


Appendix 1: Council Plan Targets for ‘Our Customers by providing excellent and accessible services’

Status Key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.

Council Target	Status	Q1 Apr – Jun 2024 Progress
CUS.01 - Develop real time customer satisfaction measurement for our contact centres by March 2026 and explore rolling this out further throughout the plan period	On Track	<p>Research into various options and available software from external providers was undertaken , unfortunately the cost implication led to looking at an in house system currently being used for undertaking surveys online, this has been fairly easy to develop and questions within the survey are focusing on the Customer Service Standards and the Quality aspects of the contact delivered.</p> <p>The Real Time Satisfaction Surveys went live week commencing 01.07.24 for Email and Live Chat. All emails & Live Chat interaction will prompt an automated Satisfaction Survey by email: Week commencing 08.07.24 - 4 surveys completed Week commencing 12.07.24 - 9 surveys completed</p> <p>All results will be reported, scrutinised, and customers contacted (where necessary) Roll out of the survey being sent via text message from a telephone contact will commence in due course using GovNotify.</p>
CUS.02 - 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	On Track	<p>The current scores from Silktide are: 90% content; 93% accessibility; 79% marketing; 88% user experience. The accessibility score is partly due to our insistence that any documents are accessible before they are available on the website.</p>
CUS.03 - Work with stakeholders, regional and local partnerships to	On Track	<p>The Bolsover Partnership Annual Report is now complete showcasing the work over the last year including case studies and will be presented at the AGM in September.</p>

<p>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)</p>		<p>The development of the sustainable community strategy is currently on hold with a decision to be made if this will be needed moving forward.</p> <p>The Community Rail Partnership has achieved accreditation again this year, formally recognised by the Department for Transport. Core funding has been secured from various partners, including neighbouring District Councils, County Councils, Parish and Town Councils and Train Operating Companies. The AGM for the Rail Partnership will take place in April 2025 where the annual report will be presented.</p>
<p>CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually</p>	<p>On Track</p>	<p>Action plan for the BDC Equality Plan objectives has been reviewed. 4 out of the 29 actions have been completed including increased diversity on the Equality Panel, creation of a dedicated Equality TEAMS channel and improvement to online customer reports to collect hate incident information. Good progress has also been made on celebrating and recognising diversity days, provision of equalities training and review of published equality information. All actions are on track.</p> <p>From a workforce perspective HR have reminded staff to update equalities information on HR21 and reviewed a range of policies, including Maternity, Flexitime, Sickness Absence and Agile Working and have also introduced a new Menopause Policy.</p>
<p>CUS.05 - Explore running a residents' survey to gain resident feedback on place-based services and priorities for improvement by March 2025.</p>	<p>On track</p>	<p>A paper was produced by the Performance & Improvement team in relation to the Citizen's Panel as consultation results coming from the Panel do not provide a broad enough picture due to not being diverse enough in terms of geography and demography. The proposal is to move away from just using the Citizen's Panel and to focus on other communication channels such as InTouch to broaden the opportunity to seek residents views on issues.</p> <p>The review paper was approved by SLT on 21 June 2024 and the first Citizen's Survey will start in Oct 2024.</p>
<p>CUS.06 - Increase participation in sport, leisure, and social activities, by 3,000 attendances per year, through the delivery of several physical activity interventions (Active Schools, Active Communities, Active Holidays, Active</p>	<p>On track</p>	<p>Participation figures in total for this period are 102,515 as follows:</p> <ul style="list-style-type: none"> Active Schools - 7645 Active Clubs - 38 Active Holidays - 1085 Active Interventions - 2262 Active Communities - 848

Clubs, Active Interventions and Active Leisure)		Active Leisure (facility based activity) – 90,555 Events & Other activities - 82 Annual target for 2024/25 – 403,000 or 100,750 per quarter period.
CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme and aims to retain at least 50% into continued exercise after 12 weeks.	On track	166 new starters and 70 retained after 12 weeks for this period. Both above targets.
CUS.08 - Improve employee engagement and feedback to enable the Council to develop a fully inclusive People Strategy by March 2025	On track	An Employee Engagement Post has been created and recruited to. The postholder and HR Business Partner have been working on various engagement activities since the new postholder commenced including a proposed survey. It is planned to be delivered late summer/early autumn following consultation with SLT, Service Managers Forum and the Trade Unions.