

**Bolsover District Council**  
**Corporate Plan Targets Update – Q4 – January to March 2020**

**Status key**

<b>Target Status</b>	<b>Usage</b>
 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.
 Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

**Aim – Unlocking our Growth Potential**

<b>Key Corporate Target</b>	<b>Directorate</b>	<b>Status</b>	<b>Progress</b>	<b>Target Date</b>
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 25 local businesses by March 2020.	Place	Achieved	 Q4 - 82 businesses engaged with this quarter. For the whole year, <b>112</b> businesses engaged with the Team. A high number of local businesses have been engaged with about coronavirus business support measures. 12 meetings and 3 telephone consultations held with businesses about potential projects for the Bolsover Business Growth Fund. 11 meetings held with businesses about the Shirebrook shopfronts grants schemes. 4 meetings held with tourism-related businesses.	Mar-20
G 08 - Process all major planning applications 10% better than the minimum for special measures per annum.	Place	Achieved	 Q4: 100% - 6 out of 6 majors determined within 13 weeks or agreed extension of time.	Mar-20
G 10 - Enable the development of at least 272 new residential properties within the district by March 2020	Place	Awaiting data	 Q4 The figure is reported annually. The final total of completions will not be known until after the end of the financial year 2019/20 and will be reported at the end of the next quarter.	Mar-20

Key Corporate Target	Directorate	Status	Progress	Target Date
<p>G 11 - Through a programme of targeted refurbishment bring 10 empty private sector properties back into use per annum.</p>	Place	Failed	<p>Q4 The 2 properties that have been purchased and leased by Action Housing are in the process of being developed into apartments for affordable rent. This will create 7 units of affordable accommodation. <u>Due to Covid19 there has been a delay with the refurbishment</u>, however work has now recommenced and it is expected that both buildings are ready for occupation before the end of the year.</p> <p>2 long term empty properties are in the process of a forced sale, which will see them returned back to use. It is expected that the properties will be sold by the end of the summer. This is being managed by the Empty Property Officer (EPO), Environmental Health department and Legal team.</p> <p>A property on Langwith Road in Bolsover is being considered for Compulsory Purchase Order. The EPO is in the process of preparing a Cabinet report to ask for approval and to have a budget allocated for doing this.</p> <p>A further empty property has been referred to an energy company who have tools to help owners bring empty properties back into use. The property has been empty for over 10 years and has been the subject of numerous complaints. The EPO has organised for the Council to clear the garden, which has been done and improved the appearance of the property.</p> <p>The EPO has continued to promote the reduced rate VAT scheme which has helped an owner with reduced refurbishment costs and the property has now been brought back into use.</p>	Mar-20

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				An empty property in Carr Vale - which the EPO assisted the owner with selling - has now been refurbished and is ready for reoccupation.  <b>2019/20</b> - 2 properties have been brought back into use and 7 are in the process of being brought back into use.	
G 13 - Work with partners to deliver an average of 20 units of affordable homes each year.	Place	Achieved		<b>28</b> new affordable homes were completed in the year.	Mar-20
G17 - Procure new partner for building next generation of council housing by 2020	Place	Achieved		The build partner Robert Woodhead Ltd have been re-appointed for 4 years to the Bolsover Homes. They were appointed through a Delegated Decision following delays due to Covid-19. The framework goes live on the 15th May but initial design work is now being undertaken.	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	Achieved		April 2019 - March 2020 - 188 approaches from people facing homelessness. 130 cases prevented from becoming homeless (this includes 7 cases still open and receiving support - <b>69%</b> in total).	Mar-20
C 07 - Install 150 new lifelines within the community each year.	Place	Achieved		April 2019 - March 2020 <b>156 units</b> of equipment provided to older vulnerable people.	Mar-20

C 08 - Process all new Housing Benefit and Council Tax Support claims within an average of 20 days.	People	Achieved		Q4 2019/20 = <b>10.42 days</b>	Mar-20
C 09 - Process changes to Housing Benefit and Council Tax Support within an average of 10 days.	People	Achieved		Q4 2019/20 = <b>2.64 days</b>	Mar-20
C 10 - Carry out 300 disability adaptations to Council houses each year.	Place	Achieved		April 2019 - March 2020 - <b>368 adaptations completed.</b> .	Mar-20
C 11 - Monitor performance against the corporate equality objectives and publish information annually	People	Achieved		Q4 - We marked the Holocaust Memorial Day (HMD) on 27 January commemorating lives lost in the Holocaust as well as other victims of Nazi persecution and the genocides in Cambodia, Rwanda, Bosnia and Darfur. The day was marked by having commemoration books on display at our Contact Centres which were available for staff and visitors to sign and leave their thoughts. Small leaflets were left on display which visitors took away. Mandatory equalities training for councillors has been postponed until the summer along with corporate equalities training for staff. In March 2020, our language, interpretation and translation service provider, Language is Everything provided us with a list of languages interpreted for BDC over the past two years which included Arabic, Polish, Romanian, Punjabi and Tamil; we will be considering this data when communicating via our website once it has been refreshed later this year. Achievements against equality objectives for 2019/20 will be published by September 2020.	Mar-20
C12 - Ensure a minimum of 50% of clients experiencing Domestic Violence each year are satisfied with the support they received.	Place	Achieved		Q4 Update: A total of 48 new referrals were received during Q4, 18 of which were high risk.	Mar-20

			<p>A total of 8 did not engage with the service and a total of 1 has not yet completed the feedback form. Positive responses were received from 39 service users who were asked:</p> <ul style="list-style-type: none"> <li>• Did the service meet your needs?</li> <li>• Did the service make a difference?</li> <li>• How satisfied are you with the service you have been given?</li> </ul> <p><b>100% satisfaction score 2019/20</b></p>	
C 13 - Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2020.	Place	Failed	<p>Q4 2019/20 the average relet time for the quarter is <b>31 days</b> (including sheltered housing the overall average was 87 days). The total annual figure is 25 days excluding sheltered accommodation.</p>	Mar-20
C 14 - Attend 98% of repair emergencies within 6 working hours	Place	Achieved	<p>3515 emergencies attended 2019/20 with 76 attended after 6hr <b>97.80% (Within target)</b></p>	Mar-20
C 15 - Ensure a minimum of 50% of clients receiving parenting support each year express a positive outcome.	Place	Achieved	<p>Q4: No courses have been delivered this quarter, 3 new referrals received. 1 case closed during this period received a positive evaluation form and would recommend the service to others. End of year figures = 73 referrals 1 parenting course <b>100% satisfaction score 2019/20</b></p>	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	Achieved		The target figure for the year is 8000 hours, actual performance to end of quarter 4 is <b>8577</b> .	Mar-20
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	People	Achieved		Year-end target is 300,000 attendances. Actual to date is <b>377,842</b> . Exceeded annual target	Mar-20
H 03 - Deliver a health intervention programme which provides 485 adults per year with a personal exercise plan via the exercise referral scheme.	People	Achieved		Bolsover District Council is commissioned by Bolsover Partnership and County Public Health to deliver a Health Intervention programme, the combined number of people starting this programme in the first half year is <b>669</b> , against an annual target of 485.	Mar-20
H 09 - Achieve a combined recycling and composting rate of 47% by March 2020.	People	Failed		Q4 (2019\20) Is estimated based on performance ending March 2019 (36.9%) of 2305 tonnes collected between January and March, due to Waste Data Flow information not being available until June2020. The combined Q1, Q2 & Q3 performance is estimated at <b>41.75%</b> .	Mar-20
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed	People	Achieved		Annual (2019/20) LEQS's established that the combined Q1,Q2,Q3 & Q4 figures indicate that 3.75% have fallen below the required standard resulting in 96.25% meeting the standard and achieving the <b>96%</b> overall target.	Mar-20

Key Corporate Target	Directorate	Status	Progress	Target Date
by Local Environment Quality Surveys (LEQS).			Q4(2019/20) LEQS's established 3% of streets and relevant land surveyed for litter fell below grade B cleanliness standards resulting in 97% meeting the target standard. <u>(figures based on approximately 50% of surveys undertaken in Q4, inspections suspended due to Covid 19 restrictions)</u>	
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	Achieved	<p>Annual (2019/20) LEQS's established that the combined Q1,Q2,Q3 &amp; Q4 figures indicate that 0.25% have fallen below the required standard resulting in 99.75% meeting the standard and achieving the <b>98%</b> overall target.</p> <p>Q4 (2019/20) LEQS's established 1% of streets and relevant land surveyed for dog fouling fell below grade B cleanliness standards resulting in 99% meeting the target standard <u>(figures based on approximately 50% of surveys undertaken in Q4, inspections suspended due to Covid 19 restrictions)</u></p>	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	Achieved	<p>5 events and initiatives were delivered during quarter 4. This means the total target of <b>15</b> has been achieved.</p> <p>Enforcement patrol Shirebrook  Enforcement patrol Clowne  Enforcement patrol South Normanton  Enforcement patrol Barlborough/Whitwell  Enforcement patrol Shirebrook</p>	Mar-20
H 17 - To deliver the Building Resilience Programme by September 2019	People	Achieved	Q4 - An evaluation of the programme to the end of September 2019 was concluded in March this year. This looked at outcomes, impact and lesson learned to date. At the point of evaluation, 5 of the project's strands had completed, with 4 continuing until March 2020. A summary of the performance review as at September was:	Sep-19

Key Corporate Target	Directorate	Status	Progress	Target Date
			<p>82% of targets achieved to date (37 out of 45), 51% of which have been exceeded.</p> <p>4 of the 9 project strands have been extended to March 2020, and the associated output and outcome targets indicated within this report are likely to be exceeded.</p> <p>Achieved by adopting a 'test and learn' approach, enabled partner preparedness to try new approaches and by flexible grant conditions</p> <p>Representing an approximate social return on investment of £1: £1.65.</p> <p>Improved service capacity and operation as a result, an improvement recognised by a third of migrant community members surveyed.</p> <p>Enhanced partnership working, language skills and knowledge of migrant communities within agencies.</p> <p>Improvements in satisfaction with the local area out-performing national trends, and being particularly strong amongst migrant residents.</p> <p>Newly acquired knowledge and evidence used to secure almost £400k from other public and private sources (30% of the grant value) and £324k Phase 2 CMF investment to fund further service improvements and community activities.</p> <p>Evidence of sustainability built into a number of initiatives.</p> <p>Extended impact by sharing learning with neighbouring areas.</p> <p><u>Due to the current covid-19 situation, the Ministry for Housing, Communities and Local Government has given approval for flexibility with the funding; as a result, the Shirebrook market square enlivenment strand is ongoing to enable the shutter project and shop front improvements to be completed when restrictions are lifted.</u></p>	

Key Corporate Target	Directorate	Status	Progress	Target Date
			See Perform for an update on Phase 2 of the programme.	

### 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	Achieved	<p>Q4 - Online transactions = 2990 (1316 Online/Self Service &amp; 1574 Webchats) to date 7788 online transactions. <b>This is 38% above the annual target of (4003)</b>. 550 new SELF accounts created, to date 3959 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 web-links 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. Internal staff Quality Monitoring form has been updated with online promotion as an indicator.</p> <p>31 new Self Service forms have been created since April 2019. In response to the COVID-19 outbreak a 'Self Isolation' registration form was also made available and during Mar 2020, 101 registrations were received via this service. Due to the COVID-19 outbreak Contact Centres face to face service was closed from 24/03/20 and Online /Tel services became the only two channels available for customer contact.</p>	Mar-20