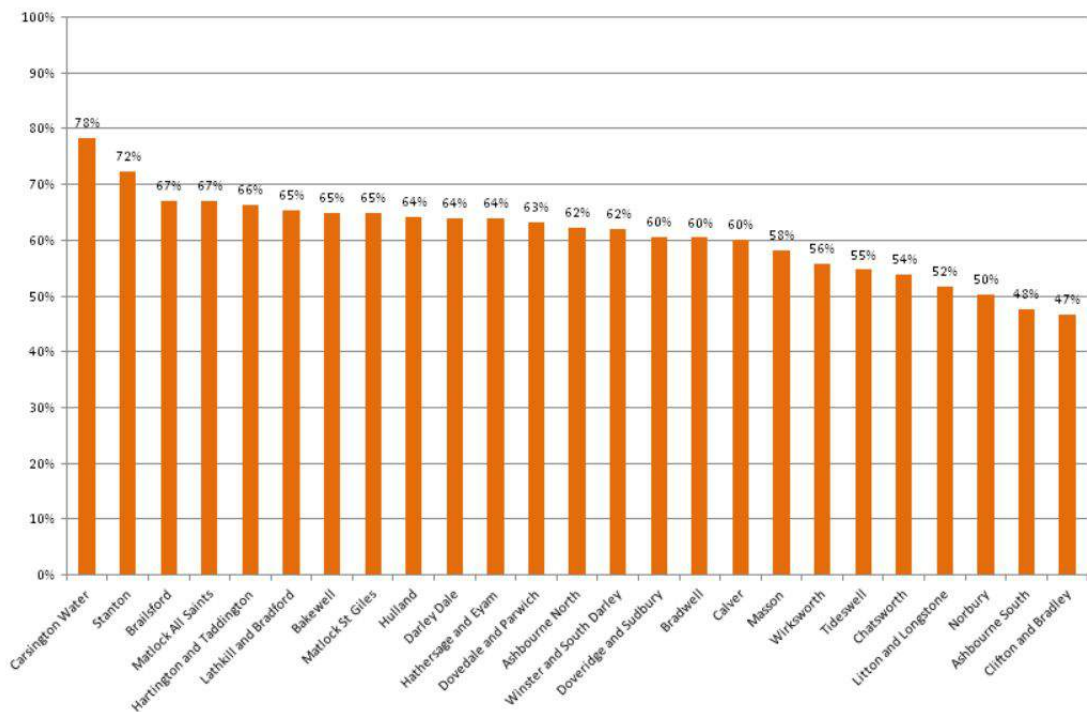
- 61% of respondents were **satisfied** with ease of contact with the Council, 9% were **dissatisfied**.
- 57% of respondents were **satisfied** with quality of the Council website, 7% were **dissatisfied**.
- 69% of respondents were **satisfied** with ease of payment methods, 3% were **dissatisfied**.
- Half (50%) of respondents were **satisfied** with the Council's responsiveness to their enquiries, 12% were **dissatisfied**.

#### Differences

- Those respondents aged 25-34yrs were significantly more **satisfied** with the ease of contact with the Council (76%) compared with those aged: 18-24yrs (51%); 35-44yrs (43%), 45-54yrs (58%) and 55-64yrs (58%). Those aged 75+yrs (71%) also significantly more **satisfied** than those aged 18-24yrs, and 35-44yrs and those aged 65-74yrs (66%) also significantly more **satisfied** than those aged 35-44yrs.

- Those respondents who considered themselves disabled where daily activities are limited a lot or a little felt significantly more satisfied with ease of contact with the Council (77% and 76% respectively) compared with those who considered themselves not to be disabled (59%).
- The percentage of respondents **satisfied** with ease of contact with the Council varied across wards (chart 8b below) ranging from 47% in Clifton & Bradley to 78% in Carsington Water but no significant differences (percentage **satisfied**).

**Chart 8b: Satisfied with ease of contact with the Council by ward**



- No significant differences regarding the quality of the Council website or ease of payment methods.
- Those respondents aged 25-34yrs (57%); 65-74yrs (61%) and 75+yrs (53%) were significantly more satisfied with the Council's responsiveness to their enquiries compared with those aged 35-44yrs (34%).
- Those respondents who considered themselves disabled where daily activities are limited a lot or a little felt significantly more satisfied with the Council's responsiveness to their enquiries (66% and 69% respectively) compared with those who considered themselves not to be disabled (49%).

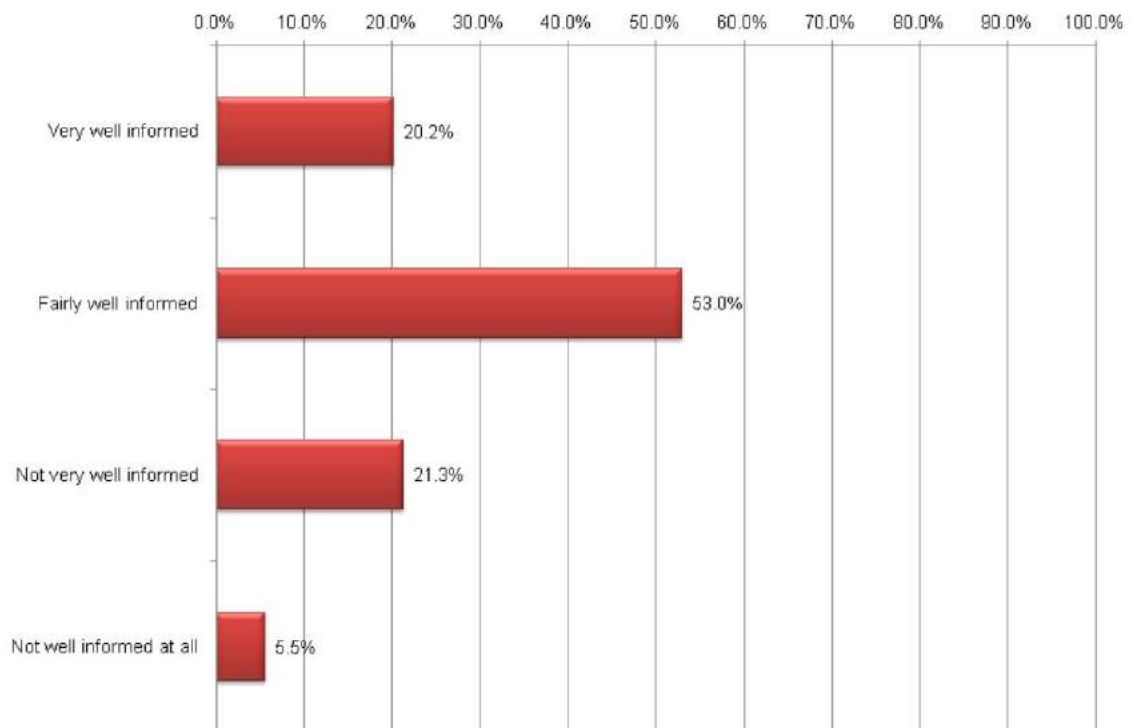
## Section 6.0 Coronavirus Response

### 6.1 Informed during the pandemic

**‘How well informed or not do you think Derbyshire Dales District Council has kept you during the coronavirus pandemic?’ Base: 1,197**

Overall 73% of respondents felt very or fairly well informed by Derbyshire Dales District Council during the coronavirus pandemic, 21% felt not very well informed and 6% felt not well informed at all.

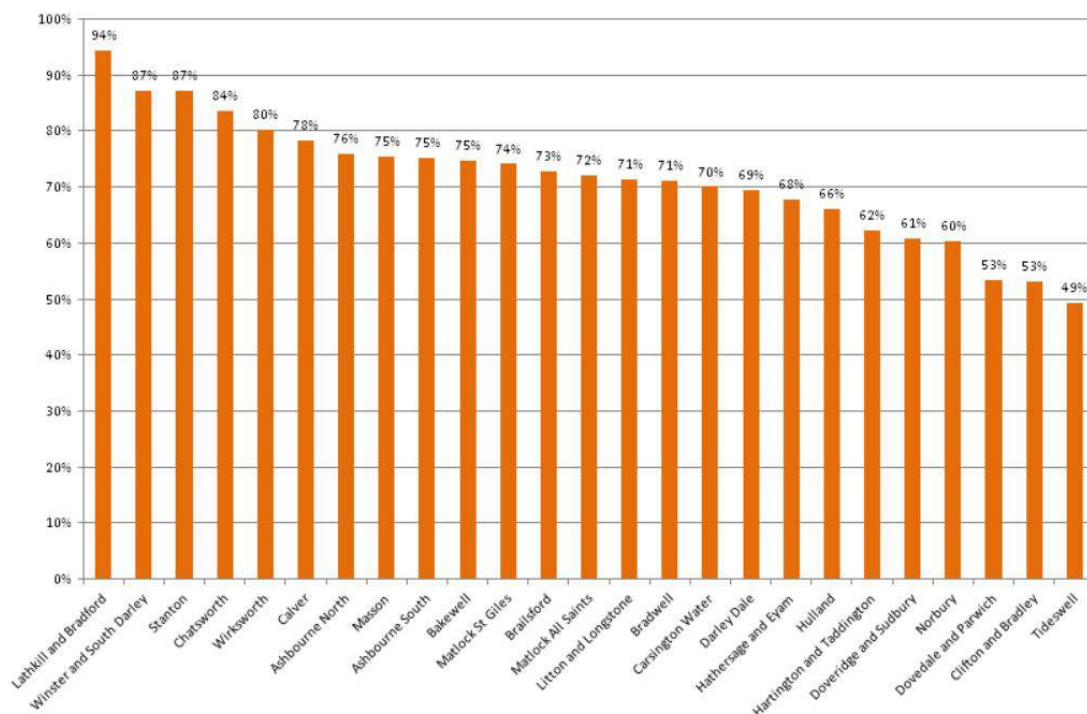
Chart 9a:



#### Differences

- No significant differences.
- The percentage of respondents feeling **very or fairly well informed** by the Council during the coronavirus pandemic varied across wards (chart 9b below) ranging from 49% in Tideswell to 94% in Lathkill & Bradford but no significant differences (percentage **very or fairly well informed**).

**Chart 9b: Very of fairly well informed by the Council during the pandemic by ward**



**‘Please can you explain why?’ Base: 628**

- For those who commented and who felt **very or fairly well informed** by the Council during the coronavirus pandemic, the most common reasons given why were:
  - Generally lots or enough information and/or good communication – 17%
  - In particular the information via:
    - Emails – 8%
    - Leaflets/newsletters or letters – 8%
    - Council’s website – 6%
    - Social media – 6%
- For those who commented and who felt **not very well informed or not well informed at all** by the Council during the coronavirus pandemic, the most common reason given why was:
  - Poorly informed, never saw and/or never received any information – 26%

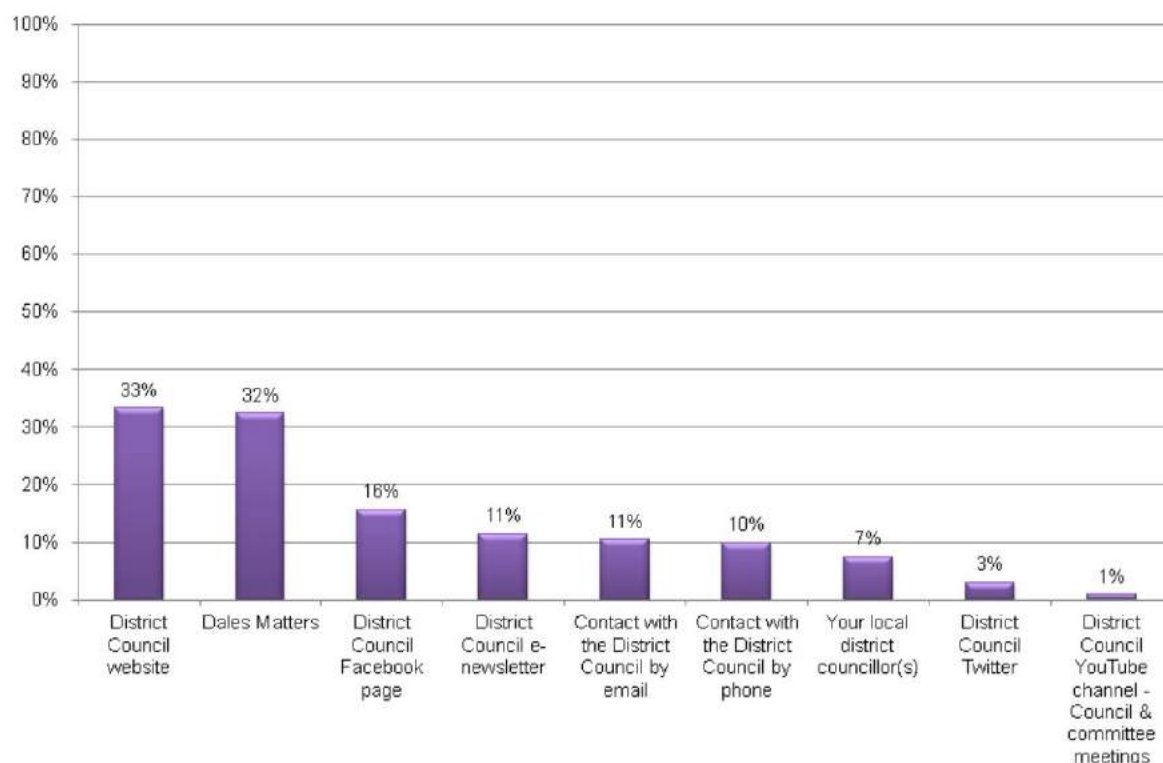
**Table 5:**

<b>Q14_Coded</b>	<b>Q13_Very/Fairly well informed</b>	<b>Q13_Not very well informed/Not well informed at all</b>
Lots / enough information is available / good communication	16.6%	0.5%
Emails	7.8%	0.1%
Leaflets / newsletters / post / letters	7.7%	0.5%
Other	6.7%	3.1%
Information via website	5.9%	0.7%
Information via social media	5.6%	0.7%
Gained information from other non-council places	3.4%	3.6%
Poor / never seen / don't receive any information	2.6%	25.5%
Don't have / not everyone has access to the internet	2.4%	2.9%
All information is online	2.1%	0.6%
Don't know	1.6%	0.1%
Dales Matters	1.1%	0.4%
Not been looking / took no notice of information	0.7%	0.4%
Don't use / not everyone uses social media	0.4%	1.8%
Website is difficult to use	0.0%	0.4%

## 6.2 Information sources during the pandemic

**‘Did you find information about the Council’s response to the coronavirus pandemic from any of the following?’** Base: 1,246 - MULTI

Chart 10:



- The most common sources where respondents found information about the Council’s response to the coronavirus pandemic were: District Council website (33%) and Dales Matters (32%).

### Differences

- A significantly greater proportion of residents in the age groups within 18-74yrs (34-42%) found information on the Council’s website compared with those aged 75+yrs (20%).
- A significantly greater proportion of residents in the age groups: 18-24yrs (23%); 25-34yrs (25%); 35-44yrs (27%) and 55-64yrs (19%) found information on the Council’s Facebook page compared with those 65-74yrs (8%) and those 75+yrs (5%). Those 45-54yrs also significantly more likely (17%) than those 75+yrs.
- A significantly greater proportion of residents in the age groups: 65-74yrs (44%); and 75+yrs (45%) found information in Dales Matters compared with those 18-24yrs (4%); 25-34yrs (17%) and 35-44yrs (24%). Those aged 45-54yrs (35%) and 55-64yrs (33%) also significantly more likely than those 18-24yrs and 25-34yrs.

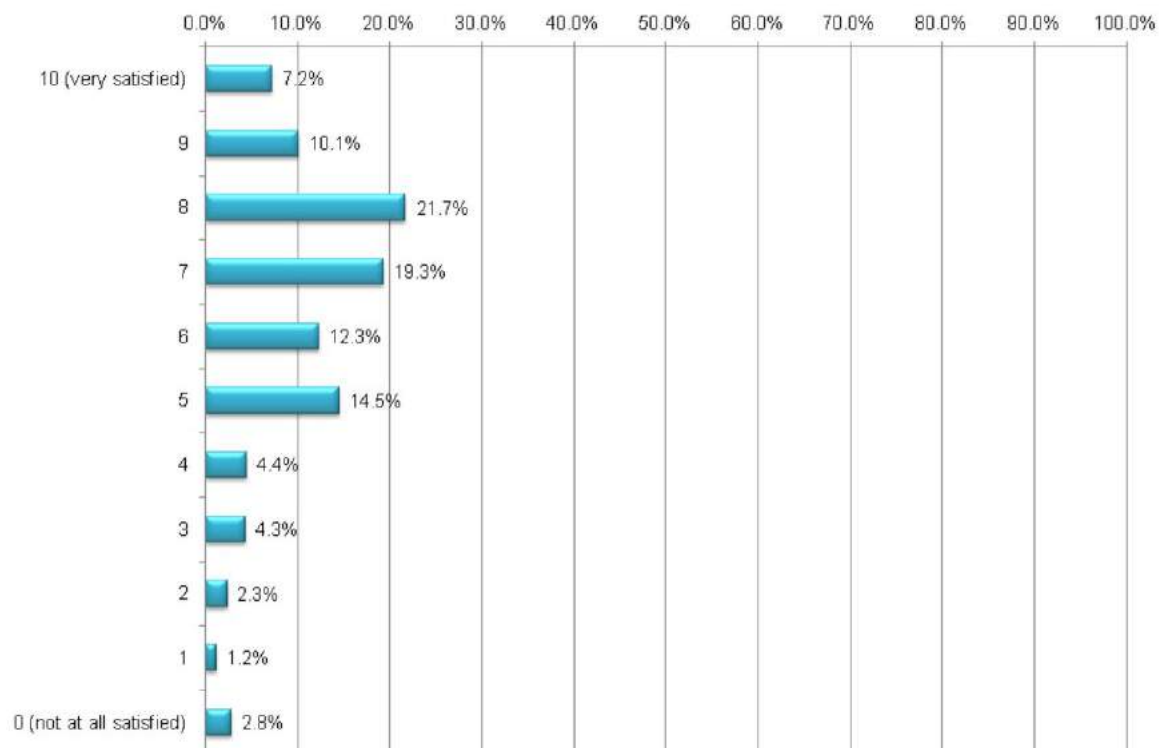
- A significantly greater proportion of Female respondents found information on the Council's Facebook page (19%) compared with Male respondents (13%).
- A significantly greater proportion of residents who described their ethnic background other than 'White British/English/Welsh/Scottish/Northern Irish' (57%) found information on the Council's website compared with those who described their ethnic background as 'White British/English/Welsh/Scottish/Northern Irish' (34%).
- A significantly greater proportion of residents who described their ethnic background as 'White British/English/Welsh/Scottish/Northern Irish' (34%) found information in Dales Matters compared with all other ethnic backgrounds (12%).
- A significantly greater proportion of residents who considered themselves not to be disabled (36%) and those whose daily activities are limited a little by a disability (33%) found information on the Council's website compared with those who considered themselves disabled where daily activities were limited a lot (15%).

## Section 7.0 Recommendation and Improvements

### 7.1 Overall satisfaction

**‘Please rate your overall satisfaction with Derbyshire Dales District Council, where 10 is very satisfied and 0 is not at all satisfied?’ Base: 1,222**

Chart 11a:

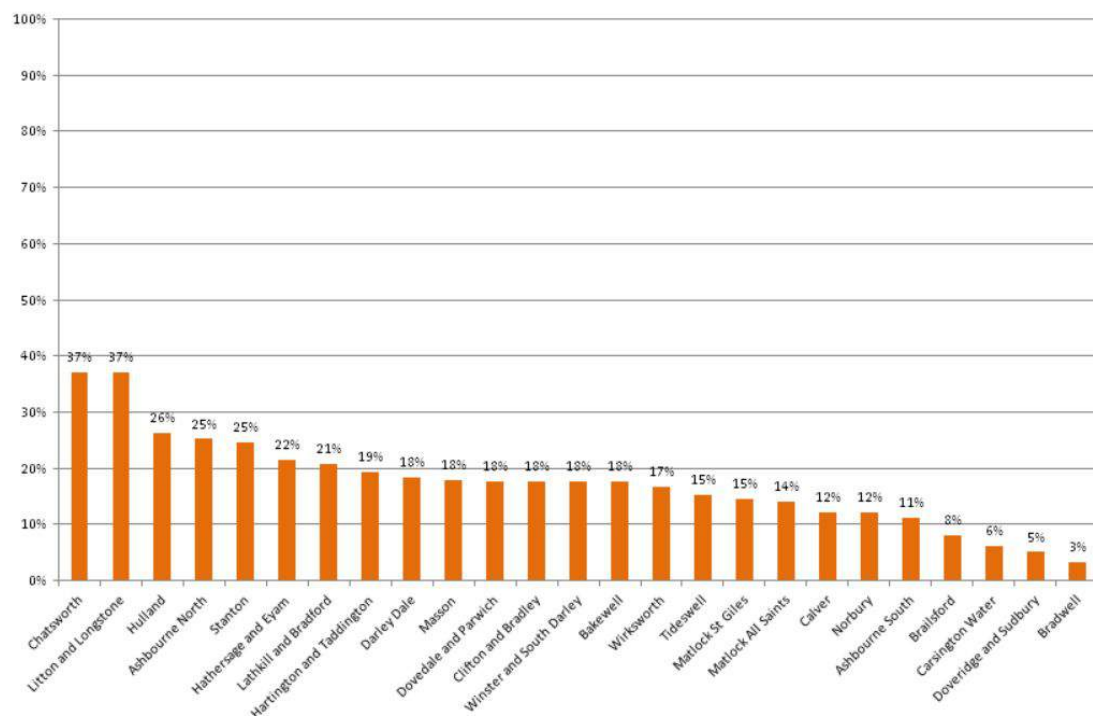


- 17% scored their overall satisfaction with the Council as a 10 (very satisfied) or 9, 41% scored an 8 or 7 and 42% scored a 6 or less.

#### Differences

- Those respondents aged 18-24yrs (20%); 25-34yrs (21%); 65-74yrs (21%) and 75+yrs (23%) were significantly more likely to score **satisfaction** with a 10 or 9 compared with those aged 35-44yrs (5%).
- Those respondents who considered themselves disabled where daily activities are limited a lot were significantly more likely to score **satisfaction** with a 10 or 9 (35%) compared with those who consider themselves disabled where daily activities are limited a little (16%) or those not disabled (16%).
- The percentage of respondents who **scored** satisfaction with the Council **with a 10 or 9** varied across wards (chart 11b below) ranging from 3% in Bradwell to 37% in Chatsworth and Litton & Longstone but no significant differences.

**Chart 11b: Overall satisfaction with the Council (score 9 or 10 (very satisfied)) by ward**



**‘Please tell us your ideas as to how we could improve Derbyshire Dales District Council services for you?’ Base: 729**

- For those who commented the most common ideas/improvements suggested for Derbyshire Dales District Council services were:
  - Improve bin/waste collection services – 23%
  - Improve communication and information in general – 13%
  - Better parking and/or cheaper/free parking – 12%
  - Less litter / cleaner streets – 10%

**Table 6:**

<b>Q17: Coded</b>	<b>%</b>
Bin collections	23.3%
Other	18.5%
Improve communication / information	13.2%
Better / cheaper / free parking	11.9%
Less litter / cleaner streets	10.4%
Speeding / traffic management / road works	9.9%
Improve road / path surfaces / potholes	7.5%
Nothing / no ideas / all good	7.3%
Bring services in-house / stop outsourcing / lose Serco	6.5%
Management of foliage / verges	5.9%
Stop building houses / better house planning / infrastructure can't support new housing	5.7%
More / better facilities	5.5%
More things for young people to do	3.7%
Recycling services	3.7%
More buses / bus services / improve public transport	2.9%
Improve police presence	2.5%
More / free public toilets	2.4%
Don't know	2.3%
Maintain parks / gardens	1.4%
Deal with Travellers	1.4%

## **Appendix 1:**

### **Derbyshire Dales District Council Residents' Survey 2021**

## Derbyshire Dales Resident Survey

Your reference number: 3411 /

### Resident Survey

Thank you for taking the time to complete this important resident survey for Derbyshire Dales District Council. It asks you about how satisfied you are with your area as a place to live and the services you receive from the Council.

The results will help us improve our services and understand how we can better communicate with our customers and residents. It should take no longer than 10-15 minutes of your time. The survey can be completed by any member of the household aged 16 or over. Please return the completed questionnaire in the envelope provided by 14th October 2021.

### Section 1: Your Local Area

When answering Q1, please consider your 'local area' to be the area within 15 – 20 minutes walking distance from your home.

1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please tick one box only

Very  
satisfied  
☐

Fairly  
satisfied  
☐

Neither satisfied  
nor dissatisfied  
☐

Fairly  
dissatisfied  
☐

Very  
dissatisfied  
☐

2. Please can you explain why you are satisfied or dissatisfied with your local area as a place to live?

Please add your comments to the box below

### Section 2: Your Council

Your local area receives services from two councils, Derbyshire Dales District Council and Derbyshire County Council. This survey asks about Derbyshire Dales District Council which is responsible for services such as refuse collection, street cleaning, planning (excluding Peak District National Park area), housing, leisure facilities, environmental health, parks and gardens.

3. Overall, how satisfied or dissatisfied are you with the way Derbyshire Dales District Council runs things? Please tick one box only

Very  
satisfied  
☐

Fairly  
satisfied  
☐

Neither satisfied  
nor dissatisfied  
☐

Fairly  
dissatisfied  
☐

Very  
dissatisfied  
☐

In considering the next question, please think about the range of services Derbyshire Dales District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Derbyshire Dales District Council provides to the community. We would like your general opinion. The Derbyshire Dales element of the Council Tax costs the average household around 60p per day.

4. To what extent do you agree or disagree that Derbyshire Dales District Council provides value for money? Please tick one box only

Strongly  
agree  
☐

Tend to  
agree  
☐

Neither agree  
nor disagree  
☐

Tend to  
disagree  
☐

Strongly  
disagree  
☐

5. Overall, how satisfied or dissatisfied are you with the services Derbyshire Dales District Council provides? Please tick one box only

Very  
satisfied  
☐

Fairly  
satisfied  
☐

Neither satisfied  
nor dissatisfied  
☐

Fairly  
dissatisfied  
☐

Very  
dissatisfied  
☐

6. Please can you explain why you are satisfied or dissatisfied with the services the Council provides? Please add your comments to the box below

We keep you informed using a range of methods, such as our website, Dales Matters, social media such as Facebook and Twitter, Area Forums, live streaming Council meetings, e-newsletters.

7. Overall, how well informed do you think Derbyshire Dales District Council keeps residents about the services and benefits it provides? Please tick one box only

Very well  
informed  
☐

Fairly well  
informed  
☐

Not very  
well informed  
☐

Not well  
informed at all  
☐

8. Please can you explain why? Please add your comments to the box below

### Section 3: Safety

Derbyshire Dales Community Safety team works to prevent and reduce crime and anti-social behaviour in the District. Please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

9. How safe or unsafe do you feel when outside in your local area ...?

Please tick one box only for each response

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
...during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you do not feel safe outside in your local area during the day and/or after dark, please can you explain why? Please add your comments to the box below

### Section 4: Your Local Services

11. How satisfied or dissatisfied are you with each of the following services provided by Derbyshire Dales District Council? Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Sport & leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, recreation grounds and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping areas including highways free from litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste & recycling collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 5: Information

The Council offers a range of ways to contact them, find out information or pay bills. The Council aim to:

- Treat you fairly and equally
- Provide a pleasant and courteous service at all times
- Be helpful and responsive
- Provide you with good quality information about our services.

12. How satisfied or dissatisfied are you with the following? Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Ease of contact with the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the Council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of payment methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council's responsiveness to your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 6: Coronavirus Response

13. How well informed or not do you think Derbyshire Dales District Council has kept you during the coronavirus pandemic? Please tick one box only

Very well informed  
☐

Fairly well informed  
☐

Not very well informed  
☐

Not well informed at all  
☐

14. Please can you explain why? Please add your comments to the box below

15. Did you find information about the Council's response to the coronavirus pandemic from any of the following? Please tick all that apply

- ☐ Contact with the District Council by phone
- ☐ Contact with the District Council by email
- ☐ District Council website
- ☐ District Council Facebook page
- ☐ District Council Twitter
- ☐ District Council e-newsletter
- ☐ Dales Matters
- ☐ District Council YouTube channel – Council & committee meetings
- ☐ Your local district councillor(s)

### Section 7: Recommendation and Improvements

16. Please rate your overall satisfaction with Derbyshire Dales District Council; where 10 is very satisfied and 0 is not at all satisfied? Please tick one box only

10 (very satisfied)	9	8	7	6	5	4	3	2	1	0 (not at all satisfied)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Please tell us your ideas as to how we could improve Derbyshire Dales District Council services for you? Please add your comments to the box below

### Section 8: About you

You do not have to answers these questions, however the information that you do provide in this section will ensure that the survey is representative of people across the authority area and help us to identify if there are different views between different groups of people.

18. What is your age? Please tick one box only

<input type="checkbox"/> 16-17yrs	<input type="checkbox"/> 55-64yrs
<input type="checkbox"/> 18-24yrs	<input type="checkbox"/> 65-74yrs
<input type="checkbox"/> 25-34yrs	<input type="checkbox"/> 75+yrs
<input type="checkbox"/> 35-44yrs	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> 45-54yrs	

19. Please select the option(s) that most reflect your gender? Please tick all that apply

<input type="checkbox"/> Female	<input type="checkbox"/> Intersex
<input type="checkbox"/> Male	<input type="checkbox"/> Gender non-conforming
<input type="checkbox"/> Non-binary	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Transgender	

If not listed, please use this space to describe your gender how you wish

The definition of disability in the Equality Act 2010 is: "A physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities".

20. Do you consider yourself to be disabled? Please tick one box only

- ☐ Yes, daily activities limited a lot
- ☐ Yes, daily activities limited a little
- ☐ No
- ☐ Prefer not to say

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21. How would you describe your ethnic background? Please tick one box only

- ☐ White British/English/Welsh/Scottish/Northern Irish
- ☐ White Irish
- ☐ White Gypsy or Irish Traveller
- ☐ Any other White background
- ☐ Mixed / multiple ethnic groups - White & Black Caribbean
- ☐ Mixed / multiple ethnic groups - White & Black African
- ☐ Mixed / multiple ethnic groups - White & Asian
- ☐ Any other mixed / multiple ethnic background
- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Chinese
- ☐ Any other Asian background
- ☐ Black or Black British: African
- ☐ Black or Black British: Caribbean
- ☐ Any other Black / African / Caribbean / Black British background
- ☐ Arab
- ☐ Any other ethnic group
- ☐ Prefer not to say

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**Please see next page for details on how to join the Council's Online Citizen's panel**

## Derbyshire Dales Citizen's Online Panel

Would you like to get your voice heard?

The Derbyshire Dales Online Panel is just one of the ways in which we listen to residents and the people who work here. Over 800 people have already joined our Online Panel and we'd love to have more.

Surveys are short and you can select the areas of interest that you wish to receive surveys on. You will receive a maximum of six online questionnaires each year.

We would like your views to help us; Monitor how satisfied residents are with Derbyshire Dales District Council; Plan and improve our policies and services and find out what issues are most important to you.

22. Would you like to join the Derbyshire Dales Citizen's Online Panel? Please tick one box only

- ☐ Yes      Go To Q23  
☐ No      Close Survey

23. Please provide the following details? Any information provided will be held securely by Derbyshire Dales District Council and will be used for research purposes only. Any information provided below will be sent back separately to your responses to the other questions in this survey.

Name:   
Email Address:

If any other members of your household would like to sign up then please visit the Council's website:  
<https://www.derbyshiredales.gov.uk/your-council/have-your-say/consultations/citizens-panel>

**THANK YOU FOR TAKING PART IN THIS SURVEY.  
PLEASE RETURN YOUR COMPLETED FORM IN THE FREEPOST ENVELOPE PROVIDED  
BY 14TH OCTOBER 2021**

GOVERNANCE & RESOURCES COMMITTEE

20th January 2022

Report of the Director of Resources

## **EXTERNAL REVIEW OF INTERNAL AUDIT – ACTION PLAN PROGRESS**

### **PURPOSE OF REPORT**

To present, for members' information, a progress update in respect of implementing the recommendations arising from the external review of internal audit.

### **RECOMMENDATION**

That the report be noted.

### **WARDS AFFECTED**

None

### **STRATEGIC LINK**

An effective Internal audit service helps to ensure that the Council is delivering high quality, cost effective services. This contributes to the Council's core values of being open and transparent when making decisions and using public resources ethically and responsibly.

## **1 BACKGROUND**

- 1.1 The Public Sector Internal Audit Standards require that the internal audit service must have an external review at least every 5 years. In May 2021 an external review of Derbyshire Dales District Council's Internal Audit Service was undertaken, the results of which were reported to this Committee. Although the results of the review were positive and the service is deemed to be compliant with the Standards, some recommendations were made to help aid further improvement of the service. This report is to detail the progress made to date in implementing the recommendations made.

## **2 REPORT**

- 2.1 Appendix 1 details the recommendations made by the external reviewer, the proposed action and an update of the progress achieved so far.
- 2.2 Some recommendations have already been implemented and others are in progress. A number of the recommendations will be implemented from the 2022/23 financial year in order that we are not changing systems mid –year and to have time to train staff.
- 2.3 The main focus of the recommendations relates to ensuring that internal audit continues to increase their focus on risk and aligns to the Council's risk appetite. In order to do this

we have aligned our assurance levels and recommendation priorities to the risk levels within the Council's risk management Strategy. The likely impact of this is that there will be more low priority recommendations as the Council's risk appetite as defined in its strategy is higher than our current definitions. A medium internal audit recommendation will be more significant than at present.

- 2.4 All of our documentation have been reviewed and tweaks made to our scoping document, audit test schedule and report template to embed risk management throughout the audit process.
- 2.5 A further update on progress will be brought to this committee as part of the 2021/22 Internal Audit Annual Report.

### **3 RISK ASSESSMENT**

#### **3.1 Legal**

There are no legal considerations arising from the report.

#### **3.2 Financial**

There are no financial considerations arising from the report.

#### **3.3 Corporate Risk**

The action plan attached to this report addresses the recommendations arising from the external review of internal audit thereby minimising the risk that internal audit is not operating in accordance with the Public Sector Internal Audit Standards

### **4 OTHER CONSIDERATIONS**

- 4.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.
- 4.2 Climate change: No detailed climate change impact assessment required, the report provides a progress update for information only

### **5 CONTACT INFORMATION**

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Email: [karen.henriksen@derbyshiredales.gov.uk](mailto:karen.henriksen@derbyshiredales.gov.uk)

Jenny Williams - Internal Audit Consortium Manager  
Telephone: 01246 959770  
Email: [jenny.williams@chesterfield.gov.uk](mailto:jenny.williams@chesterfield.gov.uk)

### **6 BACKGROUND PAPERS**

None

### **7 ATTACHMENTS**

Appendix 1 – External Review of Internal Audit – Action Plan Progress

## Appendix 1

### External Review May 2021 Action Plan Progress Update December 2021

The grading of recommendations is intended to reflect the relative importance to the relevant standard within the Public Sector Internal Audit Standards (PSIAS).

Recommendation Grading	
Enhance	The internal audit service must enhance its practice in order to demonstrate transparent alignment with the relevant PSIAS standards in order to demonstrate a contribution to the achievement of the organisation's objectives in relation to risk management, governance and control
Review	The internal audit service should review its approach in this area to better reflect the application of the PSIAS
Consider	The internal audit service should consider whether revision of its approach merits attention in order to improve the efficiency and effectiveness of the delivery of services

No	Issue Identified	Recommendations	Action	Progress
1	Internal Audit Charter Whilst the Charter requires that the Head of Internal Audit's Annual Opinion is correctly expressed in relation to Risk Management, Governance and Internal Control – there are references in the Charter and other documentation which simply relate to 'internal control' or the 'control environment'.	When the Internal Audit Charter and other documentation is next revised update the requirement for the Head of Internal Audit (HoIA) to provide an Annual Opinion in the consistent form of Risk Management, Governance and Internal Control.	The Audit Charter was revised in September 21 and updated to use the term Risk Management, Governance and Control.	Complete
2	2020/21 engagement completion Current year provision has been impacted by Covid and the team holding a number of vacancies. At the time of the review, internal audit plan outcomes for 2020/21 were not	Where these events impact upon completion of the internal audit plan and therefore the content of the Head of Internal Audit Annual opinion, a reflection on the advice provided by CIPFA could be	The CIPFA advice re the Head of Internal Audit Annual Opinion had already been taken to each Audit Committee.	Complete

No	Issue Identified	Recommendations	Action	Progress
	available other than in the case of Derbyshire Dales DC, where reference has been made to the internal auditor being required to undertake other duties in relation to COVID-19 business grants processes, queries and government returns.	beneficially referred to explain the context and advice provided by the professional body.	The advice has since been re-iterated in DDDC annual report as the scope of the opinion was limited and partial assurance given. This did not impact on the consortium members	
3	<p>Audit Planning</p> <p>The HoIA maintains a spreadsheet-based approach to the conduct of an audit needs assessment which supports the development of the annual plan.</p> <p>This recognises the teams' judgement of factors relating to Materiality, Control Environment, Sensitivity, Management Concern and time since last audit.</p> <p>None of these factors relates directly to the organisations risk appetite as expressed in each clients' risk management system.</p>	Whist it is recognised that client risk registers contain varying levels of detail regarding controls and assurances and certainly may not be comprehensive in terms of covering all risks. Conformance with the PSIAS would be enhanced by formally recognising the risk appetite of each client in internal audit planning, particularly where the concept of 'Control Risk' ( the assessed difference between Inherent and Residual risk) is identified.	To be implemented for the 2022/23 internal audit plan. To look at how the spreadsheet can be updated to increase the emphasis on each client's risk appetite as per their risk registers – i.e., bring in a risk weighted column	In progress
4	<p>Management Objectives</p> <p>The Internal Audit service currently specifies the Audit Objective as part of the Scoping Document for engagements although there is inconsistency.</p> <p>PSIAS 2201 provides advice regarding planning considerations for engagements and states that:</p>	<p>The Internal Audit Service should consider focusing each audit on agreed Management Objectives for the area for review as this would help structure the engagement on significant risks and align the review with the associated controls that are designed to mitigate this risk.</p> <p>In this respect, this may allow greater focus to be provided on</p>	Management Objectives are discussed during the scoping meeting for each audit and it is ensured that these are incorporated into testing. Testing is often broader than just focusing on these objectives which is deemed appropriate as most areas are	Complete

No	Issue Identified	Recommendations	Action	Progress
	<p>"In planning the engagement, internal auditors must consider - The objectives of the activity being reviewed and the means by which the activity controls its performance and the significant risks to the activity, its objectives, resources and operations and the means by which the potential impact of risk is kept to an acceptable level".</p>	<p>'what matters most' and attention being given to selected controls testing currently contained within established 'controls check-lists'.</p>	<p>not reviewed on an annual basis.</p>	
5	<p>Grading of recommendations Issues on which the audit opinion is based currently reflect High, Medium or Low ratings for which internal audit has defined what it considers as events which merit concern at these levels. The definitions are not currently contained within the internal audit manual or are included in internal audit reports to support gradings. This is inconsistent with terminology used by each Council in their Risk Management Policies where definitions of impact are contained to varying levels of detail. The PSIAS uses consistent terminology relating to the identification and reporting on 'significant' risk. And it may therefore be beneficial for internal audit to align its understanding of significance with that of each client.</p>	<p>a) It would be beneficial to align future grading of recommendations with those impact definitions used within the risk management process relating to each clients' risk appetite. Existing clients appear to use either a 4x4 or 5x5 risk matrix and therefore inclusion within internal audit reports as to how consistent alignment is achieved would assist in both agreeing the specific risk focus of each engagement as well in assessing the relative importance of findings at the exit meeting and in determining an opinion within assurance reports through use of a consistent understanding and application of risk. A simple matrix may be: b) Include appropriate explanation of alignment of gradings within the internal audit manual and provide appropriate training to staff</p>	<p>Internal audit definitions of High, Medium and Low recommendations have been aligned to each Council's risk management strategy. These definitions will be adopted from the 2022/23 financial year and appended to each internal audit report.</p> <p>Staff training on the use of these revised definitions and the potential impact on assurance levels will be delivered at a team meeting in February 2022</p> <p>The audit manual will be reviewed and updated in the summer of 2022 to incorporate all the changes made as a result of the external review</p>	In progress

No	Issue Identified	Recommendations	Action	Progress
		regarding how this should be implemented.		
6	<p>Quality Assurance Improvement Programme (QAIP)</p> <p>The HoIA currently undertakes an annual self-assessment process and reports a summary of matters arising to Audit Committees in the Annual Report.</p> <p>The current process considers matters such as issues arising from PDR's, client surveys, ideas from team members and training requirements in addition to matters arising from external quality assessments. At present, each element is maintained separately.</p>	<p>It would be beneficial to consider drawing together the various elements of review in a formal QAIP policy and presenting this to Audit Committees, as such in the Annual Report as required in the PSIAS. An example policy has been provided.</p>	<p>A Quality Assurance improvement Programme has been written and this will be appended to the annual report for 2021/22.</p>	In progress
7	<p>Risk-based internal audit</p> <p>The emphasis of the PSIAS concerns significance. Earlier observations referred to the benefit which may be obtained by increasing alignment with each Councils risk management processes.</p> <p>In this respect current practice:</p> <ul style="list-style-type: none"> <li>a) Includes low risk audits in annual audit plans</li> <li>b) Utilises 'Control Checklists' as the basis for audits, and</li> </ul>	<p>Ensure that in all aspects of the internal audit methodology there is transparent consideration of the significant risks that may impact upon successful delivery of management objectives.</p> <p>At an Engagement level this should include identification and focus on particular risks, to the exclusion of others, where risk management policies or discussions identify issues of a potentially catastrophic nature such as safeguarding, health</p>	<p>Agree need to spend most focus on higher risks but not necessarily at the exclusion of others. I believe lower risk audits should continue to be included in the audit plan - these are at much less frequency than high risk audits</p> <p>Risks are discussed at scoping meetings and reference is made to strategic and operational risk registers.</p>	In progress

No	Issue Identified	Recommendations	Action	Progress
	c) Has a tendency to produce reports that are 'controls based' rather than focusing on risks to achievement of identified management objectives.	and safety, legislative compliance, failure to deliver statutory services or reputational damage.	<p>Test schedules are updated to reflect the risks identified during scoping meetings.</p> <p>From 2022/23 audit reports will be updated to detail the risks considered.</p> <p>From 2022/23 test schedules will be updated as audits become due to detail the risks identified at scoping and to link these to the identified control objective and corresponding audit tests.</p>	
8	Code of Ethics Internal Audit reports currently state that the audit has been conducted in accordance with the Public Sector Internal Audit Standards.	Increasingly best practice also states that the audit has been conducted in accordance with the Institute of Internal Auditors Code of Ethics	This will be included in the 2021/22 annual reports	In progress
9	Working papers The file review exercise identified different practices in relation to how the audit working papers were constructed with some focusing on risks and other more reflective of controls.	Establishing the 'Golden Thread' between Management Objectives, significant risks and key controls should be the basis of each audit as this would allow the development of a consistent approach to the conduct of audit engagements and ensure a focus on significance.	As above – from 2022/23 there will be a stronger thread in terms of objectives and risk from the scoping document to the test schedules and end reports	In progress
10	IA Opinions Internal Audit currently uses four levels of opinion – Substantial, Reasonable,	The HoIA should consider rewording basis of overall opinions to provide increasing clarity regarding how	From 2022/23 internal audit assurance definitions will be linked to risk management	In progress

No	Issue Identified	Recommendations	Action	Progress
	<p>Limited and Inadequate – definitions of expectations is provided clarifying the differences between the levels, although this uses general terminology regarding risk rather than relating specifically to the risk appetite of each client.</p> <p>The PSIAS as stated previously emphasises the requirement to focus on what is 'significant' to the achievement of Management Objectives.</p>	<p>internal auditors should assess the assurance level provided based on the significance of the risks identified and the recommendations made.</p> <p>Where a risk/recommendation of a 'Critical, Catastrophic or Severe' nature is identified this would indicate that at best a 'Limited Assurance' opinion should be used.</p>	<p>strategy definitions. The assurance given relates to the priority of recommendations given – the revised definitions of these directly relates to the risk management strategy.</p>	
11	<p>Head of Internal Audit Annual Report</p> <p>The Annual Report provides an evidenced approach regarding the basis upon which the opinion regarding risk management, governance and control has been reached and compares favourably with other practice in the sector.</p> <p>This includes increasing recognition of significant risk and those wider sources of assurance that are available to the HoIA in reaching this opinion.</p> <p>Whilst risk management systems do not consistently include a comprehensive analysis of the sources of assurance as a second line of defence, the internal audit team has made good progress in identifying routine sources of assurance that are</p>	<p>The Head of Internal Audit should continue to develop the formality of the Annual Report process building the links between this report and the Annual Governance Statement.</p> <p>Inclusion of references to significant risks currently faced by each client will be of benefit to all stakeholders.</p> <p>Further consideration should be given to inclusion other sources of assurances that are available such as that relating to independent assurance regarding PSN, where these are relevant to providing evidence regarding the significant risks faced by each client.</p>	<p>CBC 2020/21 Annual Report includes links to Significant issues in the annual governance statement. A timing difference makes it harder in respect of the other Council's as the internal audit annual report is completed prior to the AGS.</p> <p>Other sources of assurance used have been included in the 2020/21 Annual Reports</p> <p>To be further considered for the 2021/22 Annual Reports</p>	In progress

No	Issue Identified	Recommendations	Action	Progress
	available as well as compiling a Fraud Risk Assessments for each client.			
12	<p>Exit meeting template</p> <p>Discussions with management regarding the findings identified within engagements are discussed with management and based upon a first draft of the report.</p> <p>A summary of the discussion is then recorded in a narrative note, which is then used to produce the final report.</p> <p>Draft reports can contain misunderstandings or factual inaccuracies which may detract from the value of a report and which may be better clarified before time is incurred constructing a report and recommendations.</p>	<p>It is recognised that the HoIA prefers to use the draft report as the basis for conducting the exit meeting however it may be beneficial to introduce a standard template on which to record findings/recommendations along with draft management reactions as the audit progresses, as this will both formalise the approach to arriving at the draft report stage, as well as support timely feedback and verify any misunderstandings or factual inaccuracies.</p> <p>This may represent a more efficient and effective use of time by all parties rather than wait for production of a draft report to correct misunderstandings.</p>	<p>Disagreed</p> <p>Draft audit reports to continue to be used to conduct an exit meeting – there should not be any surprises in the draft report as findings will have been discussed with managers as an audit progresses and the working papers will also have been subject to a quality review so findings will be supported by the testing undertaken.</p> <p>There is no indication that this is a problem, usually only minor word changes to the draft report following exit meetings</p>	Complete
13	<p>Client surveys</p> <p>Progress has been made in obtaining feedback from auditees following each audit.</p>	<p>The level of response is similar to that seen in other organisations and therefore Internal Audit may find it useful to utilise an application such as Microsoft Forms or Survey Monkey for collecting feedback, as this can prove to be an efficient means which helps achieve an early response.</p>	<p>CBC does not permit the use of survey monkey etc.</p> <p>This was discussed a few years ago and the cost was prohibitive given the small number of surveys involved. In 2020/21 57% of surveys were returned which is considered to be a good response rate</p>	Complete

No	Issue Identified	Recommendations	Action	Progress
14	Working Paper review record Current practice is to evidence supervision of an engagement using a working paper review template which reflects good practice. Other evidence of review is contained on pre-engagement documentation and at report stage.	It may be beneficial to extend the use of the existing template to include evidence of the review of pre-audit involvement of the nominated supervisor as well as approval of the review and release of draft and final reports.	An audit progress log has been introduced for each audit assignment tracking an audit from start to finish at all stages	Complete
15	HOI Performance Development Review The current process is managed as required by the policy at CBC with the review being completed by the Service Director Finance, the Chief Executive reviews and comments as managers manager. The Standards suggest that it is good practice for feedback to also be received from the Chair of the Audit Committee	As the IA Consortium provides a service to four other organisations it would be constructive to also invite feedback on an annual basis from the Chief Executive and Chairs of Audit Committee from these clients.	The Service Director - Finance to invite feedback from the other council's Chief Executives and Chairs of Audit Committee for the next round of PDR's in May 22	In progress

GOVERNANCE & RESOURCES COMMITTEE  
20th January 2022

Report of the Director of Resources

## **PROGRESS UPDATE ON THE 2021/2022 INTERNAL AUDIT PLAN**

### **PURPOSE OF REPORT**

To present for members' information a progress update in respect of the 2021/2022 Internal Audit Plan. The report includes a summary of internal audit reports issued since the last meeting of this committee and an update on the implementation of internal audit recommendations.

### **RECOMMENDATION**

That the report be noted.

### **WARDS AFFECTED**

None

### **STRATEGIC LINK**

Internal Audit's service aims and objectives are the provision of an independent service, which objectively examines, evaluates and reports to the Council and its management on the adequacy of the control environment. This contributes to the Council's core values of being open and transparent when making decisions and using public resources ethically and responsibly.

## **1 BACKGROUND**

- 1.1 The 2021/22 Operational Audit Plan was originally approved by the Governance and Resources Committee on the 11<sup>th</sup> March 2021. In November 2021 the Committee approved a revised plan with a reduced number of days. The number of audit days were reduced due to a failure to recruit a Senior Auditor and the continued redeployment of the current Senior Auditor to business grants work.
- 1.2 The plan provides a framework by which service functions are reviewed to test and report on the adequacy and effectiveness of risk management systems and the internal control environment within the Council.
- 1.3 This report details the results of the internal audit reviews undertaken since the last meeting and a review of the progress made in respect of implementing internal audit recommendations.

## **2 REPORT**

- 2.1 Attached, as Appendix 1, is a summary of reports issued from the middle of September

2021 to the 11<sup>th</sup> January 2022.

- 2.2 Reports are issued as Drafts with five working days being allowed for the submission of any factual changes, after which time the report is designated as a Final Report. Fifteen working days are allowed for the return of the Implementation Plan.
- 2.3 The Appendix shows for each report a summary of the level of assurance that can be given in respect of the audit area examined and the number of recommendations made / agreed where a full response has been received.
- 2.4 The assurance provided column in Appendix 1 gives an overall assessment of the assurance that can be given in terms of the controls in place and the system's ability to meet its objectives and manage risk in accordance with the following classifications.

<b>Assurance Level</b>	<b>Definition</b>
<b>Substantial Assurance</b>	There is a sound system of controls in place, designed to achieve the system objectives. Controls are being consistently applied and risks well managed.
<b>Reasonable Assurance</b>	The majority of controls are in place and operating effectively, although some control improvements are required. The system should achieve its objectives. Risks are generally well managed.
<b>Limited Assurance</b>	Certain important controls are either not in place or not operating effectively. There is a risk that the system may not achieve its objectives. Some key risks were not well managed.
<b>Inadequate Assurance</b>	There are fundamental control weaknesses, leaving the system/service open to material errors or abuse and exposes the Council to significant risk. There is little assurance of achieving the desired objectives.

- 2.5 Three reports have been issued one with Substantial Assurance, one with Reasonable Assurance and one with Limited Assurance (relating to the Waste Collection Service). The full internal audit review report on the waste contract will be reported to a future meeting of the Community & Environment Committee, along with the outcome of the Independent Review.
- 2.6 In respect of the audits being reported, no fraud was identified.

### **3 IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS**

- 3.1 Attached at Appendix 2 is the current position at the 11<sup>th</sup> January 2022 of internal audit recommendations made as a consequence of audit reviews. 14 recommendations have been satisfactorily implemented since the last report, 9 recommendations are in the process of being implemented, 9 recommendations are overdue and 3 recommendations have not passed their implementation date.

## **4 RISK ASSESSMENT**

### **4.1 Legal**

There are no legal considerations arising from the report.

## 4.2 Financial

There are no financial considerations arising from the report.

## 4.3 Corporate Risk

There is a risk that a lack of independent assurance means that weaknesses in governance, risk and control may go undetected. Action is being taken to increase the resource levels within internal audit.

## 5 OTHER CONSIDERATIONS

5.1 In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

5.2 Climate change: No detailed climate change impact assessment required, the report provides a progress update for information only

## 6 CONTACT INFORMATION

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## 7 BACKGROUND PAPERS

7.1 None

## 8 ATTACHMENTS

8.1 Appendix 1 – Summary of Internal Audit Reports Issued Mid -September 2021 – 11<sup>th</sup> January 2022.

8.2 Appendix 2 – Implementation of internal audit recommendations

## **DERBYSHIRE DALES DISTRICT COUNCIL**

### **Internal Audit Consortium - Report to Governance and Resources Committee**

#### **Summary of Internal Audit Reports Issued Mid- September – 11<sup>th</sup> January 2022**

Report Ref	Report Title	Scope and Objectives	Overall Opinion	Date		Number of Recommendations	
				Report Issued	Response Due	Made	Accepted
D003	Waste Collection Service	To review the operation and monitoring of the new contract	Limited	25/11/21	16/12/21	9 (2H,4M, 3L)	9
D004	Disaster Recovery Arrangements	To review the Council's ICT Disaster Recovery Arrangements in place	Substantial	30/11/21	21/12/21	3L	Note 1
D005	Car Parks Income	To ensure that all income is appropriately collected, reconciled and banked	Reasonable	1/12/21	22/12/21	3M	Note 1

Note 1 – Response not received at time of writing report

## Appendix 2

### REVIEW OF OUTSTANDING AUDIT RECOMMENDATIONS AT 11<sup>th</sup> JANUARY 2022

Green	Recommendation satisfactorily implemented
Yellow	Target date not reached
Amber	Work In Progress but recommendation not yet fully implemented
Red	Recommendation remains outstanding

SERVICE	RECOMMENDATIONS	COMMENT	TARGET COMPLETION DATE	STATUS
National Non Domestic Rates January 19	Management should review the void inspection process and procedures to ensure that properties requiring inspection are being visited/reviewed on a periodic cycle. It should be verified that there is adequate documentation/system notes to support inspections made. <b>(Medium)</b>	As at March 2020 – It is intended to restart the cycle of inspections of NNDR properties that are empty and exempt from empty charges. The Inspection Officers replacement has only recently started and is being trained by Chesterfield inspectors. The Chesterfield inspectors have been carrying out inspections in Derbyshire Dales but until now they have had to prioritise visiting the cases that the previous inspector didn't, or where we had found problems; and also getting up to date with New Build visits for Council Tax and NNDR from Planning Reports and Building Control reports. Priority was to give these cases because of the tax	Revised target date of May 2021. Update as at 14/12/21 – Office based checks to be commenced via email and telephone. If no response after 2 forms of contact property to be added to inspectors list to visit.	Green

		<p>base estimate in December and /the NNDR1 estimate in January.</p> <p>As at Feb 2021 - A defined time table of inspections had been devised and monitoring spreadsheets had been created. Due to pressures of year end/COVID it is anticipated that a full void check will be commenced in May 2021.</p>		
	<p>To strengthen controls a periodic check of adjustments and changes input from Valuation Office schedules should be undertaken to confirm the accuracy of amendments made to the Academy system <b>(Low)</b></p>	<p>Although the recommendation was agreed in principal due to the additional work involved in re-checking the input of the Valuation Schedules data and the minimal times that this issues has occurred this recommendation has not been progressed. It was agreed with Head of Revenues that this recommendation would be re-assessed during the next full NNDR audit.</p> <p>As at April 2021 a full audit of NNDR has been rescheduled to 2022/23 due to delays in completing the audit plan.</p>	<p>30/06/2019 To be reviewed during 22/23</p>	Yellow
Procurement March 19	<p>A Service Level Agreement with Derbyshire County Council must be formalised as soon as possible to ensure that access to specialist</p>	<p>The SLA has been finalised, however this is still awaiting Signature, currently with DCC. This has been chased several times with DCC but due to</p>	<p>31/07/2019  Update 13/12/21</p>	Red

	procurement advice is available and continuous <b>(High)</b>	annual leave and sickness at DCC there have been constant delays.	SLA has now been returned (but not signed). Director of Corporate and Customer Services undertaking review of procurement to identify if the current arrangement with DCC is adequate for the needs of the service.	
Garage Inventory and Procurement April 19	The inventory should be checked and verified on an annual basis by an independent person with any discrepancies being investigated <b>(Medium)</b>		31/03/2020  Update provided 10/06/2021  Inventory checked and records updated by independent officer.	Green
VAT July 19	Consideration be given to producing a VAT manual which provides guidance for departments when raising invoices/credit notes to ensure VAT is treated consistently and correctly. When complete the manual should be placed on SIDD <b>(Medium)</b>	Implementation delay due to other work priorities, revised completion date of Dec 2021.	31/03/2020 Revised date Dec 2021 Update as at 06/01/22 – This is scheduled to be completed March 2022 due to other	Amber

			work taking priority.	
Leisure Centre Management November 2019	Advice should be sought from the Legal Services Manager regarding the performance bond acquired by Freedom Leisure to determine if it is the Council's interests to request a new performance bond. It must be ensured that the bond remains effective until 31st July 2033 <b>(Medium)</b>	Awaiting advice from the Legal Services Manager regarding the performance bond. Sent to legal on 09/12/19 and chased again on 11/12/19	31/03/20 Update 14/12/2021 – Evidence provided that performance bond in place with expiry date of 31/07/22	Green
	Management should determine if the annual surplus/deficit figures provided by Freedom are to be accepted as correct in light of the figures not being independently verified. If not then Freedom should be requested in accordance with Schedule 19 of the contract to produce a calculation of the operating surplus/deficit completed in the format specified by the contract and signed by their auditors. <b>(Medium)</b>	As this was for year 1 of the contract and regular meetings and communications have taken place we are accepting the accounts as correct. In the coming years of the contract we will be requesting for independently verified accounts	31/7/20 Update 14/12/2021 – evidence provided that signed audited accounts are being received	Green
Health and Safety November 2019	Additional more in depth training e.g. IOSH to Service Managers and Supervisors in high risk areas should be given to ensure there is sufficient knowledge and understanding in managing health and safety within the workplace and the consequences of not doing so. <b>(High)</b>	Training budget allocated for Clean and Green supervisors. I know Deborah Unwin has been working with Sam Grisman to ensure that this training is prioritised, but I am not sure it has been. Meeting to be held on 27 May to review the H&S training budget.	August 2020 Update 22/12/2021 – 2 supervisors completed IOSH training 16 November 2021, further 2 plus Clean & Green Manager have training dates to	Amber

			complete by 31 March 2022.	
	Consideration be given to the production of an annual report to members detailing the Health and Safety performance of the Authority. <b>(Low)</b>	Not done due to Covid. Will be picked up this year – Committee meetings permitting (i.e. now we're not allowed to have virtual meetings)	30/06/20 Update 20/12/21 – Not completed, Covid has continued to take priority.	Red
	Risk Assessments should be retained in the central X:Drive Partnerships and Projects folder to ensure they are available to all employees <b>(Low)</b>	Partially completed. New area on SiDD, containing some, but not all of the RAs	30/03/20 Update 20/12/21 – Completed, ongoing maintenance will be required.	Green
	To ensure there is a robust system of control regarding Health and Safety consideration be given to procuring an external periodic review of the arrangements to verify employees are being adequately protected in the workplace and that the Authority is compliant with all relative legislation and regulations. <b>(Medium)</b>	Not done during Covid. To be revisited	30/03/20 Update 21/12/2021 – Clean & Green Manager currently obtaining quotations for external consultant to review H&S at the Depot.	Amber

Choice Based Lettings February 2020	<p>The actions identified on the personal asset data register that were identified by the DP Consultant in June 2017 should be addressed as a priority in particular:-</p> <ul style="list-style-type: none"> <li>• A data sharing agreement should be formulated and signed by all members of the Home-Options partnership</li> <li>• Locata's GDPR compliance statement should be obtained</li> </ul> <p>(High)</p>	<p>Waiting on DDDC Legal to finalise</p> <p>Copy provided to Internal Audit</p>	25/09/2020	Amber
Safeguarding March 2020	<p>To raise awareness and to ensure that the policy is adhered to arrangements should be made to provide safeguarding training as part of tool box talks to employees based at the depot. Employees should sign a record to evidence that they have received the training and this should be forwarded to HR to enable them to update employee training records. Evidence of training slides used should also be provided to HR and the Head of Community and Environment to ensure that the training was adequate <b>(Medium)</b></p>	<p>The Clean &amp; Green Supervisors have converted the training documents into Tool Box Talks, but due to COVID-19 situation the completion of the training has been delayed. This will be completed by the end of October 2020.</p>	<p>October 2020 Update as at 13/12/2021 only two members of staff are required to complete training, to be completed by 17/12/2021</p>	Green
	<p>Employees should periodically revisit the Safeguarding Mandatory training courses within LOLA to ensure that they remain confident and competent in recognising and responding to safeguarding concerns <b>(Low)</b></p>	<p>This training is mandatory, as part of the inductions process for new employees.</p> <p>Senior managers are to determine which staff require more frequent training (every 2</p>	<p>Mandatory training for new employees is now in place.</p> <p>SMT to identify appropriate</p>	Amber

		years) and those with little to no interaction with children or vulnerable adults (every 5 years)	employees for renewal training by end of October 2020 Update 21/12/21 – The work regarding identifying SMT for renewal training has not yet taken place.	
	Further training sessions must be held for Members to ensure that mandatory training is provided to all Members as recommended and agreed at Governance and Resources Committee on 11 <sup>th</sup> July 2019 ( <b>Medium</b> )	A second opportunity to attend the training has been included in the Members Training Programme for 18:00 on the 18 November 2020.	November 2020 Update 21/12/21 – Member training was provided on 19 February 2020 and 17 November 2021	Green
Asset Management June 2020	The Corporate Property Group should meet every quarter. Minutes of these meetings should also be produced to ensure that all decisions and actions are noted ( <b>Medium</b> )	Minutes to be recorded in Partnerships and Projects folder	Since the 23/09 meeting, CPG have met twice on 09/02 and 09/06 and minutes are recorded in the folder. It was not possible to meet quarterly to date due to other pressures due to Covid 19 Update 10/01/22 - The Group meets every 4 months and met in	Green

			February, June and October in 2021. Due to the number of Officers involved and other pressures on time, it is proposed to continue to meet every 4 months , the next meeting currently being arranged for February 2022	
	Given the slippage on the asset management plan objective dates, it is essential that monitoring of progress on the objectives within the AMP is undertaken regularly by the Corporate Property Group. The Corporate Leadership Team and Members should be made aware of any significant delays and consider remedial action where appropriate <b>(Medium)</b>	Quarterly monitoring of AMP dates with any concerns flagged to CLT. Annual report to appropriate Policy Cttee. proposed	- The AMP dates were reviewed at the 23/09 and 09/02 meetings and will be discussed at the next meeting in September. The main priority projects have been progressing but there is some slippage in lower priority areas due to Covid 19. Update 10/01/22 - AMP dates to be reviewed at Feb 2022 meeting	Yellow

			ahead of a report to appropriate Policy Cttee later this year	
	In conjunction with Accountancy a reconciliation of the Financial Asset Management System to the UNIFORM system should be undertaken ( <b>Medium</b> )	To be discussed and date set at next CPG meeting. MG confirmed CPG to meet 23 <sup>rd</sup> September 2020 and will update with progress	Update 10/01/22 - 4 meetings of the Asset Management Project Group took place in 2021 and further meetings will take place over the coming year. Moving forward we will be inviting a representative from Resources to the group and will move on to addressing the reconciliation issues	Red
	To strengthen controls the unique property reference within the UNIFORM system should be detailed within the CIPFA Asset System to assist with the reconciliation process ( <b>Low</b> )	To be discussed and date set at next CPG meeting	Update 10/01/22 - To be addressed by the Asset Management Project Group over the coming year now that new	Red

			finance staff are in post.	
Data Protection September 2020	To ensure the Data Protection Policy is easily accessible to employees a dedicated Information Governance section should be established on the SIDD intranet site and this policy be included <b>(Low)</b>	Data Protection Policy now upload on to SIDD	30 November 2020	Green
	Contracts of employment and job descriptions should be updated to reflect the current Data Protection Act 2018, not Data Protection 1998 <b>(Low)</b>	New contracts and job descriptions templates updated.		Green
	Completion of the mandatory data protection training should be monitored to ensure that the training is completed by all employees and elected members. Consideration be given to removing computer access to those employees that have not completed the training by the target date. <b>(High)</b>	<p>LOLA training for office-based employees currently underway (deadline 30 Sept) - Completed</p> <p>Dates set for member training (12 Oct &amp; 5 Nov) - Completed</p> <p>Dates for training for non-office based staff to be agreed.</p>	<p>30/09/2020</p> <p>14/12/2021 - Training has been postponed due to Omicron COVID restrictions, new dates TBA in 2022</p>	Amber

		Consideration will be given to denial of access or disciplinary measures, if not completed by 31 December – CLT decision that this was not required.		
	As recommended by the ICO redaction training for employees should be provided <b>(Medium)</b>	Information Governance Officer (IGO) to undertake the training first then train others where required	31/01/21 Update 14/12/2021 - Training has been postponed due to Omicron COVID restrictions new dates TBA in 2022	Red
	To ensure all the data processing functions within a new system are fully documented/captured and reviewed adequately the DPIA must be completed by the project/service manager. The IGO should only provide advice regarding compliance and not be actively involved in the completion of the DPIA <b>(Medium)</b>	IGO to develop processes, hold a workshop and explain roles.  Senior Managers then take ownership	31/01/21 Update 14/12/2021 – New DPIA processes draft completed – required approval from IG Board (next meeting 27/01/22)	Red

	Training should be provided to designated officers to raise awareness of the requirement to complete a DPIA and to ensure that that the process captures and addresses data protection and privacy implications <b>(Medium)</b>	IGO to develop processes, hold a workshop and explain roles	31/01/21 Update 14/12/21- DPIA training TBA once process approved by IG Board	Red
	Paper and electronic forms used by the Council which include personal information should be reviewed as soon as practically possible and amended to include a simpler statement on how their personal data will be dealt with and where they can find further information. To comply with Article 13 of GDPR a full more in-depth statement should be written and made available to individuals at the time we obtain their data <b>(Medium)</b>	Major project that will require training & support from all departments.  First step is to produce briefing paper for CLT.	Briefing paper by 30/11/20 to include timescale for project for approval by CLT Update 14/12/21 – Briefing paper to CLT to accept LGInormPlus, agreed by CLT 06/07/2021	Amber
	The current asset register should be reviewed and updated to ensure that all personal data collected and processed by the authority can be recorded and mapped <b>(Medium)</b>	IGO to develop processes, hold a workshop and explain roles (see R5) If less than 250 employees, asset register only needs to include routine processing. Therefore, we need to establish which processing is routine.  First step is to produce briefing paper for CLT re “living” register	31/01/2021 Update 14/12/21 - Briefing Paper to CLT to accept LGInformPlus – Agreed by CLT 06/07/2021 LGInformPlus Overview for Service Directors / Senior Managers	Amber

		to be on X drive for managers to maintain.	Postponed due to Omicron COVID restrictions - TBA in 2022	
Climate Change November 2020	The Procurement strategy should be reviewed and updated to ensure a strong emphasis is placed on the Council's commitment to reduce carbon emissions and become net neutral by 2030. Tender scoping documents and the evaluation process must ensure that climate change is considered in each procurement process <b>(Medium)</b>	New Climate Change Project Officer, working with Director of Regulatory Services and Business Support Manager	DCC are leading on a review of procurement strategies. A draft sustainable procurement policy has been drafted by the Climate Change Officer and is to be reviewed by the Business Support to enable the policy to be approved and introduced.	Green
Council Tax November 2020	Diary dates should be used to monitor discounts applied to ensure they are reviewed and not applied for longer than necessary <b>(Medium)</b>	David Gill will send an instruction is to be sent to the Council Tax team that when they input a new exemption or disregard where there is a clear end date to the entitlement (e.g. course end date on a student certificate, apprenticeship end date, release date from detention) that a diary will be input to review the discount and	30.11.2020 Instruction issued by email to all Revenues staff to ensure that diary dates are applied and monitored (2711/20)	Green

		exemption at that time. In addition, as the team undertake the discount and exemption reviews, where there is an end date of the situation available in the documentation, a diary will be added to the account. Chris Rhodes will add a monthly task to the outline timetable to run the outstanding diary report and pass it to the appropriate person/people for action.		
	In accordance with the time table the review of discounts applied should be brought up to data as soon as possible <b>(Medium)</b>	The Class E and Class F exemption reviews have been completed. Chris Rhodes will start by producing lists of cases to review and passing them to JP to distribute to relevant Council Tax team members. We will start with the more 'risky' discounts and exemptions. (i.e. ones where there is more likely to have been a change in circumstance and entitlement; such as student related discounts and exemptions); and then move on to the other types and ensure that they have all been completed before the end of the financial year.	31.03.2021 All discounts codes reviewed during March 2021 and May 2021	Green

NNDR February 2021	A review should be undertaken with all accounts with 'stop recovery' to ensure they are still being placed on hold for a valid reason	A spreadsheet of all current recovery stops has been produced and an e-mail instruction sent to staff to work on this in conjunction with other high priority work (so the work will be skewed to the period after year end	30.04.21 Completed as per SK 13/12/2021	Green
Treasury Management April 2021	Monthly reconciliations of investments/loans and borrowing outstanding to the Agresso Financial Management System should be reinstated as soon as possible <b>(Medium)</b>	Agree to undertake this rec monthly.	September 2021	Red
	Procedure and guidance notes for the Treasury Management function should be reviewed and updated where required to ensure that the process and procedures are robust and documented adequately <b>(Low)</b>	As part of handover and learning the role it is anticipated that the Principal Accountant will utilise existing procedure and guidance notes, ensuring they are fit for purpose and updating as required.	December 2021	Red
Creditors September 2021	The Director of Resources and Financial Services Manager should review Financial Regulations and the process/requirement of raising official purchase orders for the supply of good and services. The review should also include ensuring employees are made aware of the requirements to raise a purchase order and if applicable enforcement / monitoring arrangements for non-compliance with agreed procedures.	This will be considered as part of the next review of Financial Regulations which will be subject to member approval. It is proposed to seek feedback at the next Derbyshire Chief Accountants group of how other Derbyshire LA's utilise PO's.	May 22	Yellow

	A data cleansing exercise be undertaken to remove personal details of suppliers where accounts have been dormant for 6 years or more. Should previous suppliers be selected to be used again, approval should be sought to set up a new account ( <b>Low</b> )	Intend for this to be an annual task to be undertaken every 12 months.	As at 13/12/2021 – Data has been extracted and spreadsheet passed to AP Officer to remove data	Amber
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