




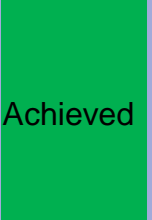
Appendix 2 Full Ambition Target Listing by Aim

Status Key

Target Status	Usage
 Achieved	The target has been successfully completed within the target date. Success to be celebrated.
 Not achieved	The target has failed to achieve what it set out to accomplish within the intended target date.

Ambition Target Listing by Aim for those on track

Aim: Our Customers – providing excellent and accessible services

Council Plan Target (Target date 31/03/24 unless stated otherwise)	Directorate/ Portfolio Holder	Q4 2023/24 Progress Update	
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources Directorate Cllr Moesby	 Achieved	<p>Throughout the time of the plan, we have measured customer satisfaction and reported on the following service areas:</p> <ul style="list-style-type: none"> Streetscene services Customer services Leisure Services Tenant Satisfaction with housing services Resident satisfaction with local area etc. via the Citizens' panel Environmental Health services <p>The Council will be reviewing its Citizens Panel approach during 2024 as its seeks to engage with more residents and customers.</p>
CUS.02 - Improve the overall performance and usability of the website by achieving a minimum score of 90%	Corporate Resources Directorate Cllr Dooley	 Achieved	<p>April 2024 - The overall scores using the Silktide system are Content - 91 (Excellent), Accessibility - 93 (Excellent), Marketing - 76 (Good), User Experience - 88 (Excellent). Scores taken on 08/04/24.</p>

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using the Silktime* tool by March 2024.			<p>The Silktime tool measures the website constantly, so these scores change. However, the key aspects for the council – content, accessibility, and user experience* have consistently scored excellent ratings throughout 2023/24.</p> <p>User experience previous scores – Jan 24 97%, Oct 23 98%, and Jun 23 99%. It fell just under the excellent rating of 90% for Q4 report at 88%.</p>
<p>CUS.03 - Ensure that at least 50% of transactions are made through digital channels by March 2024</p> <p>Note: Through the Contact Centre / Customer Services</p>	<p>Corporate Resources Directorate</p> <p>Cllr Moesby</p>	<p>Achieved</p>	<p>Customer Services data for Q4:</p> <p>Online Digital Transactions - 37,397 this is including Voter Registrations, Housing, Revenues and Planning online forms accessed via the website. This has decreased from the previous quarter (37,713).</p> <p>Tel and Non Digital contact - 39,746 all staff assisted transactions. This has increased from 35,748 the previous quarter.</p> <p>Total contact transactions 77,143 = 48.48% of transactions/contact was via digital methods.</p> <p>2023/24 Overall - 51.05% which is above the target</p>
<p>CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually</p>	<p>Corporate Resources Directorate</p> <p>Cllr Dooley</p>	<p>Achieved</p>	<p>The new strategy has now been pushed back to refresh and deliver by June. The reasons being that the strategy needs to align to the devolution priorities ensuring the strategy is robust and fit for purpose, partners have been engaged and are all aligned to the priorities set out through devolution. Meanwhile work has continued on the previous strategy's priorities with the last annual evaluation report published in November 2023.</p>
<p>CUS.05 - Monitor performance against the corporate equality</p>	<p>Corporate Resources Directorate</p>	<p>Achieved</p>	<p>Updates to the action plan will be called for in early April. The TEAMS channel is gaining traction especially around marking the diversity days. A profile of six female employees was done to celebrate International Women's Day. An Equality Panel meeting was held at the end of March where the accessibility of recycling information</p>



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objectives and publish information annually	Cllr McGregor		was discussed. Advice and support have been provided on complaints with an equality aspect and reasonable adjustments for customers. During this council plan period one equality plan (2019-2023) has been delivered and a new plan (2023-2027) approved.
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Community Services Directorate <i>Cllr Peake</i>	Achieved	2023/24 summary: 656 approaches concerning homelessness, 556 cases 'prevented' which equates to 85% (above the target).100 cases still open.
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Corporate Resources Directorate <i>Cllr Peake</i>	Achieved	Prior to the final weighting and publication of the Tenants Satisfaction Measures in June 2024, we have received 608 survey responses. Total Overall Tenant Satisfaction based on the survey result is 88%*. Total Tenant Satisfaction with repairs based on the survey results is 89%*. All comments received during the survey process have been acted on. * Note – older people of over-represented in the survey and they tend to be more satisfied. The weighting exercise in accordance with government guidance will provide a fairer representation of tenant views by aligning the % responses to % housing tenure e.g., older people accommodation and general needs. It is expected that the results will dip as a consequence however they are expected to remain high as noted in the target.
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural	Community Services Directorate	Achieved	During quarter 4 we attracted 103,394 attendances to leisure facility based activities, community outreach programmes and school delivery. Running total for 2023/24 is 392,495. Target 2023/24 – 353,000

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activity by 3,000 per year.	<i>Cllr Dooley</i>		
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme	Community Services Directorate <i>Cllr Dooley</i>	Achieved	The total number of people that started a health referral programme in the final quarter is 159, giving a running total of 693 for 2023/24 (target 500).

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 2023/24 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	Corporate Resources Directorate <i>The Leader</i>	Achieved	<p>An active communications campaign concerning climate change and environmental matters has run throughout this council plan period.</p> <p>April 2024 January - Bolsover TV - 5 Jan - ASPE awards. 12 Jan - Big Garden Birdwatch. 19 Jan - Burgundy bins. Environment newsletter - 11 Jan - Houseplant week, Veganuary, Big Garden Birdwatch. 25 January - International Clean Energy Day, World Wetlands Day, Help garden birds this winter.</p> <p>February- Bolsover TV - 2 Feb - Bird walk. 9 Feb - bird watching. 16 Feb - Groundwork five</p>

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			<p>counties Brook park work, Shaps refillery, Back to Nature champion. Environment newsletter - 22 Feb - Bolsover local nature recovery champion, Shaps Refillery, World Wildlife Day.</p> <p>March - Bolsover TV - 1 March - Hardwick Tree walk. 8 March - Great British Spring Clean, Bolsover CofE Outdoor reading space. 15 March - Green bin collections. 22 March - Travel Derbsyhire on demand, Rhubarb Farm food pantry. Environment newsletter - 7 March - Global recycling day, what happens to your recycling, Langwiths and Shirebrook litter heroes. 21 March - Walk to work day, community garden week, World Water Day, International Mother Earth Day.</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 - Ambitions statement, Local Nature Recovery Champion, Shaps Refillery, pest control officer, renewable heating at the Arc.</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	Corporate Resources Cllr Clarke	Achieved	The tonnage aspect of this target was achieved some time ago. This work will continue under the new council plan 2024-2028 with this target: <i>Update the Carbon Reduction plan to deliver Net Zero 2050 and publish an annual progress and evaluation report.</i>
ENV.03 - Achieve a combined recycling	Services Directorate	Not achieved	A challenging target was set to increase the Council's combined recycling rate from 36% (2022\23) to 43% (2023\24) requiring combined burgundy and green bin

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and composting rate of 43% by March 2024.	<i>Cllr Clarke</i>		<p>material increase of 2,300tonnes. However, throughout the 2023\24 period, 1,550tonnes of material was diverted resulting in a 40.5% (approx.) recycling rate. This will be updated ending June 2024 when official Waste Data Flow (WDF) information becomes available. Customer Services Scrutiny Committee has undertaken a review of recycling education, awareness and promotion and will be subsequently recommending it action plan to further increase recycling awareness and contamination reduction.</p> <p>Prior targets were set to reflect the introduction of food waste collection in green bins with garden waste; however, households preferred to continue placing food waste in black bins due to concerns of unpleasant odours, flies and magot issues with green bins given they are collected fortnightly and were not allowed to use biodegradable food waste bags due to the IVC (In-Vessel-Composting) treatment facility's waste acceptance criteria. Therefore, increased diversion of compostable (i.e., food) waste from black bins was not realised and held back the Council's performance.</p> <p>However, the Environment Act 2021 now requires all English Councils to implement separate weekly collect of food waste from household from 1st April 2026 to achieve a combined recycling rate of 65% by 2035. This target has been set within in our new council plan 2024-2028.</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).	Services Directorate <i>Cllr Clarke</i>		 Achieved

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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).	Services Directorate <i>Cllr Clarke</i>	Achieved	Q4 (2023\24) LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.
ENV.06 - Carry out 144 targeted proactive littering/dog fouling patrols per year (in 2022/23 and review number for 2023/24)	Services Directorate <i>Cllr Clarke</i>	Achieved	<p>Q4: The slight shortfall during the previous quarter has been made up during quarter 4. Annual target of 155 exceeded with 158 proactive patrols carried out over the course of the year.</p> <p>New Q4 target = 38; Q2 actual = 43 New Annual target = 155 (rolled into the new Council Plan 2024-2028)</p>
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by 2024	Services Directorate <i>Cllr Moesby</i>	Achieved	<p>Quarter 4</p> <p>11 CPWs have been issued during Quarter 4</p> <p>At the end of Quarter 4 - 75 CPWs were considered to be 'live'.</p> <p>2 CPWs were progressed to CPNs during Quarter 4</p> <p>7 of the total 75 live CPWs had been progressed to CPNs by the end of Quarter 4 (deemed failure) – therefore a success rate of 90.66%</p>

Aim: Our Economy – by driving growth, promoting the district, and being business and visitor friendly

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ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2024.	Corporate Resources Directorate Cllr Ritchie	Achieved	Quarter 4 23/24: Outturn Q4 23/23 = Rateable value 73,833,600. Baseline (Outturn 22/23) = 66,342,311= difference - £7,491,289, +11.29% .