

Bolsover District Council
Corporate Plan Targets Update – Q3 – October to December 2019

Status key

Target Status	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 - December 2019 146 approaches from people facing homelessness. 95 cases prevented from becoming homeless (this included 6 cases still open and receiving support. (65% in total)	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	On track	 	April - December 2019 109 units of equipment provided to older vulnerable people. (Q3 Target 113 – within target)	Mar-20
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track	 	Q3 2019/20- Data not available until the end of Jan 20. The data is obtained from an extract of the system. The data extraction date is determined by The Department for Work and Pensions Quarter 2 2019/20 = 17.39 days	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	On track	 	Quarter 3 2019/20 -Data not available until the end of January 2020. Data extraction date is determined by the Department for Work and Pensions. Quarter 2 2019/20 = 4.08 days	Mar-20
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Alert	 	April - December 2019 - 200 adaptations completed. These include larger complex works e.g. wet rooms. There are currently a large number of smaller works scheduled and these will be completed during this quarter. Lead officer expects target to be met by March 2020. (Q3 Target 225)	Mar-20

C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	On track		<p>Q3 - The following corporate documents have been reviewed, issued and published - the reasonable adjustments form and guidance, and the Equality Impact Assessment (EIA) form and guidance. A light touch review of the Joint Equality Policy for Service Delivery has been undertaken too. The last Equality Panel meeting for 2019 was held on 20/11/19 with group members enjoying the revised format and presentations/discussions with service managers.</p> <p>Corporate equalities training was delivered on 10/12/19 to new members of staff from both Councils in addition to existing staff who were attending in a 'refresher' capacity. The Council also adopted the Anti-Semitism definition at Council on 13/11/19.</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>Q3: A total of 44 new referrals were received during Q3, 28 of which were high risk.</p> <p>A total of 4 did not engage with the service and 7 feedback forms have not been completed yet.</p> <p>Positive responses (100%) were received from 33 service users</p>	Mar-20
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	Alert		<p>Q3 2019/20 the average relet time for the quarter is 25 days (including sheltered housing the overall average was 44 days). Spreadsheets showing how these figures have been calculated and also a breakdown of the stages involved in the void stages will be issued.</p> <p>(Q1 actual 20 days, Q2 actual 25 days).</p>	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		<p>Q3 - 1028 emergencies attended Oct-Dec with 18 outside 6hr target achieved 98.28%</p>	Mar-20
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		<p>Q3 no courses have been delivered this quarter however a Living with Teenagers course will be held in Quarter 4. One positive exit questionnaire received for support received on a one to one basis.</p>	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>Q3 - Online transactions = 1666 (882 Online/Self Service & 784 Webchats) to date 4898 online transactions. This is 22% above the annual target (4003).</p> <p>Q3 - 534 new SELF accounts created, to date 3409 accounts created in total.</p> <p>Ongoing promotion is being delivered by customer advisors, signposting customers to the website Self facility via Webchat by updating the webchat templates to incorporate weblinks to SELF. Staff are proactive with face to face and telephony promoting the online channels to customers regarding the convenience and availability of forms available via the website - Self, Repairs, payments etc.</p> <p>Internal staff Quality Monitoring form has been updated with online promotion as an indicator.</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