

**Bolsover District Council**  
**Council Ambition Performance Update – Q3 – October to December 2020**

<b>Target Status</b>	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Covid Affected	The target has been affected by the Covid 19 Pandemic

**Aim: Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity**

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Corporate Resources	On track	We have featured the Bolsover Woodlands scheme in InTouch and on Bolsover TV and created a specific web page for this. The next meeting of the Carbon Reduction Group is in January, when we will have a clearer idea of what the group's focus will be on in terms of communication and publicity.	Sun-31-Mar-24
ENV.02 - Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 -Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21	Corporate Resources	On track	An Executive report is currently being drafted which summarises all Climate Change actions and impacts. The cumulative carbon reduction is in excess of 660 Tonne reduction (Note this is subject to change as the report is finalised). Due to Covid and the closure of Go Active in particular, there is no value in comparing 20/21 with other years.	Sun-31-Mar-24
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment	On track	Performance is <u>estimated</u> based on Q3 2019/20 Waste Data Flow figures at 2701.79 tonnes recyclable materials collected, this equates to a combined recycling and composting rate of 35.8%. This will be updated when the actual figures become available from WDF at the end of March.	Fri-31-Mar-23

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			Q2 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 4229.95 tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 45.2%. The amount collected is roughly comparable to 2019/20 Q2 (4275.9t) the lower recycling rate percentage is due to an increase in residual waste collected (5129t) during the Covid-19 lockdown period.	
ENV.04 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment	On track	LEQS's established 4% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 4% target standard set.	Sun-31-Mar-24
ENV.05 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment	On track	LEQS's established 1% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.	Sun-31-Mar-24
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment	Covid Affected	Due to lockdown restrictions, much of the proactive patrolling for these offences has been suspended, but as restrictions are lifted, we will be able to progress enforcement in a more organised and proactive manner.  Target to be changed to 'by 20% over a 5 year period'.	Sun-31-Mar-24
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment	On track	There have been a further 7 CPWs served.  Of the 21 CPWs served so far this year 15 (71%) have been a success, 1 has failed (5%), 1 was cancelled because the tenancy was terminated (5%) and 4 (19%) are within their	Mar -24

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			<p>monitoring period.</p> <p>The cases are continually monitored for the duration of the case (usually 12 months) and are only deemed to be failed if the case progresses to a Community Protection Notice (CPN).</p> <p><b>Combining those within their monitoring period (and the cancelled one) and the successful CPW the outturn is 95%.</b></p>	





**Aim: Our Customers – Providing excellent and accessible services**

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	<p>April - December 2020 - 103 approaches from people facing homelessness. 69 cases prevented from becoming homeless (this includes 12 cases still open and receiving support). <b>67 %</b> in total.</p>	Sun-31-Mar-24
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Covid Affected	<p>Voids continue to remain a priority. We have issued the first Ward void report to ensure Members are kept informed regarding voids in their area. Relevant HoS's are in the process of agreeing new targets in relation to voids. This will be progressed in accordance with arrangements for amending Ambition targets. Housing are still unable to get electronic data out of the open system so the figures have been produced from a manual report. <u>The current void times are 212 days for minors and 159 for majors with 210 days for all voids (days).</u> The turnaround days are very high for a number</p>	Wed-31-Mar-21

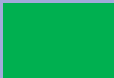

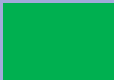

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			<p>of reasons. Covid-19 has affected both repair and lettings. These figures include a number of voids that have been empty for many days whilst awaiting capital schemes and they in turn falsely inflate the minor works figure significantly (if one of these properties is removed the figure drops to 96 days). Although these figures are far from target we are determined to report figures openly with no properties removed unless agreed with the Portfolio Holder. As can be seen from the current figures, continued impact of Covid-19 and the numbers of properties that have formed part of capital schemes currently in the lettings process, it is unlikely that this target will be achieved by the end of March 2021. Void repairs and lettings are continuing throughout the current lockdown and other measures like pre-termination visits are being drafted ready for when restrictions are lifted which will have a positive impact in reducing these average timescales towards acceptable levels.</p>	
<p>CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services</p>	<p>Development</p>	<p>On track</p>	<p>We don't capture customer satisfaction formally at present. This is a key area to inform and drive service improvements and this target was discussed at length when we looked at the new business plans. Following this the Tenant Involvement Officer has started some work to look at ways (other than the STAR survey) to capture a range of customer satisfaction. This work also includes commissioning an equivalent full survey if we wish to. We also decided we would like to start the tenants Newsletter (possibly in April 2021) and this can incorporate some questions. Currently we are not collecting customer satisfaction information in relation to repairs due to the reduced working through Covid-</p>	<p>Sun-31-Mar-24</p>

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
			19. Once the reporting element of the new housing system is implemented we'll be able to report on repair satisfaction.	
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources	Covid Affected	The facility was forced to close again in December, but attracted another 7080 customers, giving us a running total for the year of 32,583	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources	Covid Affected	The health referral programme is still suspended due to the Coronavirus pandemic. We are working closely with colleagues in Public Health to determine when it will be safe to bring clients back into leisure facilities for exercise. In the meantime we are keeping in contact with individuals and have filmed classes that can be accessed by clients through Bolsover TV.	Sun-31-Mar-24

## Service Indicators

<b>Target Status</b>	Usage
 Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
 Within target	The outturn is within 10% of the target set.
 Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).
 Covid Affected	The target has been affected by the Covid 19 Pandemic

## Streetscene

Streetscene	Q3 Target	Q3 Outturn	Status	
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	95%	100%		Above Target
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)	95%	97%		Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)	12%	6%		Below Target (Positive)
SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)	14%	5%		Below Target (Positive)

## Environmental Health

Environmental Health	Q3 Target	Q3 Outturn	Status
EH 01 - Percentage of noise complaints responded to within 3 working days. (Quarterly)	90%	91%	Above Target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)	90%	95%	Above Target
EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)	100%	0%	COVID-19 Affected
EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)	90%	78%	Below Target
EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme (Quarterly)	100%	0%	COVID-19 Affected
EH09 - Enforcement visits to business premises to check compliance with waste arrangements	45	0	COVID-19 Affected

## Exceptions

EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)

Quarter	Value	Target	Commentary
Q3	0%	100%	Food Standards Agency have revised the risk intervention programme due to Covid 19 delays due to national lockdown. All high risk premises will receive an intervention by the end of the financial year (Q4)
Q2	0%	100%	

EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)

Quarter	Value	Target		Commentary
Q3	78%	90%		Of the 135 enquiries received for BDC area, 105 were responded to within the target time (78%)  Overall performance for joint service = 82% Note this is a large increase in service requests and those that are the Covid related requests, have taken priority. Also due to the volume of work some database updates are outstanding due to other priority duties, which is misrepresenting the figures.
Q2	87%	90%		

EH09 - Enforcement visits to business premises to check compliance with waste arrangements

Quarter	Value	Target		Commentary
Q3	0	45		This work has been suspended due to COVID-19.
Q2	0	45		

**Leisure**

Leisure	Q3 Target	Q3 Outturn	Status	
LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year (quarterly)	185,000	32,583		COVID-19 Affected
LE2 Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme (quarterly)	125	0		COVID-19 Affected



LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year (quarterly)

Quarter	Value	Target		Commentary
Q3	32,583	185,000		The facility was forced to close again in December, but attracted another 7080 customers, giving us a running total for the year of 32,583
Q2	25,503	185,000		

LE2 Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme (quarterly)

Quarter	Value	Target		Commentary
Q3	0	125		The health referral programme is still suspended due to the Coronavirus pandemic. We are working closely with colleagues in Public Health to determine when it will be safe to bring clients back into leisure facilities for exercise. In the meantime we are keeping in contact with individuals and have filmed classes that can be accessed by clients through Bolsover TV.
Q2	0	125		