

Appendix 2 - Targets

Priority – Our Customers

Target Code	Target Date	LOF	Target
CUS 01	31/03/2028		Develop real-time customer satisfaction measurement for our Contact Centres by March 2028
CUS 02	31/12/2027		Ensure we achieve a score of 90% or above (Excellent) on all 4 categories (Content, Accessibility, Marketing & User Experience) for our website using the Silktide software by December 2027
CUS 03	31/03/2028	14 Transport & local infrastructure	Stakeholder engagement with regional & local partnerships to produce: - A Skills Action plan contributing to the increases in employment & training rates by March 2028 - Deliver Community Rail Strategy by March 2028 100% Annual Rail Report delivered 100% of community rail initiatives delivered - Migration & Inclusion - Continue to reduce repeat crisis cases by March 2028 & increase community groups - Commissioning 100% compliant monitoring returns 100% of funding risks monitored & mitigated 100% of Grants to Voluntary Organisations delivered - Climate Change 100% engagement with sub regional, County & Regional Climate Change Groups - Bolsover Partnership Annual Report 100% delivered

CUS 04	31/03/2027	4 Multiple Disadvantage	Monitor progress against the Equity Plan & objectives for 2023-2027 & publish information annually
CUS 05	Dec-26		Deliver a Citizen Survey in 2026
CUS 06	31/03/2028	8 Health & wellbeing	Increase participation in sport, leisure & social activities by 3k attendances per year through the delivery of several physical activity interventions (Active Schools/Communities/Holidays/Clubs/Interventions/Leisure)
CUS 07	31/03/2028	8 Health & wellbeing	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
CUS 08	31/03/2028		Reduce sickness absence to an average of 9.3 days lost per FTE. Supports wellbeing, productivity, & corporate performance targets.
CUS 09	31/03/2028		Time Taken to Hire – 25 calendar days.Ensures workforce capacity & labour market competitiveness.
CUS 10	31/03/2028		80% of employees compliant (Current level across all mandatory training areas – 58%). Support legal compliance, health & safety & governance.
CUS 11	31/03/2027		Apprenticeship Levy Utilisation. 100% of available levy drawn down or committed. The Council continues in co-investment status throughout 2026/27. Supports workforce development & value for money.

CUS 12	31/03/2028		Informed, Engaged Communities by improving reach & accessibility of council information. Targets • Increase total reach of council communications (across measurable channels) by 5% year on year. In Touch (Citizens Survey) – baseline: 53% Social Media analytics – baseline: Facebook (past 90 days) 1,116,076 • Deliver outreach communications (e.g., In Touch, tenants – Bolsover Homes – e-newsletters) • Ensure 100% of major service changes are communicated through at least 2 channels (digital + non digital).
CUS 13	31/03/2028		Customer Experience & Accessibility by ensuring communications are clear, timely, & accessible to all residents. Targets • Maintain an accessibility score of 90% or above for content, accessibility, marking & user experience
CUS 14	31/03/2028		Strong Council Reputation & Trust Objective: Strengthen public trust & positive perception of the authority. Targets • Improve resident satisfaction with council communication in the annual perception survey. In Touch – segment – feedback from targeted residents (age group) • 18% are very satisfied, 33% are fairly satisfied, 18% are neither satisfied or dissatisfied, 7% are fairly dissatisfied, 2% are very dissatisfied & 22% N/A • Respond to all press enquiries within 3 working hours of request for comment

CUS 15	31/03/2028		Effective Internal Communications Objective: Support staff engagement, cohesion, & organisational culture. Targets• Achieve at least 4000 click throughs on intranet news per month Deliver 4 internal campaigns aligned with corporate priorities (e.g., wellbeing, values, customer focus, Net Zero).
CUS 16	31/03/2028		Digital Communications & Innovation Objective: Strengthen digital presence, improve user experience, & increase online participation. Targets • Grow social media followers across channels by 5% while maintaining or improving engagement quality. Facebook – 2616 Instagram – 1388 LinkedIn – 2315 YouTube – 544 Bluesky – 117 • Maintaining digital content formats (video, explainers, infographics) • Accessibility -website score quality check
CUS 17	31/03/2028		Crisis & Emergency Communications Objective: Provide timely, accurate, multi channel public messaging during emergencies. Targets • Respond to emergencies with a communications activation time of under 30 minutes. In & out of office responses • Provide at least two channel updates per major incident (web, social, local radio). • Achieve 95% accuracy across real time updates (measured by post event debrief).
CUS 19	31/03/2027		Work towards achieving Armed Forces Covenant Silver Status 2026/27. ensuring required criteria are met & evidenced through an agreed action plan

Priority – Our Economy

ECO 01	30/09/2026	15 Economic prosperity & regeneration	Refresh the Business Growth Strategy to enable the Council to make best use of assets, support growth in the local economy, attract inward investment to the district & maximise the district's share of potential funding streams from the Government & the East Midlands Combined County Authority
ECO 02	31/03/2028	15 Economic prosperity & regeneration	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
ECO 03	31/03/2028	15 Economic prosperity & regeneration	Work with partners to develop innovation & growth in the Council's cultural & creative sectors through active support of an investment in a creatives' network, cultural corridor, & makers' hub.
ECO 04	31/01/2028	6 Every child achieving & thriving	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.
ECO 05	31/03/2028	15 Economic prosperity & regeneration	Secure investment in improvement of the 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.

ECO 06	Summer 2026	15 Economic prosperity & regeneration	Deliver a fully operational crematorium & manage this facility to generate income from 2026
ECO 07	31/03/2028		Review procurement rules to meet public procurement regulations & social value requirements

Priority – Our Environment

ENV 01	30/11/2026	13 Environment, circular economy & climate change	• Climate Resilience Plan adopted by Nov 2026 • Local Area Energy Partnership implemented by Nov 2026
ENV 02	31/03/2028	13 Environment, circular economy & climate change	Reduce fly-tipping incidents by 6% per 1,000 people in Bolsover District over the plan period (equates to 13 incidents)
ENV 03	31/03/2028	13 Environment, circular economy & climate change	Record Fly tipping enforcement actions per incident (26/27 being the Baseline Year)
ENV 04	31/03/2028	13 Environment, circular economy & climate change	Increase the percentage of Local Wildlife Sites & Key Woodland Assets across the District in positive conservation management.
ENV 05	31/03/2028	13 Environment, circular economy & climate change	Increase the availability of Biodiversity Net Gain receptor sites across the District to help deliver Local Nature Recovery.
ENV 06	31/03/2028	13 Environment, circular economy & climate change	Drive progress towards Net Zero by investing in green skills & clean technology, advancing nature recovery, improving active travel infrastructure, & expanding affordable, low-carbon energy access for communities.

ENV 07	31/03/2028	13 Environment, circular economy & climate change	Carry out 155 targeted proactive littering dog fouling patrols per year
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Priority – Our Housing

HOU 01	31/03/2028	1 Housing Supply	Deliver 200 new homes through a new Bolsover Homes Programme by March 2028
HOU 02	31/03/2028	2 Housing Quality & Safety	Maintain high levels of tenant satisfaction with council housing & associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average
HOU 03	31/03/2028	2 Housing Quality & Safety	Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures & improvements
HOU 04	31/03/2028	2 Housing Quality & Safety	Implement improved Council housing stock rolling programme of inspections, to inform future repairs & maintenance programme.
HOU 05	31/03/2028	1 Housing Supply	Monitor housing delivery in the district & take steps if required to continue to meet the District's annual housing target
HOU 06	31/03/2028	1 Housing Supply	Work with partners to increase the supply, quality, & range of affordable housing to meet identified local needs.
HOU 07	31/03/2028	1 Housing Supply	Develop strategies to support the private rented sector in supporting the Council in its duties
HOU 08	31/12/2027	3 Homelessness & rough sleeping	Deliver the actions within the Council's Homelessness Strategy by December 2027

HOU 09	31/03/2028	1 Housing Supply 2 Housing Quality & Safety	Monitor housing delivery in the district and take steps if required to continue to meet the District's annual housing target.
HOU 10	31/03/2028	1 Housing Supply	Building &/or acquiring more good quality, affordable housing & being a decent landlord
HOU 11	31/03/2028	2 Housing Quality & Safety	Preventing & responding to homelessness through early intervention & personalised solutions.
HOU 12	31/03/2028	2 Housing Quality & Safety	Maintaining & improving property & housing management standards & ensuring that standards & living conditions in the district contribute towards better health outcomes for all.