






**Bolsover District Council**  
**Council Ambition Performance Update – Q1 – April to June 2021**

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

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

<b>Council Plan Target (Target date 31/03/24 unless stated otherwise)</b>	<b>Directorate/ Portfolio Holder</b>	<b>Q1 2021/22 Progress Update</b>
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources <i>Cllr McGregor/ Cllr Downes</i>	 On track Satisfaction with Refuse Collection Services are being asked in the June Citizen Panel Survey and will be noted here for reference at Q2. The full report will be published on Ask Derbyshire. Housing will be running the STAR (survey of tenants and residents) survey later in the year and that will provide plentiful quantitative and qualitative information. 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 to inform a rolling programme.
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.	Corporate Resources <i>Cllr Downes</i>	 On track The latest figures from Silktime show the following: Content - 89 (great); Accessibility - 84 (great); User Experience - 96 (excellent); Marketing - 91 (excellent).

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CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources <i>Cllr Downes</i>	On track	Data from Customer Services for Q1: Online Transactions - 22,467  Tel and all other non-digital contact - 41,669  Total contact transactions – 64,136 = 35.03% transactions via digital method
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources <i>Cllr Dooley</i>	On track	Development of the priorities and understanding gaps in provision continue. The new themes are: - Increasing Prosperity - Strengthen Resilience for individuals and communities - Promoting inclusion and/ increasing connectivity - Vulnerable Groups - Young People
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources <i>Cllr McGregor</i>	On track	A significant staff refresh on equalities for office based staff has been completed. Materials will be produced for operatives and delivered via the toolbox talks. The Council is supporting the Hidden Disabilities scheme making sunflower lanyards available at the Arc together with promotion and training for Contact Centre staff. Support has been given on a number of hate incident reports received. A light touch review of the Access for all Statement, equality monitoring form and guidance is underway.
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment <i>Cllr Peake</i>	On track	April - Jun 2021 39 approaches from people facing homelessness. 38 cases prevented from becoming homeless (this includes 18 cases still open) Equates to 97% prevented
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development <i>Cllr Peake</i>	Covid Affected	The current average for Minor (Standard voids) is 100 days. In the last quarter we have met a number of times to look at the end to end process and identify where improvements can be made through closer working. The delay on the lifting of

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			restrictions has meant that we are now looking at the 1st of September to begin undertaking pre-termination inspections. We are also looking at how advertising properties earlier in the void process can deliver additional improvements. We have also undertaken a number of void visits with Members and are keen to continue this with other members who may be interested in learning more about the process and reasoning behind void inspections.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development <i>Cllr Peake</i>	Covid Affected	The new open housing reporting tool is still not working and also awaiting end of final covid restrictions to remind all operatives to resume asking tenants to complete the questionnaire (satisfaction with repairs). Housing will be running the STAR (survey of tenants and residents) survey later in the year and that will provide plentiful quantitative and qualitative information.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources <i>Cllr Downes</i>	On Track	The Go Active facility reopened on 12th April 2021 under covid restrictions, the outreach work continued. For the first quarter we attracted 46,372 users to our sessions
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 <i>Cllr Downes</i>	On Track	The health referral programme recommenced in May 2021 and for the first quarter we have seen 78 health referral clients. Q1 – target 125 Q1 – actual 78

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

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<p>ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan</p>	<p>Corporate Resources  Cllr Dooley</p>	<p>On track</p>	<p>May 2021 - Litter picking group in Tibshelf, Bolsover's EV charge points were featured on Bolsover TV, news and social media.            June 2021 - Great British Spring Clean, Shirebrook allotments were featured on Bolsover TV and social media.            July 2021 - Bolsover in Bloom on Bolsover TV and news. EV charge points (Bolsover) featured in In Touch.</p> <p>New Environment e-newsletter set to be launched in July. To contain news on work we are doing to reduce carbon footprint and advice on how to reduce, reuse and recycle, reduce personal carbon footprints, eat greener etc, promote environmental days e.g. Earth Day, Great British Spring Clean.</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. Regular social media, website and e-newsletter coverage continues.</p>
<p>ENV.02 - Reduce the District Council's carbon emissions - 125 tonnes CO2 in 21/22</p>	<p>Corporate Resources  Cllr Dooley</p>	<p>On track</p>	<p>Through a number of projects such as LED lighting improvements, variable speed drive installation, agile/home working (50% of the time), pool cover, EWI installation and renewable electricity tariff, the forecast carbon reduction is in excess of 850 tonnes per year, achieving the combined 20/21, 21/22, 22/23 target. We are now in the process of reviewing the data and policies to inform a revision to the carbon reduction strategy.</p>

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ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment <i>Cllr Watson</i>	On track	<p>Q1 (2021\22) performance is <u>estimated</u> based on Q1 2020\21 Waste Data Flow figures at 4,268tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 46%. This will be updated when the actual figures become available from WDF at the end of September.</p> <p>Q4 (2020\21) <u>Actual</u> recyclable\compostable material collected within this period was 2,701tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 36.0% at ending March 2021. This represents a reduction in overall combined performance when compared to Q4 (2019\20) due to impact of Covid-19.</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 <i>Cllr Watson</i>	On track	LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards representing 98% fell within the 96% 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 <i>Cllr Watson</i>	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 98% target standard set.
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment <i>Cllr Watson</i>	On track	Face to face enforcement patrols have resumed following easing of covid restrictions and the team is now fully staffed to ensure these patrols are delivered and enforcement carried out
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Development <i>Cllr Peake</i>	On track	The Council has worked with the Freedom Project to enable them to lease a property in Bolsover that has been problematic and empty for a number of years. They are also in the final stages of agreeing to a lease with a property in Langwith, which has been empty for over 5 years.

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			<p>Action Housing are progressing the lease of a property in Whitwell that has been empty for 30 years - this will be rented out as affordable rented housing.</p> <p>3 properties on West Lea have recently been sold at auction due to pressure from the Council regarding poor landlord behaviour. It is anticipated that these properties will be brought back into use within the next 6 months.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Environment <i>Cllr Peake</i>	On track	<p>In Quarter One there has been a further CPW served.</p> <p>Of the 24 CPWs served so far this year 18 (75%) have been a success, 3 have failed (13%), 1 was cancelled because the tenancy was terminated (4%) and 2 (8%) 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 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	Q1 2021/22 Progress Update	
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs	Development <i>Cllr Smyth</i>	Achieved behind target	Business Growth Strategy adopted by full Council in April 2021

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and skills and makes the best use of our assets.			
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources <i>Cllr Moesby</i>	On track	Outturn Q1 21/22 = £65,138,706, Baseline (Outturn 20/21) £65,350,671 = difference -£211,965, -0.32%
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	Clowne Garden Village - developer resumed active discussions with Derbyshire County Council re: highway improvements at the Treble Bob roundabout  Coalite - highway improvements in progress, anticipated buildings on site October 2021.
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</i>	Achieved 2020/21	The annual survey has identified that the net number of new dwellings completed for the period 1st April 2020 to 31st March 2021 was 446 dwellings.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development <i>Cllr Peake</i>	On track	3 affordable homes have been completed so far this year, a further 191 are being completed/planned on various sites across the District.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development <i>Cllr Peake</i>	On track	Properties have been completed on two of the sites in Whitwell with the remaining two sites handing over by the end of July. Work has begun on the Sandy Lane and Thorpe Ave development with the old properties demolished and groundworks being undertaken as well as preliminary works to an extension to Ashbourne Court in Shirebrook which will deliver an additional 14 properties. Detailed design has been agreed on schemes in Langwith with Planning permission being submitted last month for The Woodlands (19) with later submissions by the end of July for West St which will deliver a further 5

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		homes. Market close Shirebrook is due for planning submission by the end of July delivering a further 27 homes across 2 sites.
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. Note This covers transformation programme 2 which started in 2018	Corporate Resources <i>Cllr Moesby</i>	On track £880k (88% of target) of the target achieved or forecast to achieve, up to Oct 2020 when the approach was changed. Financial efficiencies are now identified through Finance led, annual 'line-by-line' budget reviews and the Transformation outcomes are delivered by 7 strategic projects.
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources <i>Cllr McGregor</i>	Achieved The Service Review process was incorporated into the Service Planning process and now complete.
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 <i>Cllr Downes</i>	On track Cabinet member appointed for tourism and leisure, currently working on putting a dedicated tourism officer in place to lead on delivering actions in recently adopted tourism strategy.