







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

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Overdue	The target has passed its due date for completion (and there is a serious performance concern).
 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. By way of reassurance the Council is on course to achieve the 100 tonnes reduction in 20/21. Whilst not planned the swift switch to agile working for the workforce due to Covid-19 has significantly reduced travelling to work by employees contributing positively towards this target.	Sun-31-Mar-24
ENV.03 - Achieve a combined recycling and composting rate of	Environment	On track	 Performance is <u>estimated</u> based on Q3 2019/20 Waste Data Flow figures at 2701.79 tonnes recyclable materials	Fri-31-Mar-23

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50% by March 2023.			<p>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.</p> <p>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.</p>	
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	<p>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.</p> <p>Target to be changed to 'by 20% over a 5 year period'.</p>	Sun-31-Mar-24
ENV.07 - Prepare and adopt a new Empty Property Strategy by January	Development	Overdue	The Strategy has been written and was presented at Scrutiny back in November, who endorsed it. The Strategy is	Sun-31-Jan-21

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2021 to support the Council's vision to bring empty properties back into use.			currently out for public consultation and will be launched in late February/early March. Whilst the timetable has slipped there are no serious performance concerns.	
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development	On track	<p>Action Housing have completed the Old Co-op building in Whitwell and it is now ready for tenants to move in. The building comprises of 5 apartments which will be rented as affordable housing with nominations through the Council's waiting list.</p> <p>Enforcement action is continuing on 3 long term empty properties and it is expected that these will be brought back into use within the next year. 1 property, which the Council had started enforced sale proceedings against, has now been leased to a Housing Association who will refurbish it through Homes England money and rent it out as affordable housing.</p> <p>The long term empty property at Palterton has begun the process of being brought back into use, with assistance from an energy company which has been facilitated by the Council.</p> <p>A meeting was held in December regarding introducing a Council Tax Premium and a steering group has been established. A further meeting will be held within the next quarter to further discuss the feasibility of introducing a premium. It is expected that - if introduced - it would be April 2022 and it would apply to properties that have been empty for more than 5 years.</p> <p><u>To date 2 empty properties have been brought back into</u></p>	Sun-31-Mar-24

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			use, providing 7 units of accommodation.	
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment	On track	<p>There have been a further 7 CPWs served.</p> <p>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 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>Combining those within their monitoring period (and the cancelled one) and the successful CPW the outturn is 95%.</p>	Mar -24

Aim: Our Economy – by driving growth, promoting the District and being business and visitor friendly

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets.	Development	On track	Working draft to be presented to informal meeting of growth scrutiny on 22 January 2021.	Wed-31-Mar-21
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On track	Out-turn Q3 2020/21 £65,165,556, Baseline (Outturn 2019/20) £65,445,968 = difference -280,412, -0.43%	Fri-31-Mar-23

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development	On track	<p>Coalite: Remediation of Plots 6, 7 & 8 completed; remediation of Plots 1, 2 & 3 (North East Derbyshire) due to be completed March 2021; remediation of Plot 4 due to be completed February 2021; remediation of Plot 5 completed subject to gas validation tests. Highway improvement works due to start April 2021.</p> <p>Clowne Garden Village: currently in discussions re: s.106 legal agreement; site visit arranged with Homes England to discuss further funding opportunities January 2021.</p>	Sun-31-Mar-
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment	Overdue	The Housing Strategy is currently out for consultation and has been well received at Scrutiny. It is due to go to February Executive with a recommendation to be adopted. Whilst the timetable has slipped there are no serious performance concerns.	Sun-31-Jan-21
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Environment	On track	<p>The survey work that underpins the information has traditionally been collected on an annual basis (usually end of March / beginning of April) and so figures on a quarterly basis are not available. However, informal monitoring of the number of houses being built by developers on approved sites across the District indicates that we are on track to meet the annual target when we report comprehensively on this Q1 2021/22.</p> <p>In addition, a new monitoring regime is being readied for 2021/22 to provide quarterly information going forward.</p>	Sun-31-Mar-24
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development	On track	The final figure for affordable housing completions in any given year is collated annually after year end. However, we are aware that 21 affordable homes have already been completed to date during the 2020/21 financial year. Over a hundred more affordable homes have received planning	Sun-31-Mar-24

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			permission and the majority of these are under construction.	
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development	On track	<p>Work has started on 4 sites in Whitwell which will deliver 16 homes.</p> <p>Work is due to start on site in April 2021 which will deliver 21 properties.</p> <p>Phase 1 reports have been commissioned to a number of sites.</p> <p>Design work is on-going to Langwith, Shirebrook & Blackwell</p>	Sun-31-Mar-24
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. <u>Note</u> This covers transformation programme 2 which started in 2018	Corporate Resources	On track	<p>No further update on financial figures from previous quarter (see below). A review of the 5% - 10% financial improvements suggestions from each Service Plan will be reviewed during January 2021.</p> <p>To date, £880,000 of financial improvements through 9 projects have been identified. Outturn savings for 2021/22 of £702,000 considered achievable (Internal Audit report 05/11/20 – Corporate Targets).</p>	Sun-31-Mar-23
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track	<p>The Service Review process was incorporated into the Service Plan process which is now substantially completed. This target expected to be fully completed by Q4. .</p>	Sun-31-Mar-22
ECO.10 - Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.	Development	On track	<p>Cycling infrastructure strategy currently out for consultation.</p> <p>Final Draft of Tourism Strategy should be out for consultation end of January 2021</p>	Fri-31-Mar-23

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
<p>CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme</p>	<p>Corporate Resources</p>	<p>On track</p>	<p>We are awaiting the report from the questions seeking satisfaction with the Council and local area asked in the October Citizen Panel Survey. These will be reported at Q4.</p> <p>Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information will inform a rolling programme.</p>	<p>Sun-31-Mar-24</p>
<p>CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.</p>	<p>Corporate Resources</p>	<p>On track</p>	<p>We now have access to a web reporting tool (Silktide) that gives us scores out of 100 on the following areas: content (90), accessibility (95), user experience (97) and marketing (92) - all of which are showing as excellent. We are continually working our way through any errors the system is showing and this will enable us to improve our scores and the overall performance and usability of the website.</p> <p><u>Note:</u> Target description to be changed to reflect the web analysis tool now being used.</p>	<p>Sat-31-Dec-22</p>

Council Target	Directorate	Status	Q3 2020/21 Progress Update	Target Date
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	Digital Transactions - 20,314 Face/Face & Tel and all other non-digital contact - 35,549 Total contact transactions - 55,863 = <u>36% transactions via digital method</u> Digital channels involve no officer support e.g. online transactions via the website and automated telephone payments (ATP). Customer Services, Leisure, Revenues and Streetscene have been selected to be monitored under this target. The methodology for this new target is still being evolved.	Tue-31-Dec-24
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources	On track	Delivery against the SCS continues through the Thematic Action Groups which have continued to meet electronically during the pandemic. Naturally focus has shifted slightly to accommodate community needs during this time. As part of the annual review priorities are likely to shift to focus on the immediate, medium and long term recovery following the Covid-19 pandemic.	Sun-31-Mar-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	Executive have approved the first year review of the progress against the equality objectives set in the Single Equality Scheme 2019-2023. This will be published shortly on the website. The review has demonstrated wide and varied achievements against the four objectives and the public sector duty (Equality Act) generally. Work continues on promoting equalities with refresher awareness sessions for employees scheduled for late January and February.	Sun-31-Mar-24
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	April - December 2020 - 103 approaches from people facing homelessness. 69 cases prevented from becoming homeless (this includes 12 cases still open and receiving support). 67 % in total.	Sun-31-Mar-24

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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 Heads of Service 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 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>	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant	Development	On track	We don't capture customer satisfaction formally at	Sun-31-

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satisfaction with council housing and associated services			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-19. Once the reporting element of the new housing system is implemented we'll be able to report on repair satisfaction.	Mar-24
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