







Bolsover District Council
Council Ambition Performance Update – Q4 – January to March 2021

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
 Achieved	The target has been successfully completed within the target date
 Achieved Behind Target	The target has been completed but outside the intended target date
 Not Achieved	The target has failed to achieve what it set out to accomplish within the intended target 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 Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Status	Q4 2020/21 Progress Update
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 <i>Cllr Dooley</i>	On track	<p>A new Air Quality webpage has been created following a request from the low carbon group. This page will promote ways to maintain air quality as well as make it easy for people to see current pollution levels. The page is being developed by BDC and copied onto NED's website when ready to go live.</p> <p>Bolsover TV main feature was £270k from the Woodland Trust. Also featured on website news, e-newsletters and social media.</p> <p>April 2021 - In Touch features news on the Great British Spring clean with a call for people to litter-pick in their area. It also features news on EV charge points in Bolsover being installed and £270k from the Woodland Trust we received to help plant trees and woodlands in the District.</p> <p>Ongoing publicity and support of 'green' initiatives in the District e.g. voluntary planting groups, litter pickers in line with the Climate Change Communications Strategy.</p>

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			<p>Regular social media, website and e-newsletter coverage.</p> <p>Regular stories on Bolsover TV including (since Jan 2021) Half Acre Farm, Happy Roots Farm, Whitwell Parish Council electric vehicle, EV charge points in Bolsover.</p>
<p>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</p>	<p>Corporate Resources <i>Cllr Clarke</i></p>	<p>Achieved for 2020/21</p>	<p>A number of projects are in the development stage (Thanks a Tonne, Countywide External Wall programme), along with projects in the early delivery stage (External Wall Insulation, agile/home working, renewable energy) and projects such as variable speed drives have completed. The progress against the corporate target is difficult and unrealistic to measure this year. For instance, due to covid closure of the leisure centres it is estimated that 10 Tonne CO2 saving per month of closure was achieved and the centre were closed for 7 months. In addition, with 90% of office based staff working from home and only meeting virtually, a further 100 Tonne forecast reduction is estimated. Whilst this clearly demonstrates the 100 Tonne target was achieved, it is unrealistic to compare this year to others.</p>
<p>ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.</p>	<p>Environment <i>Cllr Clarke</i></p>	<p>On track</p>	<p>Q4 (2020\21) performance is estimated based on Q4 2019/20 Waste Data Flow figures at 2015.66 recyclable materials collected, this equates to a combined recycling and composting rate of 27.8%. This will be updated when the actual figures become available from WDF at the end of March.</p> <p>Q3 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 2569.49 tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 33.1%. This represents a reduction in performance when compared to Q1 (2019\20) due to impact of Covid-19.</p>

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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.
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 Cllr Watson	On track	LEQS's established 3% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 4% target standard set.
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 Cllr Watson	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% over a five year period.	Environment Cllr Watson	Covid Affected	On hold due to Covid-19 pandemic and limits on personal interactions and patrolling. Patrols restarting 1/4/21
ENV.07 - Prepare and adopt a new Empty Property Strategy by January 2021 to support the Council's vision to bring empty properties back into use.	Development Cllr Peake	Achieved behind target	The Strategy has been approved by the Executive and is in the process of being designed by the communications team.
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development Cllr Peake	Not achieved in 2020/21	The Council have continued to promote the work that it has achieved with Action Housing and as a result of this a further property has been referred to them, it is hoped that this will bring a property that has been empty for more than 20 years, back into use and provide some more affordable housing.

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			<p>The property in Langwith - that the Council were previously were pursuing for a forced sale - is in the process of being leased to a local housing association. It is expected that the lease will be signed by the end of April, which will then allow work to commence.</p> <p>The same housing association are also looking to lease and purchase a number of problematic empty properties on West Lea in Clowne. This is part of the ongoing work the Council is doing to improve the area.</p> <p>The Council has continued to promote the VAT reduction that is available to empty properties and this has helped 1 owner to start renovation on a long term empty property in Creswell.</p> <p>A further meeting has been held with Bolsover Housing regarding introducing the Council Tax premium for long term empty properties. Discussions are ongoing with the finance and revenues teams and it is expected that a paper will be written with the intention of introducing the premium in April 2022. There would be a consultation process with owners of empty properties who would potentially be affected by this and this would be an opportunity to engage with them and encourage them to bring it back into use. Ultimately introducing this premium would be a decision made by the Cabinet and Executive.</p> <p>To date 2 long term empty properties have been brought back into use and this has created 7 units of affordable accommodation.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a	Environment <i>Cllr Watson</i>	On track	<p>In Quarter four there has been a further 2 CPWs served.</p> <p>Of the 23 CPWs served so far this year 16 (70%) have been a</p>

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Community Protection Warning by 2024			<p>success, 3 have failed (13%), 1 was cancelled because the tenancy was terminated (4%) and 3 (13%) are within their monitoring period.</p> <p>Two of the failures in Quarter 4 were served on the same property in Pinxton. After the failure of the CPWs and the CPN further enforcement action was taken which resulted in us obtaining possession of the property. Which had a positive effect on the community.</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 87%.</p>

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

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Status	Q4 2020/21 Progress Update
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 <i>Cllr Smyth</i>	On Track	The Business Growth Strategy has been presented to the Growth Scrutiny Committee and has subsequently been approved by Executive. The next steps are to take the Business Growth Strategy to full Council for adoption.
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On Track	Outturn Q4 2020/21 £65,350,671, Baseline (Outturn 2019/20) £65,445,968 = difference -95,297, -0.15% Note: Left on track due to target date

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	<i>Cllr Moesby</i>		
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development <i>Cllr Smyth</i>	On Track	Coalite: Highway improvement works due to start April 2021. Application expected for development on Plot 5. Clowne Garden Village: ongoing discussions taking place with County Council re highway improvements and the applicant re potential resubmission of planning application.
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment <i>Cllr Peake</i>	Achieved Behind Target	The Housing Strategy has now been agreed by Executive
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Environment <i>Cllr Peake/Smyth</i>	On Track	The annual survey work that underpins this indicator is currently underway. Whilst the survey is not yet complete, the early indications are that we are on track to meet the annual target when we report comprehensively on this next quarter. The new monitoring regime is being readied for 2021/22 to provide quarterly information going forward.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development <i>Cllr Peake</i>	Achieved for 2020/21	The total number of affordable housing completions for 2020/21 is 50 units
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development <i>Cllr Peake</i>	On Track	Work is on-going on 4 sites in Whitwell which will deliver 16 homes the first of which is due to be handed over at the end of April 21. Sandy Lane/Thorpe Ave contracts are signed and work is due to start on site in May 2021 which will deliver a further 21 properties. Planning permission is due to be submitted for the next batch of sites in Langwith & Shirebrook by the end of May 21.
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver	Corporate Resources <i>Cllr Dooley</i>	On track	A review of the 5% - 10% financial improvements through the Service Plan is complete and an initial review undertaken by Strategic Director Corporate Resources and S151 Officer. A summary document will be produced for Leadership to discuss

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£1m of revenue efficiencies or additional income by 2023. Note This covers transformation programme 2 which started in 2018			however, this work won't progress until the financial year end process is complete.
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources Cllr Dooley	On track	The Service Review process was incorporated into the Service Plan process which is now substantially completed. The Joint Environmental Health Service Plan is the only remaining plan for BDC. This plan is in development.
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 Cllr Smyth	On Track	Tourism Strategy has been presented to Growth Scrutiny and has subsequently been approved by Executive. Focus of the next quarter is on supporting re-opening of visitor economy in accordance with the Government's roadmap.

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q4 2020/21 Progress Update
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources Cllr McGregor/ Cllr Dooley	On track	2020/21 October Citizen Panel Survey Results: - 70% satisfied with how BDC runs things - 78% satisfied with their local area Base: 219 responses 66% 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

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			satisfaction measurement and that information to inform a rolling programme.
CUS.02 - Improve the overall performance and usability of the website by achieving a minimum score of 90% using the Silktide* tool by Dec 2022.	Corporate Resources Cllr Dooley	On track	April 2021 - The latest figures from Silktide show the following: Content - 88 (great); Accessibility - 84 (great); User Experience - 96 (excellent); Marketing - 91 (excellent)
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources Cllr Dooley	On track	Data from Customer Services for Q4: Online Transactions - 13,956 Tel and all other non-digital contact - 33,820 (no Face to Face due to Contact Centres closed to the public from 01/01/21 due to a 3rd lockdown) Total contact transactions - 47,776 = 29% transactions via digital method Note: From 06/11/2020 the link to report a repair online was removed from the website and Self due to COVID-19 tier restrictions and lockdown changing Repair priorities. Reinstated on the 29/03/21. Webchat facility no longer available from March 21, Multi-Channel telephone/ email and chat system being implemented with a tentative go live date end of June 2021.
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources Cllr Dooley	On track	Over this period we have begun to undertake a review of priorities and emerging issues which will shape priorities following CV-19 pandemic. Five themes have been identified across the partnership which are currently being developed further.
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources Cllr McGregor	On track	A significant staff refresh on equalities is nearing completion. The training has been well received and supports the Council's policy on promoting equalities. A review of progress against the equality objectives for 2020/21 will commence in Q1 2021/22.

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CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment Cllr Peake	On track	132 approaches from people facing homelessness. 94 cases prevented from becoming homeless. (This includes 10 cases still open and receiving support). 86% in total
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development Cllr Peake	Covid Affected	The current figure for 'minor' voids is 120 days and 127 days for major voids. The current process is being reviewed and we are now meeting with the teams to see any improvements we could make. We are also looking to start pre termination inspections as soon as restrictions are lifted which will allow us to start a number of activities earlier and identify minor voids earlier which will bring benefits for both repairs and lettings.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development Cllr Peake	Covid Affected	Currently we are not collecting customer satisfaction information in relation to repairs due to the reduced customer contact through Covid-19. We are looking to resume from April 2021 and have been working with the Tenant Liaison Officer to identify ways this can happen during the current restrictions. Repairs performing reports have also been written in the new system ready for use.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources Cllr Dooley	Covid Affected	The facility remained closed for the fourth quarter, no further update to Q3. The government roadmap allows the swimming pool and gym to reopen again on 12th April 2021 with restrictions.
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 Cllr Dooley	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.