

**Bolsover District Council
Corporate Plan Targets Update – Q1 – April to June 2019**

Status key

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

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Progress	Target Date
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		Q1: 54 approaches from people facing homelessness. 28 cases prevented from becoming homeless (52%). 7 cases still open and receiving support.	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	On track		Q1: 41 new units of Careline equipment provided to older vulnerable people.	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q1: Data not available until the end of July 19. The data is obtained from a system extract. The data extraction date is determined by The Department for Work and Pensions.	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q1: Data not available until the end of July 19. Data extraction date determined by The Department for Work and Pensions.	Mar-20
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	On track		Q1: 48 adaptations completed. Note: Target status to be reviewed at six months. The Council responds to requests from DCC for adaptations and these are scheduled according to Council budget and resource. Larger jobs e.g. wetrooms have been done in Q1 which affects the number recorded but provides a better outcome for the tenant.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track		Q1: Good progress is being made against the new equality objectives for 2019-2023, notable actions this quarter include holding a very positive meeting of the Equality Panel, providing equality & diversity training to Members and new staff starters, collated draft engagement plan ready for publishing on the council's website and supported the organisation of transgender guidance to NEDDC Leisure staff which the BDC Equality lead also attended.	Mar-20
C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	On track		A total of 31 new referrals were received during Q1, 11 of which were high risk. A total of 11 did not engage with the service. All feedback forms have been completed for those who did (20). Positive responses (100%) were received from 20 service users who were asked: <ul style="list-style-type: none"> • Did the service meet your needs? • Did the service make a difference? • How satisfied are you with the service you have been given? 	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	On track		Q1: The average relet time for the Quarter is 20 days. (Including sheltered housing the overall average was 55 days).	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q1: April to June 97.80% Lead Officer has requested that this target be reduced to 98% for 2019/20. As reported during the 2015-2019 corporate plan performance is consistently around 97.6%. It is not feasible to attain 99% for all emergencies received during office hours due to the overlap with the out of hours' service. The lead officer considers 98% attainable. Recommendation to be included in the Q1 Performance Report to Executive.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		Q1: 1 course has been completed Living with Teenagers and out of the 5 parents attending, all completed the course and questionnaire. All 5 (100%) express a positive outcome and would recommend to others.	Mar-20

Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year.	People	On Track		<p>Q1: On line transactions = 1480 (Self Service – 628, Webchats 852). (286 new SELF accounts created).</p> <p>Implementation of the 'Do - it Online, Redesign SELF' project and the increase of forms available for the public to access has now been delivered and went live 01/05/19, in addition a refresh to the BDC website homepage to make the 'Self' facility more prominent is still ongoing. 21 additional new services are available with consideration for further forms where possible, this is an increase from 16 self-service forms which were available in 2018/19.</p> <p>(2018/19 total = 2,350 on line 'self' transactions against a target of 2,600).</p> <p>Target for on-line transactions for 2019/20 is 4003 (this is 20% increase on 3336 - all Online Self (2350) and Webchat (986) contact during 2018/19). From 01/04/19 baseline and target measurement to include webchats also to reflect all online activity.</p>	Mar-20