







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

Status key

Target Status	Usage
 Achieved	The target has been successfully completed within the target date.
 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 – Unlocking our Growth Potential

Key Corporate Target	Directorate	Status		Progress	Target Date
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 25 local businesses by March 2020.	Place	On Track		Q3 - 6 businesses engaged with this quarter. To date 30 businesses engaged with the Team. A number of successful applicants from the first round of the Bolsover Business Growth Fund have come forward with new potential projects for Round 2, and this has led to new engagement.	Mar-20
G 05 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 40 sustainable jobs in the combined programme area by December 2020.	Place	Achieved		Q3: The programme closed nationally to new applications on 30th September 2019 and no further applications will be considered. Due to several individual projects cost savings, the amount contracted/claimed by the 37 approved projects totals £1,233,675.63 from an original award of £1,248,695.88. Within the quarter support has been given to promoting other RDPE funds now available but managed centrally by the RPA and D2N2 and monitoring is ongoing. 68.82 jobs created.	Dec-20
G 08 - Process all major planning applications 10% better than the	Place	On Track		Q3: 100% - 8 out of 8 majors determined within 13 weeks or agreed extension of time.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
minimum for special measures per annum.					
G 10 - Enable the development of at least 272 new residential properties within the district by March 2020	Place	Awaiting data		Q3 - The final total of completions will not be known until after the end of the financial year 2019/20 but we are on track to meet the target of 272.	Mar-20
G 11 - Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum.	Place	Alert		<p>Q3 - Although no properties have been brought back into use to date in this year - there are currently 9 properties that are in the process of being brought back into use. All of these properties are in a poor condition and therefore require major works to be carried out, which is why they are all ongoing. Once completed these buildings will provide 16 units of accommodation - 7 of which will be for affordable housing.</p> <p>Action Housing are in the process of refurbishing an empty building in Whitwell which will be converted into 5 apartments. They are also progressing with the refurbishment of a long term empty property in Carr Vale which will be converted into 2 apartments. Both properties have been the source of numerous complaints from local residents and therefore returning them back into use will have a positive impact on the community and will provide much needed affordable housing.</p> <p>The 'Sustainable Tenancy Project' which is a leasing scheme co-ordinated by Action Housing is due to be rolled out in the District within the next 6 months. This scheme is designed to help individuals who need low level support to sustain their tenancy. A number of landlords and owners of empty properties have shown an interest in this scheme previously and therefore this will provide another option for owners who want to bring their property back into use. It will also provide</p>	Mar-20

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p data-bbox="1099 244 1771 280">much needed supported housing in the District.</p> <p data-bbox="1099 320 1966 647">The empty property officer and environmental health are in the process of carrying out 2 enforced sales within the District. The properties are located in Langwith and Shirebrook. Numerous complaints have been received regarding both properties due to their poor condition and the impact they are having on the local community. It is expected that the sale of these properties will be completed within the next 6 months and the Council will publicise this to deter other owners from leaving their properties empty.</p> <p data-bbox="1099 687 1939 868">A property in Carr Vale - which the Council assisted the owner to sell - is currently being refurbished by the new owner. The property will be rented out once up to standard and it is expected that the property will be completed within the next 6 months.</p> <p data-bbox="1099 908 1973 1426">The empty property officer along with environmental health have been supporting the owners of an empty property in Bolsover, which they have moved from due to it being unfit for habitation. Work has been carried out to tidy both gardens and officers have assisted the owners to retrieve items of sentimental value from the property. Although the owners have engaged it is clear that without enforcement action being taken - they will not dispose of the property and it will continue to lie empty. The property has attracted numerous complaints from local residents and the Planning Enforcement team are taking action due to its appearance. A valuation of the property has been carried out and the corporate enforcement group is due to meet to assess whether a Compulsory Purchase Order can be made. This</p>	

Key Corporate Target	Directorate	Status		Progress	Target Date
				<p>decision will be made within the next month.</p> <p>A further property has been referred to the energy provider that the Council has made links with and the owner is being supported with bringing their property back into use. The property is located in Palterton and has attracted numerous complaints from local residents. The Council are also in the process of clearing the garden to improve the property's overall appearance.</p>	
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	Place	On Track		Q.3. - The total for the year is calculated after the end of the financial year. There are currently in excess of 20 affordable housing units under construction so we are confident that the target will be met.	Mar-20
G17 - Procure new partner for building next generation of council housing by 2020	Place	On Track		Q3 - The tender exercise has been undertaken evaluated internally for quality and the financial information received externally verified. This report is going to executive in late February	Mar-20

Aim – Providing our Customers with Excellent Service

Key Corporate Target	Directorate	Status		Progress	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	Place			April - December 2019 109 units of equipment provided to older	Mar-20

within the community each year.		On track		vulnerable people. (Q3 Target 113 – within target)	
C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	On track		Quarter 3 2019/20 = 14.91 days 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 2 2019/20 = 4.35 days 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		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. 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.	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		Q3: A total of 44 new referrals were received during Q3, 28 of which were high risk. A total of 4 did not engage with the service and 7 feedback forms have not been completed yet. Positive responses (100%) were received from 33 service users	Mar-20

C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	Alert		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. (Q1 actual 20 days, Q2 actual 25 days).	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	On track		Q3 - 1028 emergencies attended Oct-Dec with 18 outside 6hr target achieved 98.28%	Mar-20
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	On track		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.	Mar-20

Aim – Supporting our Communities to be Healthier, Safer, Cleaner and Greener

Key Corporate Target	Directorate	Status		Progress	Target Date
H 01 - Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.	People	On Track		Q3 The target figure for the year is 8000 hours, actual performance to end of quarter 3 is 8074.	Mar-20
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	People	On Track		Q3 - Year end target is 300,000 attendances. Actual to date is 279,449 on track to exceed annual target	Mar-20
H 03 - Deliver a health intervention programme which provides 485 adults per year	People	On Track		Q3 - Bolsover District Council is commissioned by Bolsover Partnership and County Public Health to deliver a Health Intervention programme, the combined number of people starting	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
with a personal exercise plan via the exercise referral scheme.				this programme in the first half year is 461, against an annual target of 485. Slightly ahead on quarter target.	
H 09 - Achieve a combined recycling and composting rate of 47% by March 2020.	People	Alert		Q3 Is estimated based on performance ending September 2018 (36.9%) of 2719 tonnes collected between October and December, due to Waste Data Flow information not being available until March 2020. The combined Q1, Q2 & Q3 performance is estimated at 43.75%. Q2 Actual 47.5%	Mar-20
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q3 - LEQS's established 4% of streets and relevant land surveyed for litter fell below grade B cleanliness standards resulting in 96% meeting the target standard.	Mar-20
H 11 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q3 - LEQS's established 0% of streets and relevant land surveyed for dog fouling fell below grade B cleanliness standards resulting in 100% meeting the target standard	Mar-20
H 12 - Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	Place	On Track		6 events and initiatives were undertaken during quarter 3. The details are as follows: Enforcement patrol -Clowne PDSA event - The Hub South Normanton PDSA event - Shirebrook Enforcement patrol -South Normanton Enforcement patrol - Barlborough Enforcement patrol - Bolsover	Mar-20

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>To date 9 initiatives completed.</p> <p>Lead Officer confirms 6 initiatives planned in Q4</p>	
<p>H 17 - To deliver the Building Resilience Programme by September 2019</p>	<p>People</p>	<p>On track</p>	<p>Q3 - Full details of activity can be found in the Partnership's bi-annual report (http://www.bolsover-partnership.co.uk/images/documents/Reports/Bi-annual-report-april-to-september-2019.pdf) . Six of the nine programme strands completed at the end of September; three have been extended to March 2020. A full evaluation of Phase 1 has been completed and the final document is expected to be finalised Jan/Feb 2020. Funding has been received for Phase 2 of the Building Resilience Programme which will be used to deliver the following strands of activity:</p> <p>Business Forum Co-ordinator - Following a tender process, East Midlands Chamber of Commerce have been appointed to lead this area of work. Their contract which commenced in July 2019 and will run until April 2020 aims to develop a strong business forum focussed on the retailers in and around the market square, market traders, and businesses from the wider town and provide co-ordinated development and delivery of an action plan for the forum.</p> <p>Multi User Games Area (MUGA) at Rainbow Park - Bolsover District Council is leading the procurement of this work, which will provide further enhancements at Rainbow Park through the installation of a MUGA. This is intended to reduce anti-social behaviour in the area.</p> <p>Teaching Assistant/Family Liaison Support - additional teaching assistant/family liaison support at 3 schools with highest levels of pupils with English as an additional language. This was as a result</p>	<p>Sep-19</p>

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			<p>of learning from Phase 1 that identified the additional support would be most effective at primary, rather than secondary, age.</p> <p>Welcoming Information Pack - to be designed both in hard copy and online formats, the provision of service information packs to aid migrants and support integration</p> <p>Landlord's Forum - as a result of the work undertaken in Phase 1, this area of work will see the establishment of a landlord's forum to improve housing and wider impacts.</p>	

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>	Mar-20

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			<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>	