



# WELCOME

COUNCILLOR INDUCTION PRESENTATION, MAY 2023



# The bigger picture

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- COMMUNITY & ENVIRONMENTAL SERVICES
- RESOURCES
- REGULATORY SERVICES
- REGENERATION & POLICY
- HOUSING
- CORPORATE & CUSTOMER SERVICES
- HUMAN RESOURCES & PAYROLL



Director: Ashley Watts

## Service Areas

**Clean & Green** (Samantha Grisman)

**Community Development** (Rebecca Cummins)

**Events & Markets** (Dave Turvey)

**Neighbourhoods** (Vikki Hatfield)

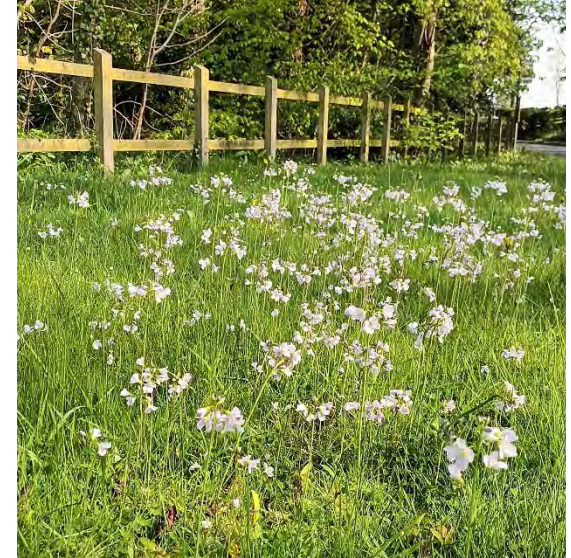
**Waste & Recycling** (Antonia Griffith)

- Rebecca Cummins is currently on maternity leave



## Clean & Green

- Street Cleansing
- Verge Mowing (inc. Path Finders Project)
- Parks, Plays Areas and Open Spaces
- Public Toilets
- Public Litter Bins
- Fly Tipping
- Cemetery Maintenance
- Burials
- Taxi inspections
- Fleet Maintenance
- Supporting local events



## Community Development

- Leisure Centre Contract (Freedom Leisure)
- Sports Development
- Local Projects Fund
- Community Engagement
- Parks & Play Area Improvements (Green Flag Awards)





## Events & Markets

- Agricultural Business Centre
- Matlock Bath Illuminations
- Event applications & licences
- Markets
  - Bakewell Market
  - Farmers Market
  - Support Markets on Council land.



## Neighbourhoods

- Car Parking
- Community Safety (Derbyshire Dales Community Safety Partnership)
- Public Spaces Protection Orders
- Stray Dog Contract
- Street Name Plates – Replace/repair
- Closer Working Meetings with the five market Town Councils (and Darley Dale)
- CCTV
- Cemetery Extensions



## Waste & Recycling Service

- Waste & Recycling Contract (Serco)
- RISE Project (Recycling in Schools Education)
- Social Media Education - #WasteWednesday
- Green Events
- Garden Waste Subscriptions
- Resident/Communal Property Site Visits
- Resident Communication/Complaints





## One Team, One Council, One Purpose

- The Biodiversity and Path Finder projects
- Safeguarding Lead
- Response to civil emergencies/major incidents
- Flooding, gas leaks, COVID-19, etc.
- Travellers
- Land protection, evictions, clear up, etc.
- Promotion/provision of national and regional events
- Queens Jubilee, Go Green, Great British Clear Up, etc.
- Support the delivery of the elections
- Clean & Green Review
- Car Parks Review
- Quarterly Member Q&As



# ANY QUESTIONS?



Director: Karen Henriksen

# Managing the Council's Finances



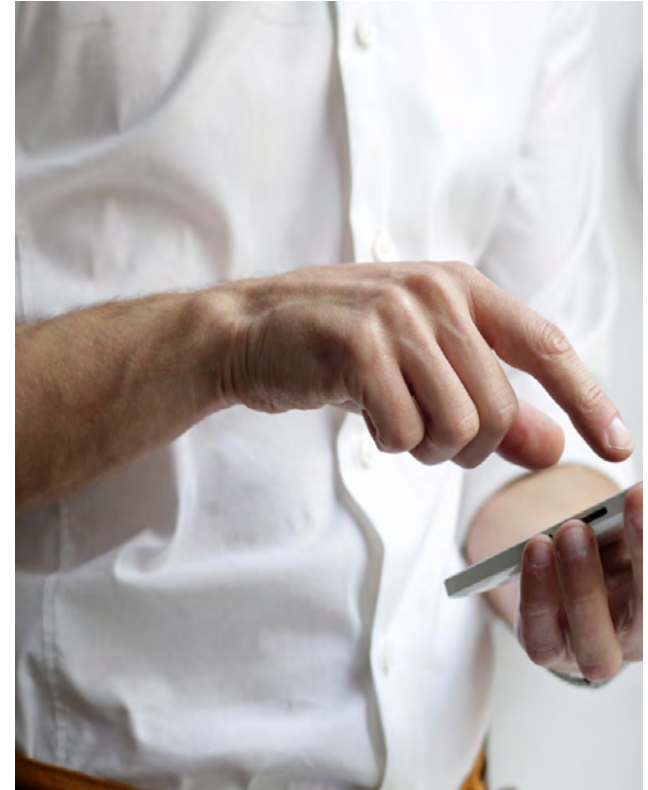


## Service Areas

**Financial Services** (Gemma Hadfield)

**Revenues and Benefits** (Paul Radcliffe)

**Internal Audit** (Jenny Williams)



## The role of the Chief Finance Officer (S151)

- Key member of the Corporate Leadership Team to develop policy & strategy in order to deliver the corporate objectives sustainably;
- **Stewardship role to act in the public interest;**
- Must be actively involved in all material business decisions;
- Must promote and deliver effective financial management across the whole authority so that public money is safeguarded at all times and used appropriately;
- Must lead a finance function that is resourced to be fit for purpose;
- Must be professionally qualified and suitably experienced.

# The role of the Chief Finance Officer (S151)





# The financial services team: What we do...

**Gemma Hadfield,**  
Financial Services Manager



## Main functions of the finance services team

- Managing the District Council's finances efficiently and effectively;
- Providing financial advice and support to other officers;
- Preparing the Council's spending plans (i.e. the revenue budget and capital programme) for consideration and approval by members;
- Monitoring actual income and spending against the approved spending plans;
- Monitoring and updating the Medium Term Financial Plan and developing a sustainable financial plan;

## Main functions of the finance services team (2)

- Producing the annual Statement of Accounts;
- Managing the Council's investments (treasury management);
- Accounting for VAT;
- Arranging insurance cover and dealing with claims;
- Making payments to suppliers;
- Producing bills, collecting amounts due and taking recovery action when appropriate in respect of all Sundry Debts.





## Revenues & Benefits

**Paul Radcliffe**, Revenues & Benefits Manager (Shared Services),  
Derbyshire Dales working in partnership with Chesterfield Borough Council



## Revenues & Benefits

### Council Tax collection

- We collect Council Tax for DDDC and County Council, Fire, Police & Parishes;
- For every £1.00 collected – the Council's share is 11p!
- There are currently 35,229 residential properties which are billed annually;
- Business dwellings are billed under NNDR arrangements;
- KPIs are used to monitor collection rates for current and past years



## Revenues & Benefits



### Council Tax collection (2)

- For 2022/23 the net debit to be collected was £61,916,976.01 with the net collected at 31 March 2023 being £60,532,185.09 or 97.8%;
- Collection rates have been impacted by the coronavirus pandemic, the cost of living crisis and Court being suspended adversely affecting recovery action.
- In summary, we bill and collect the tax using all legal recovery means available but in a sensitive way.

## Revenues & Benefits

### Collection of Business Rates (National Non-Domestic Rates)



- There are currently 4,742 business properties which are billed annually;
- KPIs are used to monitor collection rates for current and past years;
- For 2022/23 the net debit to be collected was £17,298,365.32 with the net collected at 31 March 2023 being £16,778,430.42 or 97.0%;
- Collection rates have been impacted by the coronavirus pandemic, the cost of living crisis and Court being suspended adversely affecting recovery action.
- We collect Business Rates for Central Government (50%), DDDC (40%), County Council (9%) and Fire Authority (1%).



## Revenues & Benefits



### Housing Benefits and Council Tax Support

- We pay Housing Benefit for tenants in rented accommodation and Council Tax Support for low income households and reach out to all parts of our community;
- During 2022/23 we processed HB/CTS claims on average in 11.14 days (Q3 national average was 20 days) and changes in circumstances in 5.56 days (Q3 national average was 8.33 days);
- We have robust checking regimes to ensure the right person is paid correctly – during 2022/23 our accuracy rate was 98.1% minimising the loss to local taxpayer in fraud and error;

## Revenues & Benefits

### Housing Benefits and Council Tax Support (2)

- During 2022/23 we processed 832 new claims for HB and CTS and processed 12,039 changes in circumstances requiring a reassessment of entitlement;
- Housing Benefit - £8,581,588 was paid during 2022/23;
- Council Tax Support – £3,547,576.61 was credited to low income households' council tax accounts. The discretionary scheme that members have supported is applauded by Citizen Advice Bureau locally.



# Revenues & Benefits Team going forward >>

- From 1/2/23 we have brought council tax and benefit officers together within one team and this is intended to improve communication and better collaborative working practices, providing a modern 'joined up service' for the residents of Derbyshire Dales;
- Some degree of 'generic working' is to be introduced to streamline our method of processing;
- We intend to introduce process improvements over time to improve the customer experience and also provide efficiencies. We will keep elected members informed as part of existing reporting mechanisms;
- Our staff have new career grades with professional training to be provided to aid staff retention and also ensure staff are developed for succession reasons.

## Revenues & Benefits Team

### Sources of further information:

- The Council's website
- Gov.uk (for council tax and business rates)



- If members think it would be helpful, we could deliver further workshops to look at council tax, business rates and benefits in more detail.



# Internal Audit

**Jenny Williams,**  
Head of Internal Audit Consortium



# Internal Audit



## The role of Internal Audit

- To provide an annual audit opinion on the Council's governance, risk management and control arrangements hence providing independent assurance to Members and the Senior Management Team.
- To comply with the Public Sector Internal Audit Standards
- To report regularly to the Governance and Resources Committee on reviews undertaken highlighting any high risk findings / fraudulent activity
- To identify risks, poor practice etc. to the organisation and making recommendations for improvement

# Internal Audit

## How assurance is provided

Internal audit provide assurance by reviewing all of the Council's functions and activities. This is achieved by the preparation of a risk- based audit plan.

High risk areas may be reviewed annually whilst low risk areas may only be reviewed every 5 years.

Risk is assessed by taking into account many factors:

- Value
- Number of transactions
- Reputational Risk
- Management concerns
- Previous audit findings



# Internal Audit

## Audit Reviews

The role of internal audit has evolved so that non -financial risks as well as financial risks are reviewed. Examples of regular audit review areas are:

- Housing Benefits
- Council Tax
- Safeguarding
- Health & Safety
- Procurement
- Risk Management





# Internal Audit

## Audit Process

- The scope of the audit is discussed with managers
- Audit testing is undertaken
- An audit report is produced summarising findings and making recommendations
- The area reviewed is given an assurance rating
- Results are reported to the Governance and Resources Committee
- Follow ups to ensure that agreed recommendations have been implemented

Assurance Level	Definition
Substantial Assurance	There is a sound system of controls in place, designed to achieve the system objectives. Controls are being consistently applied and risks well managed.
Reasonable Assurance	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.
Limited Assurance	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.
Inadequate Assurance	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.

# Internal Audit

## Current situation

- No assurance provided for the 2022/23 financial year due to the lack of internal audit work undertaken. This will be reflected in the Annual Governance Statement.
- Both audit staff handed in their resignations in June 2022
- Recruitment difficulties throughout the audit profession. Several failed attempts to recruit.
- Very experienced Senior Auditor starting 29<sup>th</sup> May 2023
- Currently advertising for an Auditor.



# ANY QUESTIONS?





➤ REGULATORY SERVICES

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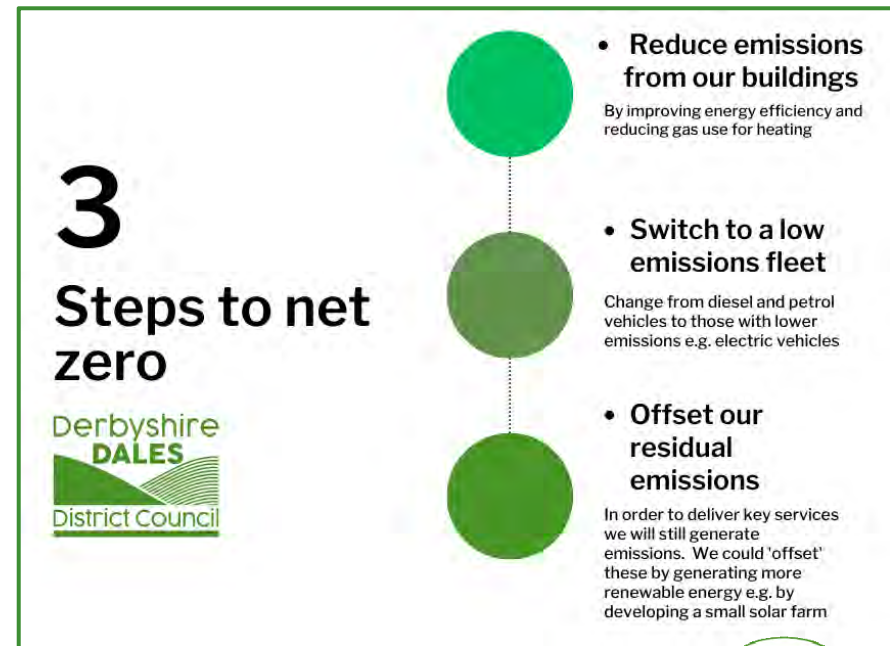
Director: Tim Braund



# Climate Change

Climate Change Project Officer – **Jo Hill**

- Plan to recruit an Energy Efficiency Officer – externally funded
- Climate Change Strategy and Action Plan – Reducing our own emissions
  - Buildings
  - Fleet
  - Offsetting
- Reducing district wide emissions:
  - Housing
  - EV charging
  - Community development





# Development Management

Development Manager – **Chris Whitmore**

- Planning applications and pre-application advice
  - Apply policies in the development plan and government policy
  - Biodiversity net gain
- Planning enforcement
- Conservation and design
- Trees and landscapes



## Environmental Health

Environmental Health Manager –  
**Amanda Goodwill**

- Food safety
- Health and safety at work
- Licensing inspections and event management
- Infectious diseases
- Noise control
- Environmental permitting
- Air quality
- Envirocrime



- Private sector housing
  - Enforcement
  - HMOs
  - DFG/grants
  - Regulatory Reform Order
- Private water supplies
- Gypsy and Traveller issues
- Private drainage
- Role as consultee and advisor

## Estates & Facilities

### Estates & Facilities Manager – **Mike Galsworthy**

- Facilities management and repairs and maintenance of operational land and buildings including Town Hall, ABC , Depots ,Sports Pavilions, Park Buildings and Public Conveniences
- Caretaking and Cleaning of Matlock Town Hall
- Asset management – acquisitions and disposals including Community Asset Transfers
- Estates management including leased in and leased out properties and investment assets
- Project management of Capital works to land and buildings
- Property support to corporate projects including Community Development, Climate Change and Economic Development.



## Licensing

### Licensing Manager – **Eileen Tierney**

- Alcohol and entertainment – personal, premises and TENs
- Gambling
- Taxi and private hire
- Animal welfare
- Street trading
- Scrap metal
- Sex entertainment
- Street collections and house-to-house collections
- Cosmetic piercing
- Pavement licences
- Caravan and camping sites
- Boats and boatmen





## Assets of Community Value

- Localism Act 2011
- Land or buildings that further the social wellbeing or social interests of the community
- Provide opportunity for the community to take on ownership of such land or buildings
- No right to ownership
- Does not prevent landowner developing the site





## Building Control

- Outsourced service to Derbyshire Building Control Partnership
- 8 member authorities
- Contract management
- Shareholder representative
- Approved inspectors



## Emergency Planning

Senior Emergency Planning Officer –  
**Pete Szabo**

- Purchased from Derbyshire County Council
  - Business continuity
  - Emergency Plan
  - Events – DESAG
- Local Resilience Forum
- Exercising and testing



## Health & Wellbeing

- Strategic link to:
  - Health and Wellbeing Board – DCC Public Health
  - Integrated Care Partnership – Joined Up Care Derbyshire, NHS, LAs, voluntary sector
- Place Alliance
  - Derbyshire Dales level – health, social care, local authorities, voluntary sector



# ANY QUESTIONS?





➤ REGENERATION & POLICY

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Director: Steve Capes



COUNCILLOR INDUCTION PRESENTATION, MAY 2023

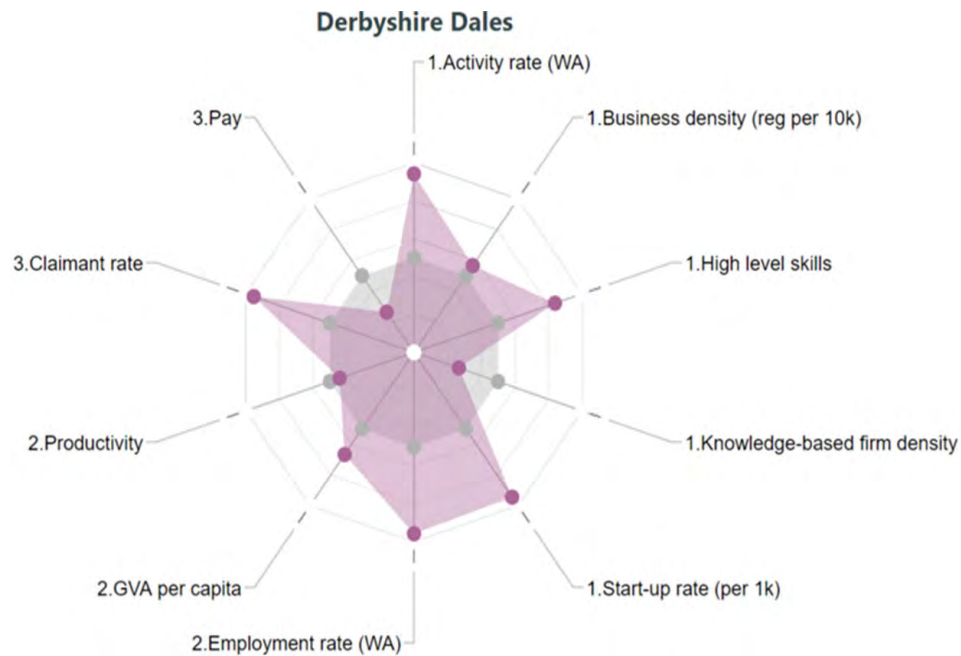




# Economic Development & Regeneration

## Economic Plan 2019-2033:

*Aim: A resilient, higher value and more productive Derbyshire Dales economy*



## Economic Recovery Plan 2020:

### ECONOMIC RECOVERY PLAN 2020

#### What does the Recovery Plan say?

##### **PRIORITIES**

- 1. Invest resources in regenerating housing and employment sites**
  - Ashbourne Business Park is the immediate priority
- 2. Re-invest in the Bakewell Road Matlock site**
- 3. Re-shape Regeneration Services to drive investment in brownfield and other key housing/employment sites**

#### Focus on three sectors:

- Manufacturing (esp. advanced activities and Food & Drink)
- Knowledge based/Creative and Digital Industries (CDI)
- Green and environmental engineering

## UK Shared Prosperity Fund: Investment Plan to March 2025



Activity	Allocation
Town centre improvements / public realm (Matlock)	£460,000 + REPF
Site feasibility studies / master-plans	£250,000
Community Resilience Grants	£120,000 + REPF
Rural Innovation Grants (business)	£676,000 + REPF
Generic and specialist business advice	£155,103
Energy audit and carbon reduction	£146,205
Business start-up programme (Vision Derbyshire)	£69,444
Fund administration	£78,000
<b>TOTAL</b>	<b>£1.954m + 748k REPF</b>

*'Top-up' funding from Rural England Prosperity Fund (REPF) approved in April*



➤ REGENERATION & POLICY

# Ashbourne Reborn

## Connecting People and Places





# Ashbourne Reborn

## Connecting People and Places

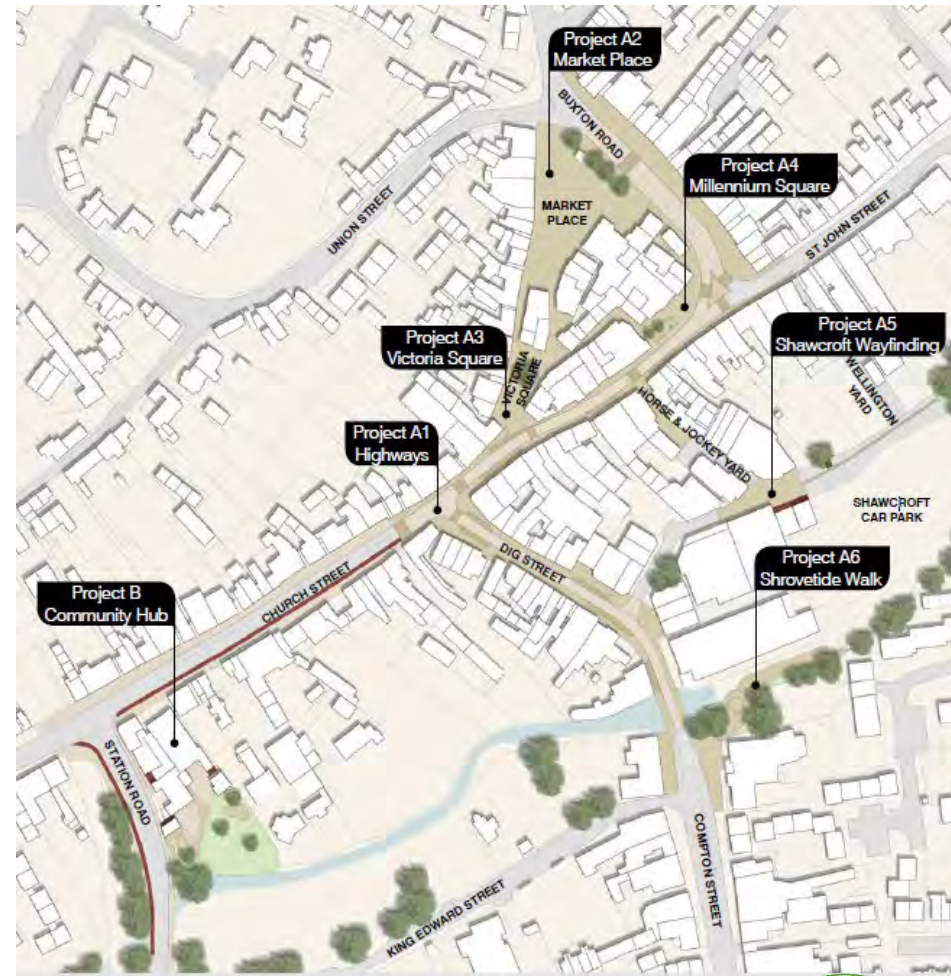
### Two projects:

#### Public realm and highways improvements

- Lead delivery partner: Derbyshire County Council
- £8.81m (LUF = £8.4m)

#### The Link Community Hub

- Lead delivery partner: Ashbourne Methodist Church
- £6.42m (LUF = £4.97m)



# Economic Development & Regeneration

## Land at Bakewell Road, Matlock:



- Key town centre regeneration project
- Conversion of Matlock's former Market Hall into a two-screen cinema
- New food & beverage/retail unit, enhanced public realm and new public transport arrangements
- Two recent tender exercises
- Update provided to Members





# Economic Development & Regeneration

## Derbyshire Dales Business Advice:

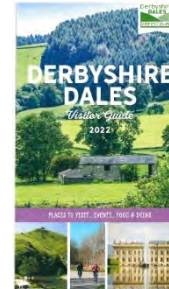
- Free, 1:1, face to face advice
- Focus on those with growth potential
- Business events
- Business Peak District



## Invest in Derbyshire Dales:

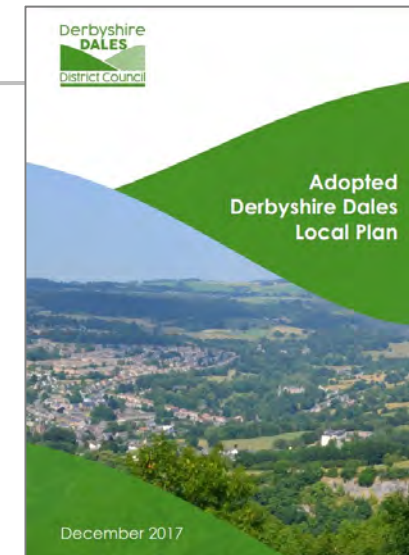


## Visitor information:



## Planning Policy

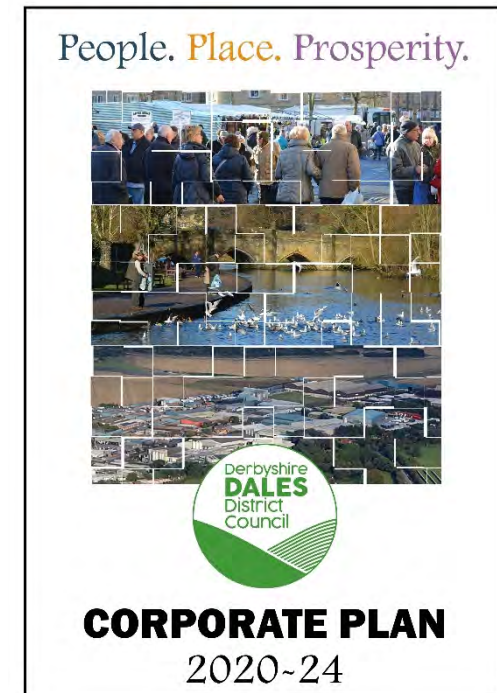
- Local Plan – sets out the policies and proposals for the use and development of land. Current Local Plan adopted in December 2017 sets the framework for 2013 to 2033
- Review of Local Plan underway to take the Local Plan forward to 2040 – updated evidence base on future housing and employment land requirements already prepared and discussed by Local Plan Working Group
- Other key policy areas in the review include Climate Change, Biodiversity and Design
- Current work programme envisages adoption of the revised Local Plan around the end of 2024.
- Other Areas of Work – Supplementary Planning Documents, Support to Neighbourhood Plans, as well as monitoring levels of new development, respond to Government proposals to changes to the planning system
- Provide guidance on policy matters to Development Management





## Corporate Policy

- Three main areas of activity; Performance Management, Consultation and Equalities
- Current key activity is work on development of new Corporate Plan – initial residents survey has been completed which has looked at all aspects of the Councils work and will help to shape priorities over the next four years.
- Once in place monitor and report on Key Performance Indicators
- Assist the Directors to develop Service Plans and monitor performance against targets
- We also help Directors and Managers to undertake consultation on changes to policies and service delivery
- Legal Duty to ensure that we take account of Equalities and Diversity in undertaking our activities. Again we help directors and managers to ensure that this requirement is complied with whenever it is proposed that there is a change in policy or service delivery. Further more detailed training on this area in due course.





# ANY QUESTIONS?



## ➤ HOUSING

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Director: Rob Cogings



The Housing Department comprises 16 housing staff delivering homelessness, housing advice and support, move on, CBL, estate renewal, council housing, enabling and rural housing development, empty homes

## Introduction

- The Housing Team works corporately with:
  - **Resources Team** to ensure finance is available and adherence to grant conditions
  - **Planning Team** to secure consent and flexibility with policy
  - **Estates** to ensure compliance with insurance policies
  - **Legal Team** to ensure funding agreements are in place and properties registered with Land Registry
  - **Members** to agree and sign off proposals
  - **Procurement Team** when selecting contractors and delivery arrangements
  - **Entrepreneurial spirit** that delivers on our corporate objectives





# The Housing Service has been pushing the boundaries for many years

- 2005 Shortlisted for Beacon Status on Affordable Housing
- 2010 MJ Awards, highly commended, Best Achievement of the Year in Housing
- 2010 UK Housing Awards, Finalist, Supporting Social and Financial Inclusion
- 2012 Housing Heroes Awards, Winner, Development Team of the Year
- 2014 UK Housing Awards, Finalist, Strategic Local Authority of the Year
- 2018 UK Housing Awards Finalist, Strategic Local Authority of the Year
- 2020 Housing Heroes Awards, Winner Apprentice of the Year
- 2022 Retrofit Academy Awards, Finalist, small retrofit of the Year
- 2022 MJ Awards, Finalist, Social Housing project of the Year
- 2022 Bakewell affordable housing scheme recognised by RTPI and Insider Residential Awards





# Housing Advice, Homelessness & Support

- Pressures
- Market –
  - area, rurality,
  - cost of accommodation
- Homes for Ukraine



## Home-Options

- What is Home-Options?
- Allocations Policy – Housing Register
  - Who is eligible?
  - Local connection
  - Priority (based on housing circumstances)

Priority Band	Derbyshire Dales DC	Platform HG	Grand Total
A	29	32	61
B	98	62	160
B+	29		29
C	392	97	489
D	238	76	314
<b>Grand Total</b>	<b>786</b>	<b>267</b>	<b>1053</b>

## Home-Options (continued)

- Household eligibility
- Housing Providers
- Advertising and expressing interest

	Bedrooms					
Property type	0	1	2	3	4	Grand Total
Bungalow	0	37	17	1	0	55
Flat	8	86	52	0	0	146
House	0	4	36	46	3	89
Parlour-type house	0	0	0	1	0	1
<b>Grand Total</b>	<b>8</b>	<b>127</b>	<b>105</b>	<b>48</b>	<b>3</b>	<b>291</b>

## Homelessness

- Statutory Duty

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Approaches</b>	384	370	374	417	517

- Prevention over Relief

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Prevention</b>	140	221	216	201	187
<b>Relief</b>	42	40	17	35	86
<b>Final Duties</b>	11	16	18	9	20
	193	277	251	245	293



## Homelessness (continued)

- Reasons for homelessness

Reason for loss of last settled home	No.
Family no longer willing or able to accommodate	53
End of private rented tenancy – assured shorthold tenancy	44
Relationship with partner ended (non-violent breakdown)	40
Domestic abuse – victim	32



## Homelessness (continued)

- Prevention/Relief - Tools
- Household Support Fund
  - HSF1 supported 358 vulnerable households - spending £201,921
  - HSF2 supported 177 vulnerable households, spending £99,899.
  - HSF3 supported 140 vulnerable households spending £92,729.
- Age UK
- Home-Options Support Service
- CAB



Organisation	No. of cases	Gain	Interaction
CAB	1087	£1.4m	Managing debt
Age UK	104	£432k	Financial gain
Home-Options Support Service	83	£306k	Financial gain, debt and one off payments

## Home-Options Support Service

- Derbyshire Dales District Council's Housing Support Service provides floating support to enable people to live independently within their own home.
- Support can include:
  - help with moving into new accommodation and setting up a tenancy
  - working around any problems people face in their home which may lead to homelessness e.g. debt
  - working with new skills to help live independently
  - help with benefits
  - helping with getting back to work
  - help access physical and mental health services, and encourage a healthy lifestyle.
- In 2022/23 the Home-Options Support Service helped 130 households

[home-options.org](https://www.home-options.org)

➤ HOUSING

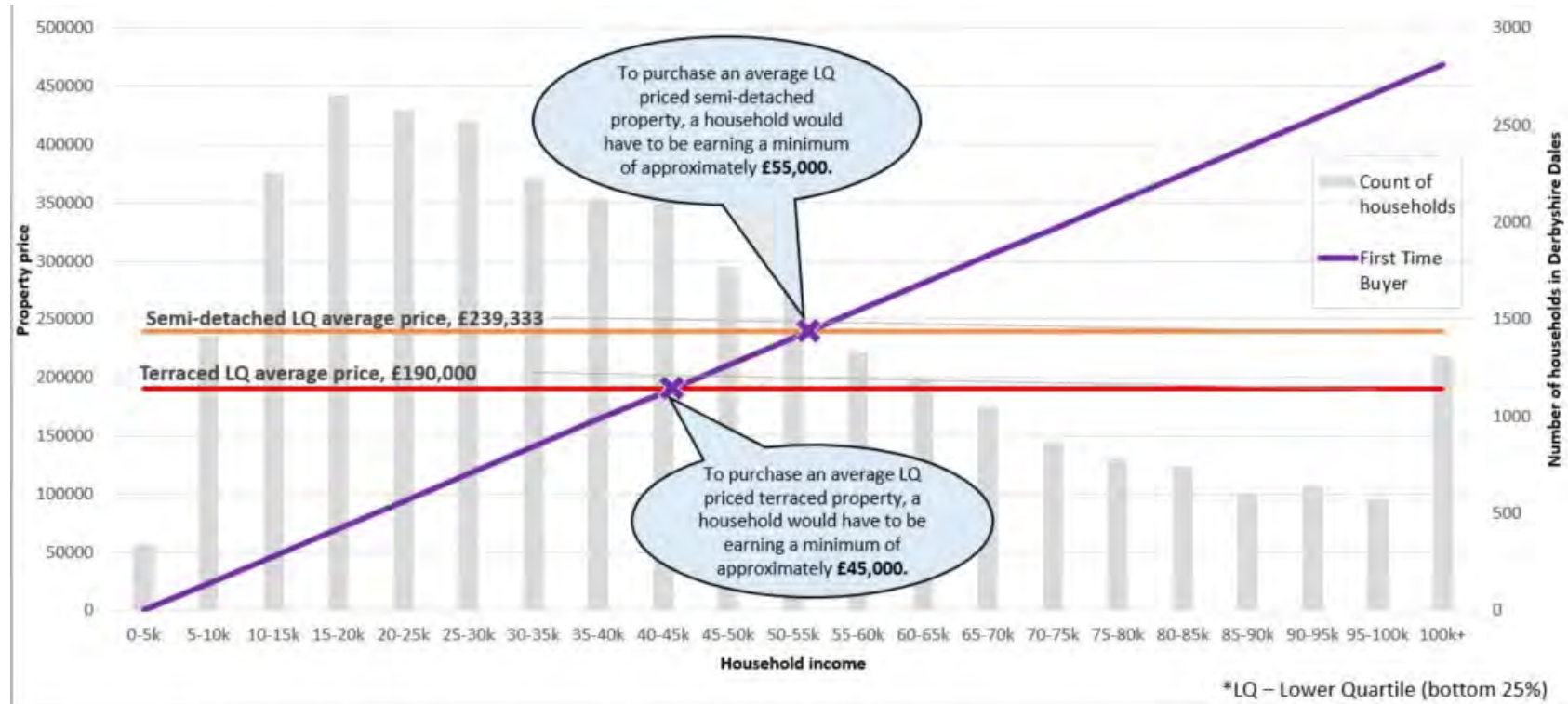
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# Key components of providing Rural Affordable Housing





# Affordability in Derbyshire Dales



Property type	% of first time buyer households priced out of the market
LQ Terraced	59.13%
LQ Semi-detached	70.45%

# Empty Home stats in Derbyshire Dales

<ul style="list-style-type: none"> <li>1539 empty properties</li> </ul>	<ul style="list-style-type: none"> <li>14 properties have been empty for between 5 &amp; 10 years</li> <li>33 properties have been empty for more than 10 years</li> </ul>	<ul style="list-style-type: none"> <li>At least 126 empty properties bought back into use over the last 5 months</li> </ul>	<ul style="list-style-type: none"> <li>27 occupied by the owner &amp; their household</li> <li>3 occupied by relatives of the owner</li> <li>25 privately rented</li> <li>1 refugee property</li> <li>4 second homes</li> <li>13 holiday accommodation</li> </ul>
<ul style="list-style-type: none"> <li>6 demolished or, derelict &amp; de-listed for Council Tax</li> </ul>	<ul style="list-style-type: none"> <li>36 in process of sale</li> <li>8 up for auction</li> </ul>	<ul style="list-style-type: none"> <li>39 in probate</li> <li>4 with probate delays/issues</li> </ul>	<ul style="list-style-type: none"> <li>55 undergoing renovation including                             <ul style="list-style-type: none"> <li>4 are self-renovation projects</li> <li>4 with planning issues</li> </ul> </li> </ul>

➤ HOUSING

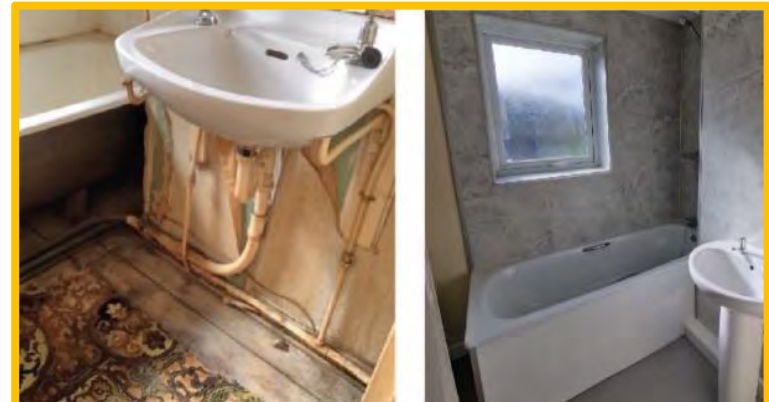
# Case Study 1: Our first new Council owned property





➤ HOUSING

# Case Study 2: Empty homes





## Case Study 3: Ashbourne Refugee Group



On site with our nearly complete council homes - bought for £1 each

The Council has supported the Syrian, UKRS, Ukraine and Afghan refugee schemes:

*“As we worked together we quickly came to realise that DDDC is a great source of knowledgeable support. Only 1% of homes for Refugees nationally have been Social & Local Authority commissioned housing.”*

**Graham English Housing Lead ARCS**

## Case Study 4: Hurst Farm Estate Regen



- The Council's bid for £251,000 Estate Regen funding for the social club refurb in Oct 2021, was one of only 14 Urban Renewal grants made by DLUC.
- £1.1m Heritage Lottery Fund grant to deliver a new woodland path together with environmental and community based projects

## Summary

- We have shown we can tackle a range of complex housing issues at a scale that makes a difference within our communities
- We work corporately using our resources creatively, generating substantial gains in regeneration and new build
- We've achieved retrofit of existing stock across all sectors
- Housing is more than new build/retrofit, we make a significant difference through our revenue funded services including our own in-house floating support team, CAB and Age UK
- Homelessness is complex and increasing but grant resources are available to help meet this demand



# ANY QUESTIONS?





Director: James McLaughlin

## Service Areas

**Business Support** (Caroline Leatherday)

**Communications** (Jim Fearn)

**Electoral & Democratic Services** (Jason Spencer)

**Legal Services** (Kerry France)

**Transformation** (Glenn Burton)

- James McLaughlin is also the Lead Director for **Information & Communications Technology (ICT)**

## Business Support

- A multitude of disciplines that supports all service areas of the Council e.g. **Waste, Car Parking, Burials, Development Management, Environmental Health.**



## ➤ CORPORATE & CUSTOMER SERVICES

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### **Customer Service Standards**

At Derbyshire Dales we will:

- 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

### **Freedom of Information Requests**

- Anyone can request all types of recorded information held by the Council
- The Council must respond within 20 days of a request being received

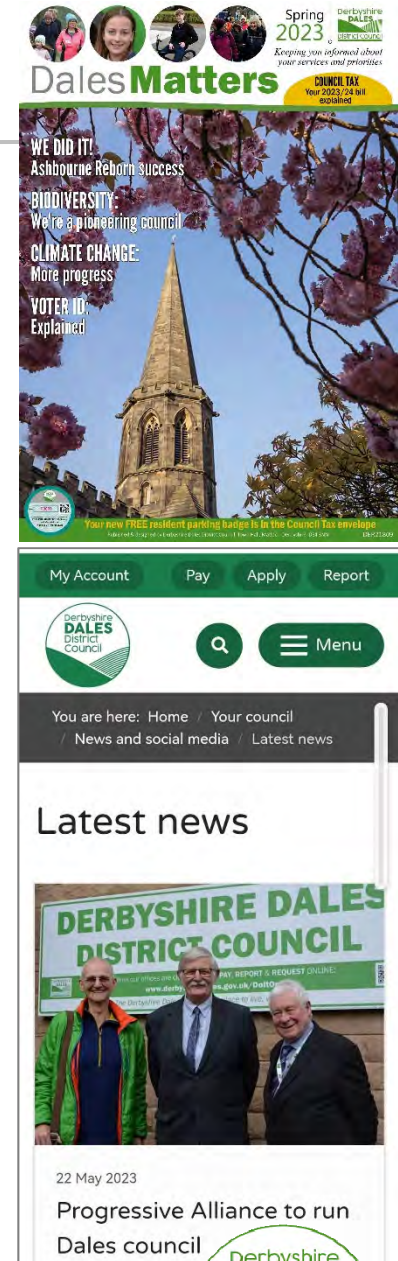
### **Procurement and Contracts**

- All Officers must comply with the statutory requirements of the United Kingdom Government.
- All Officers must also comply with the Council's Contract Standing Orders along with the Financial Regulations; the Code of Conduct; the Anti-Fraud, Bribery and Corruption Policy and the Procurement Strategy and Policies.
- Contracting Officers must ensure that any Agents, Consultants and contractual partners acting on their behalf also comply.



# Communication & Marketing

- Multi-channel approach to communications, set out in Communications & Marketing Strategy
- Team of 2 support departments across the organisation – major marketing contribution to Matlock Bath Illuminations, GW subs etc
- Also responsible for internal communications
- Externally: **100,000 followers** on digital media (socials + e-news)
  - 10 Facebook pages
  - 4 Instagram pages
  - 3 Twitter pages
  - Plus LinkedIn and YouTube
- 2 Dales Matters publications to every household twice yearly
- Responsible for the website, which was relaunched at low cost but high spec at start of this year. More than **1 million visits** per year
- Prepare media releases and statements – both proactive and reactive
- Crisis comms: On call in emergency situations, eg flooding





## Legal Services

**Number of Files currently open: 463**

Number of files	Solicitor
186	Kerry France
106	Christie Limb
101	James Cunningham
51	Harry Shingleton
19	Anthony Collins Solicitors

## Legal Services

### Open files – by Director

Director	Number of files
Tim Braund	228
Ashley Watts	74
James McLaughlin	70
Rob Cogings	33
Karen Henriksen	21
Steve Capes	16
Paul Wilson	2
Deborah Unwin	2

# Legal Services

## Typical Areas of Instruction



Advice	113
Contract	49
Lease	36
Licence	19
Sale	16
Section 106 Agreement	16
Land Registration	12
Litigation	11
Grant Agreement	10
Event Licence	9
Miscellaneous	9
Freedom of Information	8
Charity	7
Land Registry Restriction	6
Deed of Surrender and Release	5
Easement	5
Prosecution (Planning)	5
Purchase	5
Restrictive Covenant	5
Contract Change	4
Deed of Variation	4
Derbyshire Clause	4
Licensing Appeal	4
Subscriptions	4
Training and Awareness	4
Wayleave Agreement	4
Complaint	3
General	3
Licence to Alter	3
Planning Enforcement	3
Procedure	3
S106 Deed of Variation (DOV)	3
Tenancy at Will	3
Title Check	3
Working Group	3
Adverse Possession	2
Assignment	2
Consent (For Restriction)	2
Contract Extension	2
Footpath Order	2
Framework Agreement	2
Indemnity Policy	2

Judicial Review	2
Order	2
Plan	2
Planning Enforcement - Enforcement Notice	2
Prosecution (Environmental Health)	2
s104 Agreement (Water)	2
Waiver	2
Agricultural Tie	1
Appeal	1
Asset of Community Value	1
Auction Sale	1
Audit	1
Collateral Warranty	1
Community Protection Warning (CPW)	1
Compulsory Order (Purchase or Hire)	1
Consent to Lease	1
Constitution	1
Consultation	1
Data Breach	1
Debt (Recovery)	1
Deed of Covenant	1
First Refusal	1
Freedom of Information - Internal Review	1
Funding Agreement	1
Grazing Agreement	1
Lease Extension	1
Legal Charge	1
Local Project Fund	1
Memorandum Of Understanding	1
Non-Disclosure Agreement (Confidentiality Agreement)	1
Other	1
Planning Enforcement - Breach of Condition Notice	1
Protocol	1
Public Inquiry	1
Public Space Protection Order	1
Rent Review (Advice)	1
Review	1
Right of Way	1
RIPA - Regulation of Investigatory Powers Act 2000	1
Service Level Agreement	1
Unilateral Undertaking	1

## Land Charges

- **Mark Sanderson**
- **Helen Brookes**

### **Responsibilities:**

- Land Charge Registration
- Local Search – CON29 and LLC1

## Information Governance

- **Mark Mealey**

### **Responsibilities:**

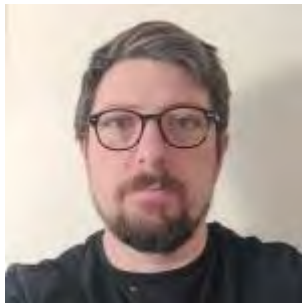
- Help and Guidance
- Data Protection
- Information Sharing Agreements
- Data Breaches
- DIPA - Data protection impact assessments



## Digital Transformation



**Glenn Burton**, Digital  
Transformation Manager



**Ian Brailsford**, Digital  
Transformation Project  
Officer

# Digital Transformation

## What we are trying to achieve

- Excellent customer service
- Efficient processes
- Manageable workloads
- Effective use of technology
- Measurable outcomes
- New ways of thinking



# Digital Transformation

## Tools & Techniques

- Value Stream Analysis
- Lean Process Reviews
- Root Cause Analysis & 5 Whys
- Handoff Diagrams
- 7 Wastes
- Data Analysis
- Human Factors – Intelligent Design



# Digital Transformation

## Success stories

- Customer Relationship Management system and MyAccount
- Pay360 integrated payment systems
- Whitespace waste Management system
- Horizon digital communications platform
- Council wide Lean process reviews
- Planning Business Process Review Project
- End to end Covid grant processing solution
- Garden waste subscriptions service solutions





# Digital Transformation

## Current focus

- Systems Administration Review Project
- SPF Grants
- Self Service Revs & Benefits
- Council Tax and Business Rates e-Billing
- Electronic Document Management System Procurement Exercise

# ANY QUESTIONS?



## ➤ HUMAN RESOURCES & PAYROLL

### **Chief Executives Unit: HR Manager, HR Officer, Payroll Manager, HR & Payroll Assistant**



- 216 employees- 184.42 fte. plus c 18 vacancies
- Monthly payroll- includes Member allowances and travel
- Develop/ update HR policies- wide staff consultation, consultation with Members & trade unions at JCG, approved by Members at G&R
- Advise managers and staff on fair, consistent & appropriate interpretation of HR policies & procedures and employment law in given circumstances
- Enable managers to recruit, appraise, train, manage absence, performance and employee relations issues (discipline, grievance etc.), team change, job evaluation
- Staff survey every 2 years with action plan monitored by Employee Group. 54%+ response. 2021: only 9/76 questions score less than 50% positive response e.g. 23% communication by notice board, 27% fair pay compared with other authorities. 31/76 questions positive responses over 70% positive response e.g. 79% happy with DDDC as employer, 84% happy their contribution to service provision.

# ANY QUESTIONS?







# WELCOME

COUNCILLOR INDUCTION PRESENTATION, MAY 2023

