

Targets: Our Customers

Key Council Target	Status	Key Council Target	Status
CUS.01- Develop real time customer satisfaction measurement for our contact centres by March 2026 & explore rolling this out further throughout the plan period	On Track	CUS.05 - Explore running a residents' survey to gain resident feedback on place-based services & priorities for improvement	On track
CUS.02 - Ensure we achieve a score of 90% or above (Excellent) on all four categories (Content, Accessibility, Marketing & User Experience) for our website using the Silktide software by December 2027	On Track	CUS.06 - Increase participation in sport, leisure, & 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 & Active Leisure)	On track
CUS.03 - Work with stakeholders, regional & local partnerships to deliver shared strategies & priorities & publish an annual progress & evaluation report in respect of cross cutting themes (skills, aspiration, health, & local rail offer)	On Track	CUS.07 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme & aims to retain at least 50% into continued exercise after 12 weeks.	On track
CUS.04 - Monitor progress against the Equality Plan & objectives for 2023-2027 & publish information annually	On track	CUS.08 - Improve employee engagement & feedback to enable the Council to develop a fully inclusive People Strategy by March 2026	On Track

Targets: Our Environment

Key Council Target	Status	Key Council Target	Status
ENV.01 - Update the Carbon Reduction plan to deliver Net Zero 2050	On Track	ENV.06 - Reduce fly-tipping incidents per 1,000 people in Bolsover District over the plan period	On track

ENV.02 - Increase the combined recycling & composting rate to meet government's 65% target by 2035.	Achieved	ENV.07 - Achieve minimum quality standards of 60% for green spaces	Still to be completed
ENV.04 - Introduce separate weekly collection of food waste by ending March 2026.	On Track	ENV.08 - Annually monitor the condition of Local Wildlife Sites	On Track
ENV.05 - Carry out 155 targeted proactive littering dog fouling patrols per year	Not on track	ENV.09 - Support developers & local organisations to deliver Biodiversity Net Gain across our urban & rural environments, realising future opportunities that support & deliver our Local Nature Recovery action plan.	On Track

Targets: Our Housing

Key Council Target	Status	Key Council Target	Status
1 - Prepare & adopt new Council Housing	Achieved	district & take steps if required to continue to	On Track
2 - Deliver 200 new homes through a new	Not on track	Needs evidence by August 2024 to better	Achieved
with council housing & associated services as	On Track	8 - Work with partners to increase the supply,	On Track
Housing Consumer Standards, ensuring tenants'	On Track	9 - Develop strategies to support the private	On Track
council housing stock condition survey by April	On Track	10 - Deliver the actions within the Council's	On Track

Targets: Our Economy

Key Council Target	Status	Key Council Target	Status
ECO.01 - Refresh our Business Growth Strategy to enable & empower Dragonfly to support the Council to make best use of our assets, support growth in the local economy, attract inward investment to the district & maximise the district's share of potential funding streams from Government & EMCCA	Not On Track	ECO.05 - Secure investment in improvement of our existing business estate & delivery of new commercial space, including regeneration of Pleasley Mills, to meet the needs of local business, encourage inward investment & support growth throughout the local economy.	On Track

ECO.02 - Work with partners to develop a place-based narrative to encourage inward investment, increase engagement with our key heritage assets & grow the visitor economy, the number of tourists & the amount of tourism spending in the district by 2025	On Track	ECO.06 - Deliver a fully operational crematorium & manage this facility to generate income from 2025.	Extended
ECO.03 - Work with partners to develop innovation & growth in our cultural & creative sectors through active support of an investment in a creative's network, cultural corridor, & maker's hub.	On Track	ECO.07 - Review procurement rules to meet public procurement regulations & social value requirements.	On Track
ECO.04 - Work with Higher Education & Further Education providers & other partners to develop post 16 provision within the district to enable & empower more of our local workforce to find better paid, skilled jobs.	On Track		