








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.
 Achieved	The target has been successfully completed within the target date.
 Alert	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.
 Failed	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

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Aim: Our Customers – providing excellent and accessible services

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q4 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 satisfaction survey on the Food Safety inspections service concluded on 15/01/22. 85% expressed satisfaction with the service (64% very satisfied and 21% fairly satisfied) 14 businesses responded to the survey. 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%	Resources <i>Councillor Downes</i>	 On track	The latest figures from Silktide show the following: Content - 89 (good) up from 88 in January; Accessibility 93 (excellent) up from 82 in January; User Experience - 90 (excellent) up from 89 in January; Marketing - 87 (good) remains the same. Please note that the scores continually change depending upon the pages and documents added. We have completed the accessibility changes as recommended by the Cabinet Office.

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using the Silktime* tool by Dec 2022.			
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Resources <i>Cllr Downes</i>	On track	<p>Online Digital Transactions - 25,557 this is including Voter Registrations, Housing, Revenues and Planning online forms accessed via the website</p> <p>Tel and Non Digital contact - 43,088 all staff assisted transactions</p> <p>Total contact transactions 68,645 = 37% via a digital method</p> <p>TOTAL - Year End Non - Digital Contact - 169,164 Digital Contact - 127,650 43% 2021/22</p>
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Strategy & Development <i>Cllr Dooley</i>	On track	<p>Delivery of this has continued with a full review of the priorities and strategy expected in May 2022. The Policy Officers continue to work with the thematic groups on delivery of partnership priorities.</p>
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Resources <i>Cllr McGregor</i>	On track	<p>Equalities awareness training delivered to new employees this quarter. Results of the survey conducted with Members over Council Chamber accessibility shared with the relevant Assistant Director. The team have looked into mainstreaming the UK Relay service into the Council's revised Access for All statement. The service run by BT is free to customers and supports those with hearing and/or speech difficulties to contact organisations via text. A number of reasonable adjustments have been handled by the team this quarter.</p>
CUS.06 - Prevent homelessness for more than 50% of people	Resources <i>Cllr Peake</i>	On track	<p>January - March 2022 - 137 approaches from people facing homelessness. 90 prevented from becoming homeless Prevented 90 Still open 47</p>

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who are facing homelessness each year			66% prevented
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Strategy and Development <i>Cllr Peake</i>	Alert	The current relet time for a standard void is 59 days. The void manager post has been through the Job Evaluation process and is out for advert for recruitment.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Resources <i>Cllr Peake</i>	On Track	The new open housing reporting tool has been checked by IT now and some updates added so that the interfacing with the pda's should now be working. All operatives have been reminded to ask tenants to complete the customer satisfaction survey and this data to be extracted in May to ensure the correct information.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Resources <i>Councillor Downes</i>	Covid Affected	The Go Active facility reopened fully on 19th July 2021 and outreach work commenced in schools and community sessions. To the end of Q4 we attracted 256,375 users to our sessions.
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the	Resources <i>Councillor Downes</i>	Achieved 2021/22	The health referral programme recommenced in May 2021 with restrictions and fully from 19th July 2021, to the end of quarter 4 we have seen 577 health referral clients start the programme.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q4 2021/22 Progress Update	
exercise referral scheme			

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	Q4 2021/22 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	Resources <i>Cllr Dooley</i>	On track	<p>March 2022 update</p> <p>January 2022: Bolsover TV - Nature novel, street sweeper naming comp. Environment newsletter - Veganuary, Big Garden Bird Watch</p> <p>February 2022: Bolsover TV - Alliance Electronics, Bolsover Home (MMC). Environment newsletter - Gardening tips, Alliance Transport, Fairtrade Fortnight</p> <p>March 2022: Bolsover TV - Great British Spring Clean, Bolsover tree planting. Environment newsletter - Spring planting, Great British Spring Clean, Green bins resuming.</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 - Next issue to be distributed April 2022</p>
ENV.02 Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 - 125 tonnes CO2 in 21/22 -	Resources <i>Cllr Dooley</i>	On track	Low Carbon Skills Fund 2 has now been completed and submitted to SALIX to get the grant.

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200 tonnes CO2 in 22/23 - 300 tonnes CO2 in 23/24			Awaiting figures for 2021/22 for analysis
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Resources <i>Cllr Watson</i>	Alert	<p>Q4 (2021\22) performance is estimated based on Q3 2019\20 Waste Data Flow figures at 2,015 tonnes of recyclable\compostable materials collected, equating to a combined recycling and composting rate of 40% (approx.). This will be updated when the actual figures become available from WDF July 2022.</p> <p>Q3 (2021\22) Actual recyclable\compostable material collected within this period was 2,666 tonnes as reported by way of Waste Data Flow, equating to a combined recycling\composting rate of 34.4%%.</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	Q4 (2021\22) 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).	Resources <i>Cllr Watson</i>	On track	Q4 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	<p>7 FPNs issued during the Quarter. A total of 17 FPNs were issued throughout the year, all for littering. An additional 15 FPNs were served for other EH issues such as Abandoned vehicles, fly tipping and breaches of householder duty of care.</p> <p>Face to face enforcement patrols resumed part way through the year. Incremental annual targets were set to achieve a 20%</p>

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		<p>increase on the baseline year by 2024-25, however it was unlikely that the overall annual target would be achieved this year as an increase was not achievable within the Covid constrictions and compounded by ongoing staffing gaps throughout the year.</p>
<p>ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.</p>	<p>Strategy and Development <i>Cllr Peake</i></p>	<p>Failed 2021/22</p> <p>2021/22 2 properties brought back into use. Through intervention from the Westlea working group, 4 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. The sale of a long term empty property in Bolsover is nearing completion and the majority of the renovation has been completed by the developer. The property is of a non-standard construction and has been derelict for a number of years, resulting in a number of complaints from local residents due to the impact it was having on the local community. Officers have worked closely with the owners to encourage them to bring it back into use and also source more affordable and habitable accommodation for them.</p> <p>The Council is continuing with the forced sale of a problematic property in Langwith, due to unpaid charges registered against this. It is expected that this process take between a further 3 and 6 months, providing the charges aren't paid off by the owners - however it is anticipated that this is unlikely to happen. It is expected that the new owner purchases the property for renovation and the Council will offer help and support throughout this process, to ensure that it is brought back to use.</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>

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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>In Quarter Four 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		Q4 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 4 21/22: Outturn Q4 21/22 =£66,507,349, Baseline (Outturn 20/21) £65,350,671 = difference +1,156,678, + 1.77%
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	<p>PCT Healthcare Ltd, which trades as Peak Pharmacy, has purchased a 113,872 sq ft industrial unit on Plot 5 at Horizon 29 to consolidate its depots into a single purpose-built unit. Work on site will begin in June and the new unit will be handed over in April next year. It is highly likely this business will be the first occupier on the former Coalite site now it has been remediated.</p> <p>Instructions have now been issued to transport consultants to produce the detailed designs for highway improvements at Treble Bob in accordance with a</p>

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			scheme agreed between the developer and Derbyshire County Council. The lead time for this work is around 12 weeks, which means any resubmission for the Clowne Garden Village proposals is unlikely to be received until latter part of 2022 or more likely, the early part of 2023.
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 when it is compiled in April 2022.
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 currently being collated and will be available at the end of April. However, the Council is confident that this target will be exceeded and there over 200 applications and commitments for future affordable housing being processed and negotiated.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Strategy & Development <i>Cllr Peake</i>	On track	<p>Update The first 4 sites in Whitwell are now completed which have delivered 16 new homes. A further 6 homes have been handed over at Sandy Lane Whitwell with the remaining 15 properties on Thorpe Ave, due for hand over in batches up to the end of May 2022.</p> <p>Work is underway at Ashbourne court which is an extension to the existing sheltered scheme and will deliver an additional 14 properties.</p> <p>Construction is under way at The Woodland site which will deliver a further 19 properties and these are the future homes utilising MMC building methodology and green technology to heat and ventilate.</p> <p>Planning permission has been received for the Market Close site site in Shirebrook which batched with an additional 2 satellite sites will deliver 28 properties. Planning permission has also been received for West Street in Langwith for 5 new homes and 7 at Moorfield Lane, Langwith.</p>

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			Work is ongoing on a further site with designs being finalised and preparing for planning submissions at Woburn Close, Blackwell.
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 <i>Cllr Downes</i>	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>Successful recruitment of the new Senior Economic Development Officer (Tourism and Visitor Economy), who will be starting on 22 June 2022.</p> <p>A service level agreement with Marketing Peak District and Derbyshire - the county's Destination Management Organisation (DMO) - has been established for business support and promotion of the district's attractions and accommodation as part of a COVID recovery scheme. 15 businesses have been referred and supported as part of the scheme.</p> <p>The Welcome Back Fund allocated to the district has been spent through a number of events and activities to increase footfall and spend in Bolsover with a town trail, markets and events, as well as community engagement activities linked to the town trail. The fund also supported the improvement of the Visit Bolsover destination website and digital marketing campaign to promote the district as a destination. The scheme completed on 31 March 2022, with the website launch.</p> <p>There is a variety of activities and events planned to celebrate the Queens Jubilee celebrations, with a town trail planned in Bolsover and Shirebrook, with town and parish councils working with the Partnerships' Team to co-ordinate events and activities.</p>