

Corporate Plan 2015 –2019

Delivery Statement – Our Achievements



Introduction



Dan Swaine
Chief Executive Officer



Councillor Ann Syrett
Council Leader

Welcome to our Corporate Plan 2015–2019 Delivery Statement

As we approach the end of our current Corporate Plan, it is an ideal time to reflect upon what we have achieved over the last 4 years.

The focus of this Plan was around growth and transformation whilst continuing to provide excellent customer service and supporting our communities to be healthier, safer, cleaner and greener.

This statement looks back on our achievements such as building more homes including new council properties and affordable homes, supporting businesses to invest in this District and to create jobs, achieving high levels of customer satisfaction with our Contact and Leisure Centres, processing applications for housing benefit and council tax support within standard, helping tenants live independently within their homes through the provision of disabled adaptations and personal alarm systems, increased participation in leisure activities, supporting partners to reduce crime and to deliver events which bring communities together as well as making savings as an organisation and using technology to provide more customer choice.

We know that there is still much to do. Some of our Corporate Plan targets will roll over into 2019–20. We are now also making arrangements to develop our new Corporate Plan which will include comprehensive consultation with our communities and stakeholders. We are excited about this next step and look forward to building on what we have achieved over the last 4 years.

Strategic Direction of the Council

In 2015, we set out our strategic vision, values and aims. It has guided everything that we have done as an organisation.

Vision

To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District.

Values

- To show respect, honesty and openness in everything we do
- To challenge ourselves and change for the better
- Are proud and passionate about what we do
- To work with partners to provide quality services.

Aims

→ Unlocking our **Growth** Potential

→ Providing our **Customers** with Excellent Service

→ Supporting our **Communities** to be Healthier, Safer, Cleaner and Greener

→ **Transforming** our Organisation

Unlocking our Growth Potential

OUR PRIORITIES

We are committed to:

- **Supporting Enterprise:** maintaining and growing the business base
- **Unlocking Development Potential:** unlocking the capacity of major employment sites
- **Enabling Housing Growth:** increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth



What we have achieved so far

AT A GLANCE...



ENGAGED WITH
121 BUSINESSES



SUPPORTED 458
YOUNG PEOPLE



BOOSTED BUSINESS
GROWTH BY £4.7M



DELIVERED 70
AFFORDABLE HOMES



- Engaged with 121 businesses and helped develop their business and growth plans, apply for funding and general business support.
- Created a business support programme through the growth hub to help keep local businesses informed and up to date with any new initiatives and schemes.
- Boosted business growth by £4.7m (Gross business rates).
- 458 young people have been supported to raise their aspirations through gaining new skills, qualifications and employment opportunities.
- Continuing to process major planning applications above the minimum standards set by government.
- Built 76 new Council properties through our B@Home programme.
- We've bought back into use 20 empty private properties which have been converted into multiple dwellings.
- Our pro-active planning approach in dealing with developers has seen growth both in house and commercial property developments across the District.
- We are continuing to work with our partners to deliver affordable homes and have delivered 70 during the past three years.
- Submitted our local plan for examination.
- Through the Bolsover North East Derbyshire LEADER funding supported the creation of 44.5 jobs.
- Achieved additional new homes bonus payments of just under £1 million.



**Providing our
customers with
excellence service**

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OUR PRIORITIES

We are committed to:

- Increasing customer confidence and satisfaction with our services
- Improving customer contact and access to information
- Promoting equality and diversity
- Supporting vulnerable and disadvantaged people
- Providing good quality council housing where people choose to live

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- DEEDS NOT WORDS! 1918-2018**
Centenary of Women's Right to Vote
- 1918**
Representation of the People Act 1918
The right to vote was granted to women aged 30 or more who met property qualifications in their own right, were married to a man who met the same qualifications, or were graduates holding university appointments.
The Act enabled many women to enter the local and national elections and to stand for election to Parliament for the first time.
- 1920s**
Sex Disqualification (Removal) Act 1920
Permitted women's access to the legal profession and to accountancy, from which they were previously barred.
Law of Property Act 1922
Granted women the same rights to inherit property as men.
Matrimonial Causes Act 1923
Grounds for divorce equalised between men and men.
- Representation of the People (Equal Franchise) Act 1928**
The Act granted universal suffrage for men and women aged 21 or over, with no property qualifications.
- 1940s**
Education Act 1944
Granted equal access to free secondary education.
Outlawed the 'teaching bar' for women teachers, who were previously required to give up their career on marriage.
Family Allowances Act 1945
Provided an allowance for children, which was paid to mothers. Single parents were no longer dependent on charity or the workhouse.
National Health Service Act 1946
Provided free universal access to healthcare, which had previously only been available to those with financial resources or those who were insured, who were mainly men.
- 1950s**
Sexual Offences Act 1956
Sexual offences were brought together in one Act, with Section 1 defining 'rape'.
- 1960s**
Married Women's Property Act 1964
Wives were permitted to keep any savings from allowances given to them by their husbands.
Abortion Act 1967
Legalised abortion for pregnant women in specific circumstances by registered practitioners and regulated medical practices throughout the UK, in the 17 years before the Act, legal abortion was the leading cause of maternal deaths in England and Wales.
- 1970s**
Equal Pay Act 1970
Gave women the right to equal pay for equal work provided that the work done is broadly the same, of equal value to men or other, well, decisions and similar demands and to relate to a job evaluation study the same as that of the other employee.
Sex Discrimination Act 1975
Prohibited men and women from discrimination on the grounds of sex or marital status in employment, training, education, the provision of goods and services, and the disposal of premises. The Act also implemented the Equal Pay Act 1975.
Domestic Violence and Matrimonial Proceedings Act 1976
Provided legal protection to female victims of domestic violence by granting power of arrest to police where matrimonial disputes were involved.
- 1980s**
Statutory Maternity Pay (General Regulations) 1986
Granted women statutory maternity pay for 18 consecutive weeks provided that they had been employed for more than 8 weeks prior to the birth. About half of working women had not claimed under the previous provisions and maternity leave had varied from company to company, and often failed to target women.
1990s
Criminal Justice and Public Order Act 1994
Certified that evidence was committed where a person knew 'the person must and cannot' or 'in which evidence is 'the person that person committed'. As a consequence, the 'Magna Carta' was a common law principle.
- 2000s**
Local Government Act 2000
Section 28, Local Government Act 1988 repealed.
Section 28 stated that a local authority 'shall not intentionally promote homosexuality or publish material with the intention of promoting homosexuality' or 'promote the teaching as a normal basis of the possibility of homosexuality as a preferred family relationship'.
Sexual Offences Act 2003
Replaced older laws on sexual offences, using more specific and explicit wording. The law also covered several new offences and made provisions to protect children and the general public from sex offenders.
Employment Equality (Sexual Orientation) Regulations 2003
Extended protection to lesbian, gay and bisexual people in employment, including training, recruitment, organisations and trade unions.
Domestic Violence (Crime and Victims) Act 2004
The biggest overhaul of law in relation to domestic abuse in 30 years, improving protection for victims, it made removal of a child non-molestation order a criminal offence and current assault as a criminal offence.
A new offence of causing or allowing the death of a child or vulnerable adult was introduced and the agency for the protection of children was created.
Partnership Act 2005
Same sex couples granted the same rights and responsibilities as civil marriage. The same property rights as married couples also applied, the same exemption as married couples to inheritance tax, access to social security and pension benefits, Maternity rights, full life insurance recognition, and next of kin rights in hospitals.
Equality Act 2006
Created a proactive public sector duty to promote greater equality. The law intended to address the fact that despite 50 years of individual rights legislation, inequalities remained – and remained entrenched, sometimes unconscious – and generally mutually accepted.
- 2010s**
Equality Act 2010
Homosexuality was no longer a criminal offence and it was no longer a criminal offence to be gay or lesbian. The Equality Act 2010 replaced the previous anti-discrimination laws, including the Sex Discrimination Act 1975, the Race Relations Act 1976, the Employment Equality Act 2002, the Public Sector Equality Duty 2006, and the Equality Act 2006.

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What we have achieved so far

AT A GLANCE...



PREVENTED 61% OF HOMELESSNESS CASES



1047 DISABILITY ADAPTATIONS TO COUNCIL HOMES

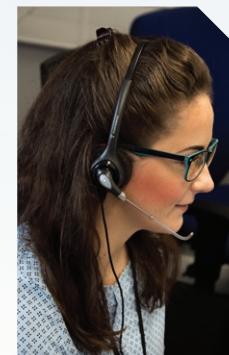


667 NEW LIFELINES FOR THE VULNERABLE AND ELDERLY



93% SATISFIED WITH CONTACT CENTRES

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CUSTOMER SERVICE EXCELLENCE



- Retained the governments Customer Service accreditation for the 7th year running.
- We have prevented an average of 61% of homelessness cases for each of the past three years.
- 93.8% of people surveyed (in 2017/18) were satisfied with the services provided by our Contact Centres.
- Held an event to celebrate the centenary of the Votes for Women and supported Junction Arts on the Processions project that saw the creation of a banner as part of the celebrations.
- An average of 349 disability adaptations to council houses have been carried out.
- We take an average of 6.6 days to process changes to Housing Benefit and Council tax Support, well below our standard target of 10 days.
- We have installed on average 222 new lifelines per year over the last three years, giving vulnerable and elderly peace of mind if they need assistance.
- 80% of users surveyed were satisfied with the Go!Active leisure facilities and services.
- We continue to process all new Housing Benefit and Council Tax Support claims within our standard of 20 days.
- Received high levels of satisfaction from clients receiving domestic violence and parenting support.
- Attended 97.8% (2017/18) of repair emergencies (council properties) within 6 hours.

Supporting our Communities to be Healthier, Safer, Cleaner and Greener

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OUR PRIORITIES

We are committed to:

- Improving health and wellbeing by contributing to the delivery of Healthy Bolsover priorities
- Increasing participation in sport and leisure activities
- Working with partners to reduce crime and anti-social behaviour
- Increasing recycling
- Ensuring a high standard of environmental maintenance and cleanliness
- Developing attractive neighbourhoods



What we have achieved so far

AT A GLANCE...



29,112 HOURS OF
LEISURE DELIVERED



1,846 COUNCIL
PROPERTY BOILERS
UPGRADED



96% OF STREETS
MEET CLEANLINESS
STANDARD



81 COMMUNITY
VOLUNTEERS RECRUITED

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- 29,112 hours of leisure activities and cultural engagement have been provided throughout the District, an average of 9,704 hours per year.
- An average of 96.7% of our streets meet the acceptable level of litter cleanliness.
- A £10million scheme to carry out essential repairs and restore original architectural features of the New Bolsover Model Village is nearing completion.
- 1,846 council properties have been upgraded with more efficient 'A' rated combi boilers.
- 36 environmental enforcement events have taken place over the last three years to deal with dog fouling, litter and fly tipping.
- Four frameworks that give ideas to develop our main towns of Bolsover, Clowne Shirebrook and South Normanton (including the surrounding villages and hamlets) have been produced and published on our website.
- 81 volunteers have been recruited from across the District to help within the local community.
- We delivered our Five:60 programme to all key stage 2 pupils within the 28 schools in the Bolsover Schools Sports Partnership to help tackle childhood obesity.
- Exceeded our targets for increasing participation in leisure activities (843,909 attendances over 3 years).
- Provided a personal exercise plan to 3155 clients through our health intervention programme.
- Assisted partners in reducing crime by supporting 47 crime cracking events (over 3 years).
- Brought communities together in Shirebrook and surrounding areas through our Building Resilience programme.
- Achieved a combined recycling and composting rate of 41% (over 3 years).

Transforming Our Organisation

OUR PRIORITIES

We are committed to:

- Supporting and engaging with our employees
- Making the best use of our assets
- Demonstrating good governance
- Ensuring financial sustainability and increasing revenue streams
- Transforming services through the use of technology
- Actively engaging with partners to benefit our communities
- Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance



What we have achieved so far

AT A GLANCE...



**DRAGONFLY SET
UP TO REFURBISH
COUNCIL BUILDINGS**



**FORMER TENANTS'
AREARS REDUCED
BY £449,771**



**BUILT AND OPENED
GO! ACTIVE LEISURE
FACILITY**



**3,707 SELF-SERVICE
TRANSACTIONS BY
MARCH 2018**



- We have set up a company called Dragonfly to develop and refurbish council owned buildings and assets.
- We built and opened our new Go! Active leisure facility in January 2017 to improve local communities' access to leisure activities and increase income.
- A new Procurement Strategy was approved that provides us with better buying power and realises efficiencies and savings in our services.
- Self-service transactions have increased year-on-year for the last three years and have totalled 3,707.
- The previous transformation strategy has saved £260k

Digital Services



to date, with more projects currently being implemented to help make council services more efficient and save money.

- Former tenants' arrears have been reduced by £449,771 (up to March 2018).
- By March 2018 rent arrears had been reduced by 10%.
- 14 garage sites owned by the Council have been or are in the process of being developed.



We speak your language

Polish Mówimy Twoim językiem

Slovak Rozprávame Vaším jazykom

Chinese 我们会说你的语言

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