

Appendix 2 Full Ambition Target Listing by Aim

Status Key

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Alert	<ul style="list-style-type: none"> To reflect any target that does not meet the expected outturn for the reporting period (quarterly). The target is six months off the intended completion date and the required outcome may not be achieved. To flag annual targets within a council plan period that may not be met.
Covid Affected	The target has been affected by the Covid 19 Pandemic

Aim: Our Customers – providing excellent and accessible services

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q3 2021/22 Progress Update	
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Resources <i>Cllr McGregor</i>	On track	Environmental Health are currently running a survey measuring satisfaction with Food Safety inspections and this consultation ends on 15/01/23. Results will be reported at Q4. See CUS 08 for an update on the Star satisfaction survey.
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.	Resources <i>Councillor Downes</i>	On track	The latest figures from Silktide show the following: Content - 88 (good); Accessibility - 82 (great); User Experience - 89 (good); Marketing - 87 (good). Please note that the scores continually change depending upon the pages and documents added. We are also in the midst of changing some accessibility issues that have been identified by the Cabinet Office.
CUS.03 - Ensure that at least 50% of transactions are made	Resources <i>Cllr Downes</i>	On track	Online Digital Transactions - 28,617 this is including Housing, Revenues, Voter Registrations and Planning online forms accessed via the website

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through digital channels by Dec 2024			<p>Tel and Non Digital contact - 36,629 all staff assisted transactions</p> <p>Total contact transactions 65,246 = 44.49% via a digital method</p> <p>Overall 2021/22 = Non-Digital 120,931 Digital 96,915 = 44%</p>
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	<p>Strategy & Development</p> <p><i>Cllr Dooley</i></p>	On track	<p>The annual review is now being developed with all Thematic Action Groups to collate the top 3 priorities within each group over the next 12 months.</p>
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	<p>Resources</p> <p><i>Cllr McGregor</i></p>	On track	<p>The second year review of the Council's Single Equality Scheme 2019-2023 has been approved at Executive and publicised internally and externally. A light touch review of the Equalities Monitoring Form has been undertaken and a refresh of the Access for All statement has started to ensure that it is still fit for purpose. The Ask Derbyshire website has been completely overhauled and is now fully accessible. We are in the process of consulting on Chamber accessibility at the Arc and the results will be available in the next month or so.</p>
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	<p>Resources</p> <p><i>Cllr Peake</i></p>	On track	<p>89 approaches from people facing homelessness. 42 cases prevented from becoming homeless (this includes 38 cases still open) Equates to 89% prevented</p>
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	<p>Strategy and Development</p> <p><i>Cllr Peake</i></p>	Alert	<p>The current relet time for a standard void is 84 days. In addition to the operational improvements being made. A report is going to the Employment committee for a new post of Void Manager a post which for the first time would be responsible for the end to end process across both Housing Repairs & Management. This post will be focused on reviewing the current processes to ensure any delay is minimised and performance improved.</p>

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CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Resources <i>Cllr Peake</i>	On Track	<p>The Star survey has been carried out which cover all aspects of the Housing service both Housing Management and Repairs. The information has been collated and is being presented to Elected members soon. First indications suggest good levels of customer satisfaction</p> <p>All operatives still asking tenants to complete the questionnaire wherever comfortable. The new open housing reporting tool still not interfacing with pda data but IT are working on a solution. Data is being collated ready for when IT can extract it for reports.</p>
CUS.09 - Increase participation/attendance s in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Resources <i>Councillor Downes</i>	Covid Affected	<p>The Go Active facility reopened fully on 19th July 2021 and outreach work commenced in schools and community sessions. To the end of Q3 we attracted 183,672 users to our sessions.</p>
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Resources <i>Councillor Downes</i>	On Track	<p>The health referral programme recommenced in May 2021 with restrictions and fully from 19th July 2021, to the end of quarter 3 we have seen 527 health referral clients start the programme. Above target.</p>

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

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ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Resources Cllr Dooley	On track	<p>October 2021 - Bolsover TV - 15 Oct: day in the life of a CAN ranger highlighting some of the work they do, 29 Oct: Pinxton air quality discussion Environment newsletter - Covered Clean Air Day, Eco Board company and tips on reducing plastic.</p> <p>November 2021 -Bolsover TV - 5 Nov: Half Acre Farm bulb planting, 12 November: Creswell Tree planting. Environment newsletter - Covered COP26, cutting down on meat, tips on reducing energy usage, tips on making Christmas low waste and reducing food waste</p> <p>December 2021 - Bolsover TV - 10 Dec: Bolsover Woodlands pop up shop, 17 Dec: Creswell Tree planting Environment newsletter - Covered World Soil Day, using reusable wrapping for Christmas presents, green Christmas presents and Veganuary.</p> <p>Social Media - used to support all of the above stories and to continue to drive traffic to the TV and newsletters. Website - Press releases written for the bigger of the above stories and included on the news page. In Touch - No In Touch newsletter for this quarter</p>
ENV.02 Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 - 125 tonnes CO2 in 21/22 - 200 tonnes CO2 in 22/23 - 300 tonnes CO2 in 23/24	Resources Cllr Dooley		Target transferred to new lead officer. Awaiting update

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ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Resources <i>Cllr Watson</i>	Alert	<p>Q3 (2021\22) performance is estimated based on Q3 2019\20 Waste Data Flow figures at 2,702 tonnes of recyclable\compostable materials collected, equating to a combined recycling and composting rate of 43.8%. This will be updated when the actual figures become available from WDF January 2022.</p> <p>Q2 (2021\22) <u>Actual</u> recyclable\compostable material collected within this period was 4,205 tonnes as reported by way of Waste Data Flow, equating to a combined recycling\composting rate of 44.9%.</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).	Resources <i>Cllr Watson</i>	On track	Q3 (2021\22) LEQS's established 3% of streets and relevant land surveyed fell below grade B cleanliness standards representing 97% 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).	Resources <i>Cllr Watson</i>	On track	Q3 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 5 years (2023/24).	Resources <i>Cllr Watson</i>	Alert	2 FPNs issued this quarter. Cumulative the service has issued 10 FPNs and it remains unlikely that the annual target of 59 will be met.
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Strategy and Development <i>Cllr Peake</i>	Alert	<p>Through intervention from the Westlea working group, 2 long term empty properties are in the process of being brought back into use. The properties had previously been owned by a problematic landlord, who has sold them due to the enforcement action being taken by the Council, to improve the area.</p> <p>The Council has facilitated the sale of a long term empty property in Bolsover that has been causing problems for a number of years. It</p>

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			<p>is expected that the sale will be complete by the end of March 2022 and the new owner plans to demolish it and rebuild, due to problems with the existing construction.</p> <p>The Council is in the process of pursuing an enforced sale on a long term empty property in Langwith that has been the subject of numerous complaints from local residents. There are substantial debts owed to the Council because of unpaid land charges and Council Tax and the proceeds from the sale will clear these.</p> <p>Action Housing will be commencing renovation work on a long term empty flat in Whitwell in April this year. The flat will be rented out as affordable housing. It had laid empty for more than 25 years and will therefore be welcome news for local residents.</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Resources <i>Cllr Peake</i>	On track	<p>Q3 - There has been no further CPWs served.</p> <p>Of the 28 CPWs served so far this year 22 (78%) have been a success, 4 have failed (14%), 1 was cancelled because the tenancy was terminated (4%) and 2 (7%) 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 85%.</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	Q3 2021/22 Progress Update	
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Resources <i>Cllr Moesby</i>	On track	Quarter 3 21/22: Outturn Q3 21/22 = £66,495,103, Baseline (Outturn 20/21) £65,350,671 = difference +£1,144,522, +1.75%
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Strategy & Development <i>Cllr Smyth</i>	On track	Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023. The former Coalite site is now ready for new buildings and at least one local business will be moving on to the site q1 or q2 2022/23 further speculative build outs will take place on plots 4, 5 and 6 in this calendar year. Clowne Garden Village is stalled pending agreement with the local highway authority on the technical engineering details in respect of the proposed highway improvements at the Treble Bob roundabout.
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Strategy & Development <i>Cllr Peake</i>	On track	Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target.
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Strategy & Development <i>Cllr Peake</i>	On track	The final figure for affordable homes is collated and updated at year end. However, the Council is continuing to encourage developers to provide affordable housing on a number of sites and there are currently 191 affordable units that are in the process of being developed/committed to.
ECO.07 - Deliver 150 new homes through the Bolsover	Strategy & Development	On track	4 of the sites in Whitwell are now completed which have delivered 16 new homes. A further 21 homes are under construction on the remaining site in

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Homes Programme by March 2024	Cllr Peake		Whitwell. Planning permission has been received for a further 19 homes in Whaley Thorns with an additional 5 sites in the planning process.
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.	Strategy & Development Cllr Downes	On track	<p>Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023</p> <p>Interviews for the new visitor economy post will be held in January and depending on notice periods, the successful candidate should be in post by the start of Q1 2022/23</p> <p>Work funded by the Welcome Back Fund is ongoing – this work includes a package of events in Bolsover and work to support ‘Visit Bolsover’ branding and website.</p> <p>A package has been agreed with Visit Peak District and Derbyshire to gain more exposure for leisure and hospitality businesses in the District.</p> <p>Work is starting on planning events for the queen’s jubilee</p>