

Appendix 1: Council Plan Targets - ‘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	Q2 July – September 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>We received 44 completed Real Time Satisfaction Surveys in Q2. Satisfaction with the service is running high at 80%.</p> <p>Feedback to date, includes customers being impressed with the helpful, prompt services received. An example comment: “Thank you, I was very impressed at the swift response to my messages this morning. I expected an auto response as with most businesses, but I actually had an email I could respond to and find the relevant information, very pleased.”</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: 93% content; 94% accessibility; 79% marketing; 86% user experience. Due to long term staff absence no web development technical can be done at present.</p>
CUS.03 - 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)	On Track	<p>The Partnership Annual General (AGM) Meeting took place on the 19th September 2024 in collaboration with Lloyds Bank Foundation. The Partnership Annual Report was presented together with a short video. A further presentation set the scene and context for the AGM and followed with facilitated workshops to identify and define Bolsover Partnerships evolution including some practical matters and foundations to set strategic, long terms priorities. This work will be undertaken in partnership with Lloyds Bank Foundations People and Place workstream and the local infrastructure organisations Bolsover Community and Voluntary Service (BCVS) who will host the Local Implementation Officer and lead on this this work with the Council’s Corporate Policy Team.</p>

CUS.04 - Monitor progress against the Equality Plan and objectives for 2023-2027 and publish information annually	On Track	Good progress continues on the Equality Plan. In this quarter an Equality Panel meeting has been held, advice given to several departmental colleagues on equality matters and a number of diversity days marked.
CUS.05 - Explore running a residents' survey to gain resident feedback on place-based services and priorities for improvement by March 2025.	On track	The new styled Citizens Survey will be launched via the Autumn edition of Intouch and complemented by use of appropriate email subscriber groups and social media. This will significantly widen the potential for residents to take part together with a prize draw to incentivise. Survey questions focused on three topics are currently in draft form and being reviewed by the senior management team.
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 Clubs, Active Interventions and Active Leisure)	On track	<p>For this period – 110,066 activities/interventions were achieved as follows:</p> <ul style="list-style-type: none"> Active Schools - 7645 Active Clubs - 30 Active Holidays - 3570 Active Interventions - 5386 Active Communities - 1782 Active Leisure (facility based activity) - 89849 Events & Other activities - 4777 <p>This is an increase on Q1 – 103,280. The target for 2024/25 is 403,000 so this target is ahead at the 6 month point at 213,346.</p>
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	<p>During this period - 179 clients were processed through the exercise referral programme. The team are now back to full strength.</p> <p>The target for 2024/25 is 500 so this target is ahead at the 6 month point at 325.</p>
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 hope this will be delivered late summer/early autumn following consultation with SLT, Service Managers Forum and the Trade Unions.