







**Bolsover District Council**  
**Corporate Plan Targets Update – Q2 – July – September 2019**

**Status key**

<b>Target Status</b>		Usage
	On Track	The target is progressing well against the intended outcomes and intended date.
	Alert	The target is six months off the intended completion date and the required outcome may not be achieved.

**Aim – Providing our Customers with Excellent Service**

Key Corporate Target	Directorate	Status			Target Date
C 06 - Prevent homelessness for more than 50% of people who are facing homelessness each year.	Place	On track		April - Sept - 109 approaches from people facing homelessness. 55 cases prevented from becoming homeless (50%) 10 cases still open and receiving support (60% in total)	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	Alert		April - Sept - 65 new units of equipment provided to older vulnerable people.  This is slightly below the average target. However, we are currently receiving a high number of enquiries for telecare equipment. The target is expected to be met.	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Q2 - Data not available until the end of October 2019. Data extraction date is determined by the Department for Work and Pensions.  Quarter 1 2019/20 = 15.79 days	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track		Q2 - Data not available until the end of October 2019. Data extraction date is determined by the Department for Work and Pensions. Quarter 1 2019/20 = 5.39 days	Mar-20

Key Corporate Target	Directorate	Status			Target Date
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Alert		104 welfare adaptations completed. - The works completed to date are larger, complex works i.e. wet rooms, ramps etc. A large schedule of smaller works (grab rails/handrails etc) is currently being ordered. The demand for adaptations remains high and work planning will accommodate this. The target is expected to be met.	Mar-20
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track		<p>Q2 - Two out of the three required Equality Panel meetings have been held. We are in the process of recruiting more diverse members to join the existing panel.</p> <p>Corporate equalities training delivered on 10th Sep 2019 to new members of staff from both Councils in addition to existing staff who were attending in a 'refresher' capacity.</p> <p>Two Member Development sessions delivered</p>	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		<p>Q2 - Total of 33 new referrals were received during Q2, 8 of which were high risk.</p> <p>A total of 1 did not engage with the service and a total 7 feedback forms have not yet been completed.</p> <p>Positive responses were received from 25 service (100%) users</p>	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	On track		<p>Q2 -The average relet time for the quarter is 25 days (including sheltered housing the overall average was 49 days).</p> <p>For information Q1 - The average Relet time for the Quarter is 20 days. Including sheltered housing the overall average was 55 days</p> <p>The status of the target will be reviewed at Q3.</p>	Mar-20

Key Corporate Target	Directorate	Status			Target Date
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q2 - 766 attended within 6 hrs and 16 outside 6 hours resulting in 97.95% attended within standard	Mar-20
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		Q2 - No courses have been delivered this quarter due to a shortage of facilitators following the restructure from MAT teams to the Transition Team	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>Q2 - Online transactions = 1739 (843 Self Service &amp; 896 - Webchats) 462 new SELF accounts created. To date 3219 transaction. This is 80% towards the annual target.</p> <p>Redesign of the BDC Homepage to make the Self Service function easier to access and more prominent to go live for National Customer Service Week event Contact centre staff promoting Self and other online services available , payments , repairs and benefits etc. also registering customers with a new Self Service Account (NCSW wk comm 07/10/19)</p> <p>2875 Residents have registered for a Self Service Account (2019/20 Q1 &amp; Q2 462)</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