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Tuesday, 28 November 2023

To All Councillors:

As a Member or Substitute of the **Scrutiny Committee**, please treat this as your summons to attend a meeting on **Wednesday, 6 December 2023 at 6.00 pm** in the **Council Chamber, Town Hall, Matlock, DE4 3NN**

Yours sincerely,

Paul Wilson
Chief Executive

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AGENDA

1. APOLOGIES FOR ABSENCE

Please advise the Democratic Services Team on 01629 761133 or email committee@derbyshire.gov.uk of any apologies for absence.

2. 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.

3. APPROVAL OF MINUTES OF PREVIOUS MEETING (Pages 5 - 8)

19 October 2023

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, their partner, extended family and close friends. Interests that become apparent at a later stage in the proceedings may be declared at the time.

5. PERFORMANCE MANAGEMENT - CORPORATE PLAN & KEY PERFORMANCE INDICATORS OUTTURN Q1 AND Q2 2023/24 (Pages 9 - 32)

This report summarises the outturn performance against the District Council's Corporate Plan targets and Key Performance Indicators for Quarter 1 (April 2023 to June 2023) and Quarter 2 (July 2023 to September 2023). The report highlights where services have performed strongly and where improvements can be made.

6. SCOPING ASSESSMENT - FUTURE WORKFORCE FOR DERBYSHIRE DALES DISTRICT COUNCIL (To Follow)

Members are asked to consider the draft scoping assessment for a scrutiny exercise regarding the current workforce challenges being faced by the Council. It is recommended that Members agree to undertake the proposed piece of work and discuss the possible membership of a task and finish group, in addition to the timescales involved.

Given this piece of work is currently in its formative stages, it is also recommended that the Committee agree an arrangement of delegated authority to the Chair of the Scrutiny Committee to make any required alterations to the scope of the exercise, in consultation with the Head of Paid Service.

7. SCOPING ASSESSMENT - EXPERIENCES OF FLOODING WITHIN THE DERBYSHIRE DALES (To Follow)

Members are asked to consider the draft scoping assessment for a scrutiny exercise regarding the experiences of flooding within the Derbyshire Dales. As Members have already agreed to undertake this piece of work, it is recommended that the membership of a task and finish group and the timescales involved are discussed.

8. UPDATED SCRUTINY WORK PROGRAMME 2023/24 (Pages 33 - 36)

To receive and approve the updated Scrutiny Committee Work Programme for 2023/24.

Members of the Committee - Councillors David Hughes (Chair), Peter Slack (Vice-Chair), Robert Archer, Nigel Norman Edwards-Walker, Gareth Gee, Laura Mellstrom, Roger Shelley, Nick Whitehead and Nick Wilton

Substitutes – Councillors Kelda Boothroyd, Sue Burfoot, Peter Dobbs, Stuart Lees, Dermot Murphy and Simon Ripton

NOTE

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committee@derbyshiredales.gov.uk

Scrutiny Committee

Minutes of a Scrutiny Committee meeting held at 6.00 pm on Thursday, 19th October, 2023 in the Council Chamber, Town Hall, Matlock, DE4 3NN.

PRESENT

Councillor David Hughes - In the Chair

Councillors: Robert Archer, Nigel Norman Edwards-Walker, Laura Mellstrom, Roger Shelley, Nick Whitehead and Nick Wilton

Tommy Shaw (Democratic Services Team Leader), Lucy Harrison (Democratic Services Assistant), Mike Hase (Policy Manager) and Paul Wilson (Chief Executive)

Note:

“Opinions expressed or statements made by individual persons during the public participation part of a Council or committee meeting are not the opinions or statements of Derbyshire Dales District Council. These comments are made by individuals who have exercised the provisions of the Council’s Constitution to address a specific meeting. The Council therefore accepts no liability for any defamatory remarks that are made during a meeting that are replicated on this document.”

APOLOGIES

Apologies for absence were received from Councillor(s): Peter Slack and Gareth Gee

172/23 - PUBLIC PARTICIPATION

There was no public participation.

173/23 - APPROVAL OF MINUTES OF PREVIOUS MEETING

It was moved by Councillor Nick Whitehead, seconded by Councillor Roger Shelley and

RESOLVED (unanimously)

That the minutes of the meeting of the Scrutiny Committee held on 10 August 2023 be approved as a correct record.

The Chair declared the motion **CARRIED**.

174/23 - INTERESTS

There were no declarations of interest.

175/23 - PERFORMANCE MANAGEMENT - KEY & CORPORATE PERFORMANCE INDICATORS OUTTURN 2022/23

The Policy Manager introduced a report summarising the outturn performance against the Council's Corporate Plan targets and Key Performance Indicators for the full year 2022/23. The report highlighted where services had performed strongly and where improvements could be made. The Council's performance against waste management and finance metrics recently launched by the Office for Local Government was also detailed.

The current Corporate Plan 2020-24 set out the Council's priorities and areas for improvement, these priority areas were detailed in the report. The plan identified a number of priority targets relating to the specific activities to be undertaken during the relevant financial year. These targets were assigned annually to specific teams and service areas for action. They set out how the Council would meet its annual Corporate Plan targets. The 26 Corporate Plan actions for 2022/23 were agreed by Council on 3 March 2022. Progress against each action during 2022/23 was set out in Appendix 1.

In addition, there were 12 Key Performance Indicators (KPIs) that measured the District Council's general organisational health. They covered service areas such as determining planning applications in good time, paying bills on time, collecting Council Tax efficiently and paying benefits claims promptly. Appendix 2 provided detail on the progress against the KPIs, on a quarter-by-quarter basis, throughout 2022/23.

Table 1 in the report summarised the Corporate Plan actions and KPI results for 22/23. It was noted that 69% of Corporate Plan actions were fully achieved alongside 75% of the Key Performance Indicator targets. Members asked for more detailed information regarding the KPIs for which the outturns for 22/23 were below target. It was noted that these details would be provided to Members to allow them to better understand the information. Members also asked that the results of the staff and resident surveys be integrated into the KPI process in future years and that trend analysis be completed on the historic KPI data. The difficulties in recruitment and retention were also noted as having possible negative effects on performance across the organisation.

It was moved by Councillor Nick Wilton, seconded by Councillor Nick Whitehead and

RESOLVED (unanimously)

1. That the Outturn performance against Corporate Plan targets for 2022/23 be noted.
2. That the outturn performance against the Key Performance Indicators for 2022/23 be noted.
3. That the outturn performance for 2021/22 against the newly launched Office for Local Government finance and waste management metrics be noted.
4. That bi-annual reports continue to be presented to Members to highlight progress demonstrate good performance, and address areas for improvement.

The Chair declared the motion **CARRIED**.

176/23 - RESILIENCE, RESOURCES AND PRIORITIES

The Chief Executive introduced a report which covered a series of issues relating to organisational resilience, resources and priorities and outlined potential options for Members to consider in order to deliver a package of measures to aid the recruitment and retention of staff, to ensure that the Council would be adequately resourced to deliver its core services and priorities.

It was noted that in the post Covid-19 era, local government faced a series of acute workforce challenges on a scale which had never been experienced.

Members were informed that maintaining sufficient capacity and skills, attractiveness as a career choice, competition from other sectors, flexible working arrangements and the continuous inflationary erosion of pay were all having a severe impact upon the ability of Councils of all types and sizes to attract and maintain staff of the calibre required to deliver high quality services. At the same time, there was a constant need to prioritise corporate projects and initiatives in order to ensure that the organisations resources are aligned to efficient and effective service delivery.

In recent years, Members had regularly considered reports which had looked at Organisational Resilience, Resources and Priorities, this report focussed upon a number of current and future challenges faced by the organisation, these were listed in the report. Section 10 of the report outlined the proposed options to enhance recruitment and retention.

It was moved by Councillor Nick Whitehead, seconded by Councillor Nick Wilton and

RESOLVED (unanimously)

1. That all of the options to enhance recruitment and retention as outlined in the report (Section 10) be developed by officers for further detailed consideration.
2. That the views of the Scrutiny Committee be taken into consideration in the development of further options and proposals presented to Council for approval.

The Chair declared the motion **CARRIED**.

177/23 - UPDATED SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Councillor David Hughes introduced the updated Scrutiny Committee work programme for 2023/24.

Members asked that the process by which Section 106 agreements are negotiated for large developments be added to the work programme to be investigated. It was noted that a briefing would be provided by the Development Manager and that following the briefing, this could be considered as a possible topic for scrutiny.

The Committee asked that the Overview of Information Systems be integrated into the Consultation and Engagement project due to foreseen overlap. It was also requested by the Chair that scrutiny of the Lead Local Flood Authority's advice be brought forward, with a report to be brought to the next meeting regarding the legal responsibilities and information relating to the problems which have arisen. Members also asked that consideration of the

Waste Collection Contract be postponed allowing for the changes resulting from round optimisation to be fully implemented.

It was moved by Councillor Nick Wilton, seconded by Councillor Nick Whitehead and

RESOLVED (unanimously)

1. That the updated work programme for 2023/24 be approved subject to the changes as proposed by the Committee.
2. That the terms of reference for the scrutiny of the advice of the Lead Local Flood Authority be approved.
3. That draft terms of reference be produced for the waste collection contract and consultation and engagement projects, and that these be presented to a future meeting of the Committee for approval.

The Chair declared the motion **CARRIED**.

Meeting Closed: 7.47 pm

Chairman



Agenda Item 5

**OPEN REPORT
SCRUNITY COMMITTEE**

Scrutiny Committee – 6th December 2023

Report of Director of Regeneration and Policy

**PERFORMANCE MANAGEMENT – CORPORATE PLAN & KEY
PERFORMANCE INDICATORS OUTTURN Q1 and Q2 2023/24**

Report Author and Contact Details

Claire Allen, Corporate Policy Officer

01629 7612450 or Claire.Allen@derbyshiredales.gov.uk

Wards Affected

All

Report Summary

This report summarises the outturn performance against the District Council's Corporate Plan targets and Key Performance Indicators for Quarter 1 (April 2023 to June 2023) and Quarter 2 (July 2023 to September 2023). The report highlights where services have performed strongly and where improvements can be made.

Recommendations

1. The outturn performance against Q1 and Q2 Corporate Plan targets for 2023/24 be noted.
2. The outturn performance against Q1 and Q2 Key Performance Indicators for 2023/24 be noted.
3. That quarterly reports continue to be presented to Members of the Scrutiny Committee to highlight progress, demonstrate good performance, and address areas for improvement.

List of Appendices

Appendix 1 Q1 and Q2 Corporate Plan outturn 2023/24
Appendix 2 Q1 and Q2 KPI outturn 2023/24

Background Papers

Council Meeting 05 March 2020

Consideration of report by Council or other committee

None

Council Approval Required

No

Exempt from Press or Public

No

PERFORMANCE MANAGEMENT – KEY & CORPORATE PERFORMANCE INDICATORS OUTTURN 2023/24

1. Background

Corporate Plan Targets

1.1 The current Corporate Plan 2020-24 (adopted by Council on 5th March 2020) sets out the District Council's priorities and areas for improvement. These priority areas are:

- People – Providing you with a high quality customer experience [2 actions]
- Place – Keeping the Derbyshire Dales clean, green and safe [10 actions]
- Prosperity – Supporting better homes and jobs for you [13 actions]

1.2 The Corporate Plan identifies a number of priority targets relating to the specific activities to be undertaken during the relevant financial year. These targets are assigned annually to specific teams and service areas for action. They set out how the Council will meet its annual Corporate Plan targets. The 25 Corporate Plan actions for 2023/24 were agreed by Council in 2022. Progress during Quarter 1 and Quarter 2 of 2023/24 is set out in Appendix 1.

Key Performance Indicators (KPIs)

1.3 In addition, there are 12 Key Performance Indicators (KPIs) that measure the District Council's general organisational health. They cover service areas such as determining planning applications in good time, paying bills on time, collecting Council Tax efficiently, and paying benefits claims promptly. Appendix 2 provides detail on progress against the KPIs for Quarter 1 and Quarter 2 of 2023/24.

2. Key Issues

2.1 PERFORMANCE MANAGEMENT

2.2 The District Council's Performance Management process is the means of measuring, monitoring and improving the Council's progress in achieving its targets. Targets include Corporate Plan targets and KPIs, as well as service-specific objectives which are detailed in Service Plans. Good performance and areas for improvement are identified through a quarterly reporting processes.

2.3 By managing its performance, the District Council demonstrates that it knows:

- What its priorities are
- What its targets are
- Actions it must take to achieve targets
- Measures progress
- Informs where it is appropriate to take remedial action to address underperformance

- 2.4 A traffic light system of reporting is used to signify the progress and success of actions.
- Green = action achieved on time
 - Amber = indicates delay (action has been achieved later in the year than planned or will be completed soon after year-end) or that the target is at risk of not being achieved
 - Red = actions not fully achieved in target time scale and not likely to be fully achieved by end of Q2 of 2023/24

3. COUNCIL PERFORMANCE – OUTTURN SUMMARY 2022/23

- 3.1 Table 1 below shows performance against the Corporate Plan action. In summary, of the 25 Corporate Plan performance action indicators for Quarter 1 and Quarter 2 of 2023/24, 33 out of 50 (66%) were fully or partially achieved with 17 measures (34%) requiring attention.
- 3.2 Table 1 also shows performance against KPIs, with 10 being fully or partially achieved in each quarter (87%). In Q1, there were just 2 areas requiring attention and in Q2, only 1 area of slight concern where the target was missed by 0.5%.

	Totals	Green	Amber	Red
Q1 Corporate Plan Actions	25	14	9	2
Q2 Corporate Plan Actions	25	19	6	0
Q1 KPIs	12	10	1	1
Q2 KPIs (1 not available yet)	11	10	1	0
Totals	73	53	17	3
Percentage Totals	100%	73%	23%	4%

Table 1: Summary of Q1 and Q2 Corporate Plan actions and KPI results 23/24

- 3.3 The number of Corporate Plan actions that were fully achieved is 33 (66%), alongside 20 (87%) of the Key Performance Indicator targets.
- 3.4 Fifteen (30%) of the Corporate Plan actions are amber and two (9%) of the KPIs are classified as amber. These projects were either achieved later in the year than their target or soon after the 23/24 year began in April 2023.
- 3.5 Two (4%) of the Corporate Plan targets were ‘not fully achieved’ (red) and 1 (4%) of KPIs are ‘red’. The reasons for the targets not being fully achieved are outlined in the comments for each measure.

4. CORPORATE PLAN TARGETS

- 4.1 Corporate Plan Actions tend to be more project-based, one-off projects and involve a range of partners; they are therefore normally more complex and have a longer term duration. Therefore, typically fewer will be fully achieved on time (green) compared to service KPIs.

4.2 Detailed outcomes for Q1 and Q2 of 2023/24 Corporate Plan Actions are shown in Appendix 1.

4.3 Achievements and successful actions include:

- £1.92m grant funding has been secured for leisure centre decarbonisation and work is progressing towards a fully costed scheme ready for procurement.
- £1.8m grant funding has been secured via Home Upgrade Grant scheme 2 (HUG2) and the target is to upgrade 58 homes by March 2025.
- The Home Options Support team have successfully worked with partners to support 239 clients in vulnerable households, against a target of 300 clients supported by the March 2024. Clients have been supported to £477,608.56 in total in financial gain.
- A new Traveller site has been granted permission and work has been undertaken to see if the site can be taken forward.
- DDDC has worked successfully with the contractor Blink to obtain 60% funding for the cost of installing EV chargers in all eight car parks. The team anticipate having most, if not all, EV Chargepoints installed by the end of March 2024.
- Work is progressing well on Year 1 of the Hurst Farm project – a Woodland Ranger has been successfully recruited and a Woodland Apprentice has started. An Evaluation consultant is in place and delivery has started of weekly dry-stone walling tasters. Community garden land has been cleared and preparation to create growing beds started.
- 17 green school visits and 3 green events have been held.
- 6 homes have been purchased to provide new homes for refugees, with a further 7 properties due to be purchased in Quarter 3.

4.4 Some of the Amber actions that signify delay (action has been achieved later in the year than planned or will be completed soon after year-end) or potential to miss the target include:

- The target to progress Phase 1 of the Ashbourne Business Park was delayed as the planning application for first phase of homes was refused, based on the proposed layout and design, despite the new link road to the A52 opening in May 2023. A revised planning submission for phase 1 is now in preparation and the brief for the wider site masterplan (phases 1 and 2) has been shared with landowners for their comment. Negotiations with landowners are continuing.
- The target to support 50 SMEs by March 2024 was marked as Amber as only 8 businesses were assisted in Q1. However, this rose to 19 businesses assisted in Q2 which is back on track to meet the target.
- The target is to provide adaptations to the homes of 60 disabled people by March 2024; however, only 27 have been completed in the first 2 quarters which means the work is slightly off-track to meet the target.
- Developments are still ongoing on the provision of Council housing.

- 4.5 There were no Corporate Actions in Q2 that did not fully meet their targets and only 2 un-met Corporate Actions in Q1:
- There was inadequate capacity to progress feasibility work on strategic development sites due to vacancies within the team in Q1. In Q2, the sites have been listed and prioritised.
 - The Phase 1 re-development of the Bakewell Road town centre site was re-tendered as an acceptable or affordable tender has again not been received. In Q2, this project was put on hold.

5. Key Performance Indicators (KPIs)

5.1 Detailed updates are included in appendix 2. Table 2 below summarises outturns for Q1 and Q2 of 2023/24.

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment
Corporate	% of undisputed invoices paid on time	99%	99.34% 2 errors by Accounts Payable accounted for 6 of the 7 late payments – mis-identifying multiple page PDFs.	98.95% 1 more Accounts Payable PDF error (steps have been taken to mitigate this now) leading to 4 of the 13 paid late. Monitoring of approvals will help get more paid on time.
	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	58.5%	57.1%	The KPIs are made up of data from various data sources and all information is not usually received until at least 8 weeks after the end of the quarter.
	Average no. working days lost due to sickness absence per FTE employee	2.25 per quarter	1.706	1.71 If Q1 & Q2 sickness levels continue throughout the rest of the financial year, we will achieve the year-end target.
Housing	The % of homeless households seeking assistance from	75%	71%	80%

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment
	the Council, for whom this intervention helped resolve their situation			
Planning	% major planning application determined in 13 weeks or agreed extension of time period	>75%	100% - Excellent performance.	100% - Excellent performance.
	% of minor planning application determined in 8 weeks or agreed extension of time period	>77%	78% - 59 applications in total, 46 of which determined within 8 weeks or agreed EOT period.	85% - 62 applications in total, 53 of which determined within 8 weeks or agreed EOT period.
	% of other planning applications determined in 8 weeks or agreed extension of time period	>90%	92% - 92 applications in total, 85 of which determined within 8 weeks or agreed EOT period.	94% - 85 applications in total, 80 of which determined within 8 weeks or agreed EOT period.
	% of appeals allowed against the LAs decision to refuse planning permission	<30%	28% of s78 appeals allowed. 7 appeal decisions in total – 2 allowed.	25% of s78 appeals allowed. 4 appeal decisions in total – 1 allowed.
Revenues and Benefits	% Council Tax collected within the year	98.4%	33.30% Collection rate similar to previous year, around the same as pre covid levels.	61.50% Collection rate above previous year, similar to pre covid levels.
	% of Non-Domestic Rates collected within the year	97.3%	28.50% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.	58.40% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.

Service Area	Description	2023/24 Target	Q1 Result + comment	Q2 Result + comment
	Speed of processing new claims for housing benefit and Council Tax support	24 days	12.4 – well on target	12.65 - well on target
	Speed of processing: notifications of changes in circumstances	8 days	5.24 - well on target	5.34 - well on target

Table 2: Q1 and Q2 2023/24 KPI outturn summary

5.2 Notable successes include:

- Excellence in Planning continues with all 4 Planning indicators on target for both Q1 and Q2, including a low number of successful appeals against decisions made. 100% of all major planning applications were determined in 13 weeks or agreed with an extension of time period for both quarters.
- The average number of working days lost due to sickness absence per FTE employee was significantly below the 2.25 days per quarter target for both quarters.
- The speed of processing housing benefit and Council Tax cases remains at an excellent level, well above target for both Q1 and Q2.
- The % Council Tax and Non-Domestic Rates collected within the year is also at a high level with well over half of the required amount collected at the half year point.

5.3 Slightly less successful outturns include:

- The % of household waste which has been sent for reuse, recycling, composting or anaerobic digestion was 57.1%, which means the target of 58.5% has been narrowly missed.
- The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation was 71% against a target of 75% for Q1 but this improved to 80% and was on target for Q2.

6. Consultation

6.1 None required as report concerns past actions.

7. Timetable for Implementation

7.1 No timetable as reporting past events

8. Policy Implications

8.1 The collation of data provides an expression of performance against the relevant indicator and this provides the District Council with an opportunity to make any policy changes accordingly.

9. Financial and Resource Implications

9.1 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.

10. Legal Advice and Implications

10.1 The Corporate Plan and relevant Service Plans are compliant with relevant legislation. The legal risk is assessed as being low.

11. Equalities Implications

11.1 An Equality Impact Assessment is not required as this report is concerned with past events.

12. Climate Change Implications

12.1 A Climate Change Impact Assessment is not required as this report is concerned with past events.

13. Risk Management

13.1 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 Managers and by Corporate Leadership Team.

Report Authorisation

Approvals obtained from:-

	Named Officer	Date
Chief Executive	Paul Wilson	28/11/2023
Director of Resources/ S.151 Officer (or Financial Services Manager)	Karen Henriksen	28/11/2023
Monitoring Officer (or Legal Services Manager)	Helen Mitchell	27/11/2023

Appendix 1 - Corporate Plan Actions 2023 – 24: Quarterly Reporting

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
17 'People' – Providing You with a High Quality Customer Experience	CP20 / PE7	Regeneration and Policy	Undertake a survey of residents to establish customer satisfaction and priorities by June 2023	Residents Survey completed Feb 2023	N/A	The number of responses received was above target and the data received is being used to support the development of the new Corporate Plan 2024-28, as well as deliver services.
	CP20 / PE12	Resources	Continue to explore opportunities to deliver efficiency savings and/or additional income in order to achieve a sustainable medium term financial plan and to ensure that the Council can set a balanced budget for 2024/25 in March 2024	Not Progressed	Early work has commenced on the 2024/25 MTFP, an updated MTFP will be taken to Council on 14 th December and budget setting work alongside service managers will be	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
					commencing shortly, in line with the budget setting timetable.	
‘Place’ – Keeping the Derbyshire Dales Clean, Green and Safe	CP20 / PL15	Regulatory Services	Assess energy use and emissions at Arc Leisure Matlock and Wirksworth Leisure Centre and develop future decarbonisation plans by March 2024	Not reported.	£1.92m grant funding secured from PSDS3b. Currently reviewing funding proposal with Freedom and consultants to work towards a fully costed scheme ready for procurement	
	CP20 / PL19	Regulatory Services	Conclude the phase 2 feasibility study into a solar PV farm at Watery Lane Ashbourne by March 2024	Legal negotiations on going	Heads of terms for removal of restrictive covenant now with Nestle	
	CP20 / PL20	Regulatory Services	Undertake 4 more community outreach visits and an additional ‘Green Event’ by March 2024	20 th June – Wirksworth Market	22 nd July – Brassington Carnival 29 th July – Ashbourne ‘Go Green’ event	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
	CP20 / PL21	Regulatory Services	Deliver 1 'green exhibition' to showcase solutions to the climate crisis by September 2022	N/A	29 th July – Ashbourne 'Go Green' event delivered	
19	TBC	Housing or Regulatory Services	Maximise opportunities to support residents to reduce home energy use and emissions. Target to be set when grant level confirmed – set as 58 homes to March 2025.	£1.8m funding secured via Home Upgrade Grant scheme 2 (HUG2) – 58 homes target to March 2025. Contract extended with installer; resident targeting began	Delivery of HUG2 ongoing	
	TBC	Community and Environmental Services / Clean and Green	Trial the use of 4 types of EV at the depot to inform a programme of fleet transition	Awaiting the delayed installation of the charging points	Awaiting the delayed installation of the charging points	The charging points are being installed week commencing the 13th November; however we are unsure at this late stage if trial can be planned for Q4.
	CP20 / PL7	Community and Environmental Services /	Subject to supplier tender and a successful bid for funding, to install EV chargers in up to eight	Contract for supply and install has been awarded to Blink	Blink working with the Council to obtain 60% funding through	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
		Neighbourhoods	District Council car parks by March 2024.	They have committed to provide 40% of the overall funding for the project.	On Street Chargepoint Scheme (ORCs) for the overall project. We have been successful in obtaining ORCs funding for all eight car parks and will be working with Blink to put together a work programme and still hope to have most if not all EV Chargepoints installed by the end of March 2024.	
	CP20 / PL8	Community and Environmental Services / Waste & Recycling	Look to promote waste reduction, re-use and recycling by use of RISE workshops and Social Media Campaign. Focus on hotspot areas that currently do not recycling the following: Recycling / Food & Garden Waste, with the aim to reduce	9 school visits completed in Q1.	8 school visits completed in Q2.	Completed

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
21			Refuse tonnage further by 31 st March 2024			
	CP20 / PL12	Community and Environmental Services / Clean and Green	Clean and Green Core Standards - to be presented to Council on 16 March, if approved implementation will start immediately after.	The Clean and Green review was taken to Council on 16 th March and half the recommendations were delayed for the next Council meeting on July 6 th 2023.	The Clean and Green Part 2 was taken and approved on July 6 th 2023	All staff contracts have changed, and the structure has moved from area based to service based. Changes will continue to be implemented through 2024
	CP20 / PL14	Regulatory Services	Submit the annual report on air quality in the District, identifying any areas of lower air quality to Defra by July 2023 and publish when approved by them.	Information collated, template form populated and submission made 30 th June 23	N/A	Completed
'Prosperity' – Supporting Better Homes and Jobs for You	CP20 / PR1	Regeneration and Policy / Regulatory Services	Enable commencement of the Phase 1 employment and housing development and promote Ashbourne Business Park to potential occupiers by March 2024	New link road to A52 opened May 2023 but planning application for first phase of homes refused based on proposed layout and design	Revised planning submission for phase 1 in preparation. Brief for wider site masterplan (phases 1 and 2) shared with landowners for comment prior to procurement via	Negotiations continuing with landowners

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
					the Homes England Framework	
	CP20 / PR19	Regeneration and Policy	Progress further feasibility work to support the delivery of strategic development sites within the central area of the district by March 2024	Inadequate capacity to progress due to vacancies within the team	List of sites reviewed and prioritised for landowner contact	
	CP20 / PR21	Regeneration and Policy	Complete the detailed design and procurement of works for the Ashbourne Reborn scheme by March 2024	Grant Funding Agreements drafted, Principal Designer procurement undertaken, RIBA Stage 3 designs instructed	Public engagement events held, RIBA Stage 3 designs completed and Planning / Listed Building Consent applications submitted	Stage 4 Detailed Design due to commence in Autumn 2023
	CP20 / PR3	Regeneration and Policy	Progress the implementation of the Phase 1 re-development of the Bakewell Road town centre site, Matlock by December 2023	Scheme re-tendered. An acceptable / affordable tender has again not been received. Second tender exercise concluded without contractor appointment. Construction	Project put on hold. July Council meeting agreed list of development options for further economic assessment. UKSPF Partnership Board updated on position. Options to utilise grant	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
				market impacted by high cost inflation	under consideration	
	CP20 / PR4	Regeneration and Policy	Provide support to 50 established small and medium sized businesses in the Derbyshire Dales by March 2024	8 SME businesses assisted	19 businesses assisted	Majority of work has involved looking at business growth proposals and applications to the Rural Innovation Grants, either scoping out potential projects or supporting clients to complete applications. A small amount of work has been around business resilience, helping struggling businesses to stay afloat by looking at finances and possible diversification.
	CP20 / PR8	Housing	Continue the provision of Council housing by taking forward the first new build	Developments ongoing.	Developments ongoing.	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
			project of three homes by March 2024 Complete 33 new homes at Ashbourne with NCHA by March 24			
	CP20 / PR10	Regulatory Services	Provide adaptations to the homes of 60 disabled people by March 2024	10 in Q1	17 in Q2 (27 in total over both quarters)	
	CP20 / PR12	Housing	Contact all owners where their property has been empty for more than 6 months, develop policy options and update Committee with progress by the end of Q2	All owners of homes empty for more than 2 years sent a letter confirming the introduction of the Empty Homes Premium. 95 properties that have been empty for 6 months or more have been bought back into use between December 2022 and July 2023.	Circumstance specific standard letters have been written and the process of sending these out to all owners of homes which have been empty for more than 6 months is ongoing. The council has commented on the consultation regarding exemptions for the empty homes premium.	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
25	CP20 / PR13	Housing	Continue works to deliver a permanent traveller site in 2023/24 by March 2024	No update	Traveller site has been granted permission, the council are looking to see if the site can be taken forward.	
	CP20 / PR21	Housing	Implement the scheme to provide new homes for refugees, including at least 10 homes for Ukrainian refugees by March 2024	5 homes purchased for the LAHF scheme, this included 67 Harlow Way, 16 Laburnum Close and 3 properties at Fern Close.	1 further purchase on Rowan Close (6 homes in total).	7 properties due to be purchased in Q3.
	TBC	Housing	To deliver the Year 1 programme of the Heritage Lottery Fund Action Plan, linking the heritage sites located around Hurst Farm	Ongoing – the Social Enterprise ‘Hurst Farm Regeneration Company’ has been set up, business manager and board of trustees in place. Woodland apprentice successfully recruited.	Ongoing - Woodland Ranger successfully recruited and Woodland apprentice started. Evaluation consultant in place and started delivery of weekly dry-stone walling taster. Community garden land cleared and	

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
26				Interpretation Designer in place.	preparation to create growing beds started.	
	CP20 / PR16	Regeneration and Policy	Complete a review of more detailed assessment options for delivery of a sustainable Derbyshire Dales by May 2023	BDP Consultants were appointed to undertake a review of growth options to meet potential future development needs as part of Local Plan Review.	Ongoing work by BDO to identify and assess potential options to meet future development needs	Details of options were presented to LPWG in October 2022 prior to consultation. BDP and in November / December 2022 consultation on potential options for the future strategic direction of development in the Local Plan. Report on consultation presented to LPWG Feb 2023.
	CP20 / PR18	Housing	Provide support with partners to 300 vulnerable households.	The HO Support team have supported 51 clients. They've supported clients in £7,915 of financial gain, £42,998.80 in	The HO Support team have supported 29 clients in £6,529.57 in financial gain, £39,517.78 in benefit gain and	239 clients supported so far in 23/24. Clients supported with £477,608.56 in total.

Priority	Ref No.	Service Area	TARGET 2023/24	Q1 Results	Q2 Results	Outturn and Comments
				<p>benefit gain and £42,546.13 in one-off payments.</p> <p>Age UK have 37 new clients and 21 returning clients that they are currently supporting. They've supported clients with £6,516.93 of one-off payments and £53,628.37 in weekly payments.</p> <p>CAB have managed 21 new clients and £42,713 in debt in Q1.</p> <p>130 clients supported in total.</p>	<p>£17,076.43 in one-off payments.</p> <p>Age UK have 46 new clients and 17 returning clients that they are currently supporting. They've supported clients with £17,683.05 in one-off payments and £146,395.50 in weekly payments.</p> <p>CAB have managed 17 new cases and £54,098 in debt in Q2.</p> <p>109 clients supported in total.</p>	

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Appendix 2 - KPI Outturn Quarter 1 and Quarter 2 2023/24

KPI Reporting - Quarter 1 and Quarter 2 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment
Organisational Health	BV8 [AE15]	% of undisputed invoices paid on time	David Kay	99%	99.34% 2 errors by Accounts Payable accounted for 6 of the 7 late payments – mis-identifying multiple page PDF's.	98.95% 1 more Accounts Payable PDF error (steps have been taken to mitigate this now) leading to 4 of the 13 paid late. The rest a bit more badgering of slow users should help get more paid on time.
	NI192	% of household waste which has been sent for reuse, recycling, composting or anaerobic digestion	Claire Orford / Antonia Griffiths	58.5%	57.1%	The KPIs are made up of data from various data sources and all information is not usually received until at least 8 weeks after the end of the quarter.

Appendix 2 - KPI Outturn Quarter 1 and Quarter 2 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment
	HRKP1 / Quarterly LG Inform 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	Deborah Unwin / Chrissie Symons	2.25 per quarter	1.706	1.71 If Q1 & Q2 sickness levels continue throughout the rest of the financial year, we will achieve the year-end target.
39 Housing	Revised BV 213	The % of homeless households seeking assistance from the Council, for whom this intervention helped resolve their situation	External organisations via Niki Emery	75%	71%	80%
Planning	DM1	% major planning application determined in 13 weeks or agreed	Chris Whitmore	>75%	100% - Excellent performance.	100% - Excellent performance.

Appendix 2 - KPI Outturn Quarter 1 and Quarter 2 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment
		extension of time period				
	DM2	% of minor planning application determined in 8 weeks or agreed extension of time period	Chris Whitmore	>77%	78% - 59 applications in total, 46 of which determined within 8 weeks or agreed EOT period.	85% - 62 applications in total, 53 of which determined within 8 weeks or agreed EOT period.
31	DM3	% of other planning applications determined in 8 weeks or agreed extension of time period	Chris Whitmore	>90%	92% - 92 applications in total, 85 of which determined within 8 weeks or agreed EOT period.	94% - 85 applications in total, 80 of which determined within 8 weeks or agreed EOT period.
	DM4	% of appeals allowed against the LAs decision to refuse planning permission	Chris Whitmore	<30%	28% of s78 appeals allowed. 7 appeal decisions in total – 2 allowed.	25% of s78 appeals allowed. 4 appeal decisions in total – 1 allowed.
Revenues & Benefits	BV 9 [ARB 1]	% Council Tax collected within the year	Karen Henriksen	98.4%	33.30% Collection rate similar to	61.50% Collection rate above previous

Appendix 2 - KPI Outturn Quarter 1 and Quarter 2 2023/24

Service Area/CMT Lead	Reference	Description	Lead	2023/24 target	Q1 Result + comment	Q2 Result + comment
					previous year, around the same as pre covid levels.	year, similar to pre covid levels.
	BV10 [ARB 2]	% of Non-Domestic Rates collected within the year	Karen Henriksen	97.3%	28.50% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.	58.40% 2023/24 is a valuation year so a lot of changes for NDR, will have an effect on the collection rate.
	BV 78a [ARB 3]	Speed of processing new claims for housing benefit and Council Tax support	Karen Henriksen/Paul Radcliffe	24 days	12.4 – well on target	12.65 - well on target
	BV 78b [ARB 4]	Speed of processing: notifications of changes in circumstances	Karen Henriksen/Paul Radcliffe	8 days	5.24 - well on target	5.34 - well on target

SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

Scheduled Meeting Dates in 2023/24

- 10 August 2023
- 19 October 2023
- 06 December 2023
- 07 March 2024

Item	Description	CLT Lead	Officer/ Report Author Lead	Date of Meeting	Publication Date	Status
Scrutiny Work Programme	To agree the work programme for the 2023/24 municipal year.	James McLaughlin	James McLaughlin/ Tommy Shaw	10/08/2023	02/08/2023	Completed
Annual Complaints Report	To receive the annual report detailing complaints received by the Council.	James McLaughlin	James McLaughlin/ Jason Spencer	10/08/2023	02/08/2023	Completed
Enhancing Staff Recruitment and Retention Policies and Practices.	To consider the options as presented to Council. To better understand the current workforce challenges and consider implementation of measures to improve recruitment and retention.	Paul Wilson	Paul Wilson	19/10/2023 06/12/2023	11/10/2023 28/11/2023	In Progress
Performance Management – Corporate Plan & Key Performance Indicators Outturn Q1 and Q2 2023/24	To review the outturn performance against the Corporate Plan targets and Key Performance Indicators for Quarter 1 and 2 of 2023/24.	Steve Capes	Mike Hase/ Claire Allen	06/12/2023	28/11/2023	Programmed

Item	Description	CLT Lead	Officer/ Report Author Lead	Date of Meeting	Publication Date	Status
Experiences of flooding within the Derbyshire Dales	<p>To understand the roles and functions of organisations involved with water management and the prevention of flooding.</p> <p>To investigate the sewage discharge and flooding issues being experienced in the Derbyshire Dales.</p> <p>To understand the resource pressures being experienced by responsible authorities and how this may be influencing their functions.</p>	Helen Mitchell	TBC	06/12/2023	28/11/2023	Programmed
Waste Collection Contract	Scrutiny of the Council's Waste Contract.	Ash Watts	Ash Watts/ Antonia Griffiths	07/03/2024	28/02/2024	Programmed
Consultation and engagement process And Overview of Information Systems	<p>To look at the current arrangements and ways to increase confidence in the Council's openness and transparency, by examining the consultation process followed for the Ashbourne Air Quality Action Plan.</p> <p>To consider the various systems used across the authority to deliver functions and understand how greater connectivity can improve the customer experience.</p>	Helen Mitchell	Helen Mitchell	07/03/2024	28/02/2024	Programmed

Item	Description	CLT Lead	Officer/ Report Author Lead	Date of Meeting	Publication Date	Status
Corporate Plan Performance Indicators Q3	To review performance for quarter 3 (September - December) against Corporate Plan Performance Indicators	Steve Capes	Mike Hase/ Claire Allen	07/03/2024	28/02/2024	Programmed
Corporate Plan Performance Indicators Q4 and Year End	To review performance for quarter 4 and year end for 2023/24 against Corporate Plan Performance Indicators	Steve Capes	Mike Hase/ Claire Allen	TBC	TBC	Programmed
Scrutiny of DDDC policies to identify any possible issues relating to indirect discrimination.	To identify potential indirect discrimination within the Council's policies and practices. To determine any required amendments to existing policies to ensure compliance with relevant equalities legislation.	TBC	TBC	2024/25	2024/25	Programmed

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