



Unlocking our Growth Potential

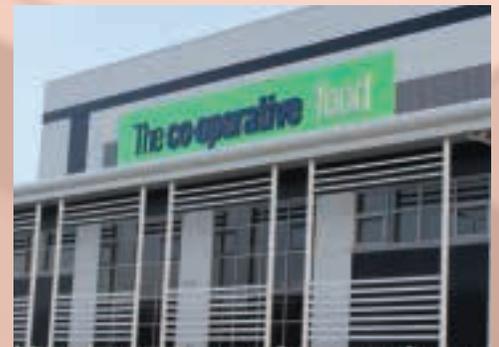
OUR PRIORITIES
We are committed to:

- Supporting Enterprise:** maintaining and growing the business base
- Unlocking Development Potential:** unlocking the capacity of major employment sites
- Enabling Housing Growth:** increasing the supply, quality and range of housing to meet the needs of the growing population and support economic growth

Please see our Growth Strategy at:
www.bolsover.gov.uk/images/G/Growth_Strategy.pdf

TO DELIVER THESE PRIORITIES WE WILL:

- Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.
- Establish business support programme by engaging with D2N2 (Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire) and SCR (Sheffield City Region) Growth Hub by March 2016.
- Optimise business growth (as measured by gross NNDR) by £2.5m by March 2019.
- Support 200 young people to raise their aspirations and provide them with relevant employability skills by December 2015.
- Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined programme area by December 2020.
- Undertake statutory public consultation on the Local Plan (Strategic Policies and Site Allocations) in line with the adopted Local Development Scheme timetable by July 2017.
- Submit Local Plan (Strategic Policies and Site Allocations) for examination by the Planning Inspectorate by November 2017.
- Process all major planning applications 10% better than the minimum for special measures per annum.
- Deliver a minimum of 100 new Council properties by March 2019.
- Enable the development of at least 1,000 new residential properties within the District by March 2019.
- Through a programme of targeted refurbishment bring 15 empty private sector properties back into use per annum.
- Achieve an increase of £850,000 in additional New Homes Bonus from the government by March 2019.
- Work with partners to deliver an average of 20 units of affordable homes each year.
- Identify with partners key actions and funding mechanisms to bring forward priority employment sites at Markham Vale, Shirebrook and former Coalite site by March 2016.



Providing Our Customers with
Excellent Service

Supporting Our Communities
to be Healthier, Safer,
Cleaner and Greener

Transforming Our
Organisation



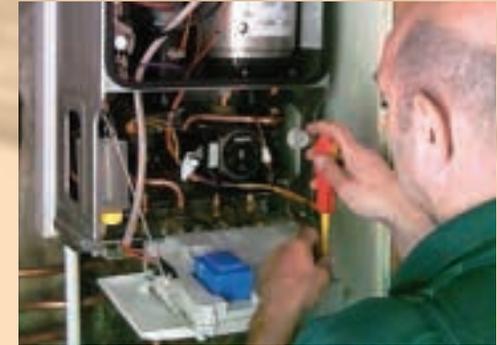
Providing Our **Customers** with Excellent Service

OUR PRIORITIES
We are committed to:

- ☞ Increasing customer confidence and satisfaction with our services
- ☞ Improving customer contact and access to information
- ☞ Promoting equality and diversity
- ☞ Supporting vulnerable and disadvantaged people
- ☞ Providing good quality council housing where people choose to live

TO DELIVER THESE PRIORITIES WE WILL:

- ☞ Retain Customer Service excellence accreditation year on year.
- ☞ Achieve an overall biennial external satisfaction rate of 85% or above for services provided by the Contact Centre.
- ☞ Achieve an overall annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.
- ☞ Promote the Council website and increase (unique) visitor numbers by 7% year on year.
- ☞ Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.
- ☞ Prevent homelessness for more than 50% of people who are facing homelessness each year.
- ☞ Install 150 new lifelines within the community each year.
- ☞ Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.
- ☞ Process changes to Housing Benefit and Council Tax Support within an average of 14 days.
- ☞ Carry out 300 disability adaptations to Council houses each year.
- ☞ Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.
- ☞ Aim for 50% of clients expressing a positive outcome from Domestic Violence Services each year.
- ☞ Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.
- ☞ Carry out 99% of emergency repairs within 6 working hours.
- ☞ Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.
- ☞ Agree a project with Derbyshire County Council and other stock retaining authorities to deliver alarm monitoring to 12,000 people county wide by April 2016.



Supporting Our **Communities**
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Supporting Our **Communities** to be Healthier, Safer, Cleaner and Greener

OUR PRIORITIES We are committed to:

- 📖 Improving health and wellbeing by contributing to the delivery of Healthy Bolsover priorities
- 📖 Increasing participation in sport and leisure activities
- 📖 Working with partners to reduce crime and anti-social behaviour
- 📖 Increasing recycling
- 📖 Ensuring a high standard of environmental maintenance and cleanliness
- 📖 Developing attractive neighbourhoods

TO DELIVER THESE PRIORITIES WE WILL:

- 👉 Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.
- 👉 Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.
- 👉 Deliver a health intervention programme which provides 900 adults per year with a personal exercise plan via the exercise referral scheme.
- 👉 Tackle childhood obesity through the delivery of a child focused health intervention programme to all Key Stage 2 year groups by the end of each academic year.
- 👉 Support 417 inactive 16+ individuals per year increase their activity levels to more than 30 minutes of moderate intensity physical activity per week.
- 👉 Provide signposting and support for people who want to volunteer and recruit 150 new volunteers by February 2016.
- 👉 Assist partners in reducing crime by delivering 12 Crime Cracking events in the community each year.
- 👉 With partners organise 3 community cohesion events each year to bring communities together in identified areas.
- 👉 Achieve a combined recycling and composting rate of 49% by March 2019.
- 👉 Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).
- 👉 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).
- 👉 Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.
- 👉 Develop an action plan for the improvement of each of the four town centres by March 2019.
- 👉 Submit a detailed scheme for the repair and restoration of New Bolsover Model Village to Heritage Lottery Fund by September 2015.
- 👉 Reduce energy use in sheltered housing schemes by 10% by March 2019.
- 👉 Replace each year 200 gas fired back boilers in our Council houses with more efficient 'A' rated combi boilers.



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Transforming Our Organisation

OUR PRIORITIES

We are committed to:

- ☞ Supporting and engaging with our employees
- ☞ Making the best use of our assets
- ☞ Demonstrating good governance
- ☞ Ensuring financial sustainability and increasing revenue streams
- ☞ Transforming services through the use of technology
- ☞ Actively engaging with partners to benefit our communities
- ☞ Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance

TO DELIVER THESE PRIORITIES WE WILL:

- ☞ Retain accreditation against the Investors in People (IIP) extended framework by July 2015 and full external assessment in 2018.
- ☞ Produce a Strategic Alliance People Strategy and action plan for 2016-2019 by December 2015 with Council specific objectives/ milestones as necessary.
- ☞ Establish interest from the market to work in partnership to develop a delivery method for the development and or refurbishment of key council-owned assets and report findings back to Members by October 2015.
- ☞ Assess the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.
- ☞ Initiate a build programme for the new Clowne leisure facility by December 2015 and complete by December 2016.
- ☞ Introduce alternative uses to 20% of garage sites owned by the Council by March 2019.
- ☞ Produce a Procurement Strategy by March 2016.
- ☞ Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's electoral review by 1 December 2018.
- ☞ Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019.
- ☞ Reduce the level of Former Tenants Arrears by 10% through early intervention and effective monitoring by 2019.
- ☞ Through successful delivery of projects within the Transformation programme achieve total income/savings of £600,000 by March 2019.
- ☞ Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2016.
- ☞ Increase on-line self service transactions dealt with by the Contact Centre by 20% each year.
- ☞ Achieve the Member Development Charter by December 2018.



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