

Bolsover Ambition 2024 - 2028

Working copy - Key – changes to ambition 2020-2024

Our Vision
To become a dynamic, self-sufficient, and flexible Council that delivers excellent services, whilst adapting to local aspirations and acting as the economic and environmental driver for Bolsover District.
Our Aims
We will focus on: <ul style="list-style-type: none">○ Our Customers by providing excellent and accessible services○ Our Economy by driving growth, promoting the District and being business and visitor friendly○ Our Housing by delivering social and private sector housing growth○ Our Environment by protecting the quality of life for residents and businesses, meeting environmental challenges, and enhancing biodiversity.
Our Values
We: <ul style="list-style-type: none">○ Will show respect, honesty, openness, care and compassion in everything we do○ Will challenge ourselves and change for the better○ Are proud and passionate about what we do○ Will continue to work as a team and with partners to provide quality services.

Aim - Customers

Our Priorities

We are committed to:

- ~~Increasing customer satisfaction with our services~~ Continuous improvement to service delivery through innovation, modernisation and listening to customers.
- Improving the customer ~~contact~~ experience and removing barriers to accessing information and services
- Having an agile, responsive, skilled, and engaged workforce
- ~~Actively engaging with partners to benefit our customers~~ Continue to work with partners from all sectors, ensuring priorities are aligned to benefit the residents of Bolsover district.
- Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people
- Improving health, wellbeing and increasing participation in sport, leisure, and social activities
- Ensuring good governance and transparency in all we do

To deliver these priorities we will:

1. Measure customer satisfaction for all front facing service areas at least every two years on a rolling programme. Develop real time customer satisfaction measurement for our contact centres and explore rolling this out further.
2. Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing and User Experience) for our website using the Silktide software by December 2027
3. Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually. Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities and publish an annual progress and evaluation report in respect of cross cutting themes (skills, aspiration, health, and local rail offer)
4. Monitor performance against the corporate equality objectives and publish information annually. Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually.
5. Explore running a residents' survey to gain resident feedback on place-based services and priorities for improvement.
6. Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by X per year. Maximising opportunities for residents of all ages and abilities to participate? Some leisure initiatives/targets to deliver the health priority.
7. Deliver a health intervention programme which provides *** adults per year with a personal exercise plan via the exercise referral scheme. As above

8. *Implement a revised Complaints Procedure in line with the merged Complaints Code of the Housing and Local Government Ombudsman by April 2025?*
9. *Another governance initiative?*

Aim - Economy

Our Priorities

We are committed to:

- *Actively working with partners to support enterprise, innovation, jobs, and skills*
- *Unlocking development potential: unlocking the capacity of major employment sites Unlocking regeneration and development potential of long-term vacant land and buildings, and stalled sites and deliver income-generating capital projects*
- *Ensuring financial sustainability, increasing revenue streams, and making the best use of our assets*
- *Promoting the District and working with partners to increase and support the creative, cultural and tourism sector*

To deliver these priorities we will:

- ~~1. Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets.~~ *Refresh our Business Growth Strategy to enable and empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the District and maximise the District's share of potential funding streams from the Government and the Combined County Mayoral Authority*
2. *Optimise business growth (as measured by gross Business Rates) by £2m by March 2023. New target/initiative needed to link into the financial sustainability priority.*
- ~~3. Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village by 2025.~~
4. *Working with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets and grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2025.*
5. *Working with partners to develop innovation and growth in our cultural and creative sectors through active support of an investment in a creative's network, cultural corridor, and maker's hub.*

6. Working with Higher Education and Further Education providers and other partners to develop post 16 provision within the District to enable and empower more of our local workforce to find better paid, skilled jobs.
7. Securing investment in improvement of our existing business estate and delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment and support growth throughout the local economy.
8. Deliver a fully operational creatorium by 2024 and manage this facility to generate income from 2025.

Aim – Housing

Our Priorities

We are committed to:

- *Enabling housing growth by increasing the supply, quality and range of housing to meet the needs of the growing population*
- ~~*Providing good quality council housing where people choose to live*~~ *Providing high quality value for money social housing where people choose to live*
- *Preventing and relieving more homelessness cases*
- *Being a good, fair, and effective landlord*
- *Improving property and housing management standards*
- *Maintaining and improving the supply of good quality, well-managed homes in the private rented sector*
- *Ensuring that housing standards and living conditions in the district contribute towards better health outcomes for all*

To deliver these priorities we will:

1. Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.
2. Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.
3. Commission and complete a full council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.
4. Deliver annual rolling stock inspection programme of 1250 council properties per annum.

5. Annually review housing delivery in the district and facilitate delivery to meet the annual target of ??? new homes. –
Some planning initiatives/targets needed
6. Work with partners to deliver an average of ??? units of affordable homes each year. As above
7. Deliver 200 new homes through a new Bolsover Homes Programme using Dragonfly Development Ltd by March 2028
8. Maximise potential from s106 arrangements to support affordable high-quality value for money social housing.
9. Develop strategies to support the private rented sector in supporting the Council in its duties.
10. Prevent homelessness for more than 50% of people who are facing homelessness each year. Suitable KPI to be developed.
11. Reduce average relet times for standard voids (council properties) to X calendar days by X and maintain thereafter –
Suitable KPIs to be agreed under the Dragonfly SLA

Aim - Environment

Our Priorities

We are committed to: Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.

- *Increasing recycling*
- *Ensuring a high standard of environmental cleanliness, undertaking appropriate enforcement activity where required*
- *Enhancing biodiversity **across the district** and ~~developing attractive neighbourhoods that residents feel proud of and take responsibility for~~*
- *Working with partners to reduce crime and anti-social behaviour*
- *~~Actively engaging with partners to benefit our communities~~ **Work with stakeholders, regional and local partnerships to deliver shared strategies and priorities that support the local environment:***
- ***Ensuring all areas, neighbourhoods, and streets in the district, irrespective of housing tenure or type, are places where people want to live and are proud to live***

To deliver these priorities we will:

1. ~~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.~~ Update the Carbon Reduction plan to deliver Net Zero 2050 and publish an annual progress and evaluation report.
2. Increase the combined recycling and composting rate to meet government's 65% target by 2035
3. Implement Government Waste Consistency requirements by ending March 2026.
4. Introduce separate weekly collection of food waste by ending March 2026.
5. Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS). Retain as a KPI
6. 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). Retain as a KPI
7. ~~Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.~~ Carry out 155 targeted proactive littering/dog fouling patrols per year (in 2023//24 and review number for 2024/25)
8. Increase the Council's ratio for fly-tipping fixed penalty notices issued per incident each year. (Draft wording)
9. Resolve successfully 60% of cases following the issuing of a Community Protection Warning A KPI around ASB to be developed as noted under the new Social Housing Consumer Standards
10. Support access to green space by delivering the walking and cycling offer in partnership with Walk Derbyshire by X or throughout the plan period? (Draft wording)
11. Develop a Biodiversity Net Gain Policy to meet future development of our urban and rural built environments