






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.
 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.

Full Ambition Target Listing by Aim

Aim: Our Customers – providing excellent and accessible services

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2022/23 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	Overall satisfaction figure for the BDC Housing Service/Council Tenant Satisfaction: How satisfied/dissatisfied are you with the overall service provided by BDC's Housing Service: Very satisfied 43.02% Fairly satisfied 44.06% Total 87.08%
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	No data is available at present as the Silktide system has been upgraded and we need to undertake some training before we can access our scores.

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2022/23 Progress Update	
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>Data from Customer Services for Q1 :</p> <p>Online Digital Transactions - 32,087 this is including Voter Registrations, Housing, Revenues and Planning online forms accessed via the website</p> <p>Tel and Non Digital contact - 40,010 all staff assisted transactions</p> <p>Total contact transactions 72,097 = 44.5 % via a digital method</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>We have currently been working with the thematic groups and updating the priorities for each group. This will then form the Sustainable Community Strategy. We have had to push this back to September due to workloads currently with the SPF and investment plan that goes with it</p>
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Resources <i>Cllr McGregor</i>	On track	<p>The revised Access for All statement has been approved at SLT and will be issued to Service Managers. Transgender guidance for Leisure Services has been reviewed and re-issued. A number of reasonable adjustments and hate crime incidents have been handled by the team this quarter.</p>
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Resources <i>Cllr Peake</i>	On track	<p>Quarter 1 2022/2023</p> <p>132 approaches</p> <p>80 Prevented</p> <p>52 Still Open</p> <p>60% Prevented.</p>
CUS.07 - Reduce average relet times for standard voids (council properties) to 20	Strategy and Development <i>Cllr Peake</i>	Alert	<p>The average days for Q1 are 78, this is due to the letting of a couple of Safe & Warm properties which had been empty for some time whilst works were completed and some void properties that had been held for re-housing options around the Blackwell scheme.</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2022/23 Progress Update							
calendar days by March 2021 and maintain thereafter									
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Resources Cllr Peake	On Track	<p>Results and information from the Star Survey has been presented to Members and Senior management. Overall satisfaction figure for the BDC Housing Service/Council Tenant Satisfaction:</p> <p>How satisfied/dissatisfied are you with the overall service provided by BDC's Housing Service:</p> <table data-bbox="869 619 1290 727"> <tr> <td>Very satisfied</td> <td>43.02%</td> </tr> <tr> <td>Fairly satisfied</td> <td>44.06%</td> </tr> <tr> <td>Total</td> <td>87.08%</td> </tr> </table> <p>An action plan has been put together to concentrate on the areas of improvement.</p> <p>Customer satisfaction data can now be extracted from the hand held devices used by the Repairs team. For May and June it was 100%. Data not held for April.</p>	Very satisfied	43.02%	Fairly satisfied	44.06%	Total	87.08%
Very satisfied	43.02%								
Fairly satisfied	44.06%								
Total	87.08%								
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Resources Councillor Downes	On Track	<p>During quarter 1 we attracted 83,337 attendances to leisure facility based activities, community outreach programmes and school delivery. A significant increase from Q4 2021/22 and recovering post Covid.</p>						
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the	Resources Councillor Downes	On Track	<p>102 people enrolled on the health referral programme across the district. Slightly behind the quarter target, but we are expecting to catch up at Q2.</p>						

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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	Q1 2022/23 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>InTouch - Future First Homes (p.2), sixty trees planted in Bolsover (p.10), Alliance Transport Technologies article (p.10) Bolsover TV - Water Lane Repairs (April 15) Environment newsletter - Earth Day, accessible trails open in Pleasley and swapping disposable coffee pods for recyclable ones (7 April), Earth Day, Creswell Craggs Rail Trail and using loose leaf tea instead of tea bags (21 April).</p> <p>May 2022: Bolsover TV - Bird Ringing and Future First Homes (6 May) Environment newsletter - Compost awareness week, walk to school week and advising to buy energy efficient appliances (5 May), World Bee Day, Every Flower Counts, Bike Week and advice on saving energy (15 May).</p> <p>June 2022: Bolsover TV - Barlborough tree planting and plastics recycling (3 June), Charlie's Place (24 June) Environment newsletter - 30 Days Wild, Let it Bloom June, World Environment Day and advice on turning devices off at the plug (2 June), Clean Air Day, Plastic Free Beauty Day, World Refill Day,</p>

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			<p>plastics recycling and advice on composting (16 June), Plastic Free July, Don't Step on a Bee day and advice on a more eco-friendly commute (30 June).</p> <p>Social Media - used to support all of the above stories and to continue to drive traffic to the TV and newsletters.</p> <p>Website - Press releases written for the bigger of the above stories and included on the news page.</p>
<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</p>	<p>Strategy & Development Cllr Dooley</p>	<p>On track</p>	<p>Q1 22/23 - We have installed External Wall Insulation (EWI) to 100 properties. The average CO emission per hard to treat property (HTT) is 6 tonnes, if we were to estimate a saving of 50 % through the installations undertaken this would equate to 300 tonnes.</p>
<p>ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.</p>	<p>Resources Cllr Watson</p>	<p>On track</p>	<p>Q1 (2022\23) performance is estimated based on Q1 2021\202 Waste Data Flow figures of 4,270 tonnes of recyclable\ compostable materials collected, equating to a combined recycling and composting rate of 44.3% (approx.). This will be updated when the actual figures become available from WDF September 2022</p>
<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).</p>	<p>Resources Cllr Watson</p>	<p>On track</p>	<p>Q1 (2022\23) 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.</p>
<p>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).</p>	<p>Resources Cllr Watson</p>	<p>On track</p>	<p>Q1 (2022\23) LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.</p>

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2022/23 Progress Update
<p>ENV.06 - Carry out 144 targeted proactive littering/dog fouling patrols per year (in 2022/23 and review number for 2023/24)</p>	<p>Resources Cllr Watson</p>	<p>A new council target to reflect and capture the Council's approach in providing a high visibility service that supports the outcome of cleaner streets and public spaces. (Replaces - <i>Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% over a five year period</i>).</p> <p>The target is 36 per quarter (overall 144 for the year).</p> <p>Qtr 1 performance was 40 – 2022/23 will be the baseline year for this new target, so the 36 per quarter target may increase for future years. During Qtr1 we over performed, doing an extra 4 patrols to what was planned</p>
<p>ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.</p>	<p>Strategy and Development Cllr Peake</p>	<p>Through intervention from the Westlea working group, a further long term empty property is being put up for auction in July 2022. The Council will endeavour to engage with the new owner to ensure that the property is brought back into use and meets a lettable and decent standard for new tenants. A further 4 empty properties are also in the process of being renovated and the Council is in regular contact with the new owners to encourage them to bring them up to a decent standard and act responsibly.</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</p>

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		<p>renovation and the Council will offer help and support throughout this process, to ensure that it is brought back to use. The owners of the property have recently made contact with the Council, however this will not delay proceedings whilst there is an outstanding charge on the property.</p> <p>The property in Whitwell - that Action Housing were hoping to lease and repair - has stalled due to Homes England changing their funding criteria, which would have been used to fund this project. Officers from the Council are continuing to identify alternative funding opportunities which could help to bring this property back into use.</p>
<p>ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024</p>	<p>Resources <i>Cllr Peake</i></p>	<p>On track</p> <p>Quarter 1 there has been 5 CPWs served.</p> <p>Of the 33 CPWs served so far this year 24 (72%) have been a success, 4 have failed (12%), 1 was cancelled because the tenancy was terminated (4%) and 0 (0%) 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 72%.</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 2022/23 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 1 22/23: Outturn Q1 22/23 = £66,496,826, Baseline(Outturn 21/22) £66,507,349 = difference -10,523, -0.02%
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	Coalite: Build out is now pending approval of various amendments to the consented scheme; the 4 associated applications are currently in planning pending determination. Clowne Garden Village: Instructions have been issued to transport consultants to produce the detailed designs for highway improvements at Treble Bob in accordance with a scheme agreed 'in principle' between the developer and Derbyshire County Council. It is anticipated that this work should now be nearing completion.
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>	Achieved 2021/22	The number of gross housing completions between April 1 st 2021 and March 31 st 2022 is 556.
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	To date there have been a total of 43 affordable homes delivered in the last financial year which is ahead of this target. A further 78 affordable units have been granted permission and these will be developed over the next few years.
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Strategy & Development <i>Cllr Peake</i>	On track	The first 4 sites in Whitwell are now completed which have delivered 16 new homes. A further 19 homes have been handed over at Sandy Lane Whitwell with the remaining 2 properties on Thorpe Ave, due for hand over in batches up to the end of August 2022.

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			<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. Completion is forecast for the end of 2022.</p> <p>Construction is due to commence in August 2022 on the Market Close site in Shirebrook which batched with an additional 2 satellite sites will deliver 28 properties. Construction is due to commence in August 2022 on the West Street site in Whaley Thorns. Planning permission has been received for 5 new homes and 7 at Moorfield Lane, Whaley Thorns. Construction is forecast to start on site in October 2022, subject to Executive approval.</p> <p>Work is ongoing on a further site with designs being finalised and preparing for planning submissions at Woburn Close, Blackwell and Briar Close Shirebrook.</p>
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	Q1 - tourism officer now in post and currently working up bids to the Shared Prosperity fund for money for additional support for the visitor economy including enhanced marketing, support for local visitor economy businesses, and provision of business growth fund.