

Bolsover District Council
Council Ambition Performance Update – Q1 – April to June 2020

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Achieved	The target has been successfully completed within the target date
Covid Affected	The target has been affected by the Covid 19 Pandemic

Aim: Our Environment – protecting the quality of life for residents and businesses, meeting environmental challenges and enhancing biodiversity

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
ENV.01 - Develop an externally facing climate change communication strategy targeting communities and stakeholders by October 2020 and deliver an annual action plan	Corporate Resources	On track	The Communications Strategy is currently being written and a draft will be ready for circulation by the end of August 2020.	Sun-31-Mar-24
ENV.02 - Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 -Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21	Corporate Resources	On track	The most substantial impact on the Council's 20/21 Carbon reduction target is lockdown measures and Working from Home. April to June 2020 saw a significant reduction of travel to work and in work travel supported by virtual meetings. Work is ongoing to understand the full impact but from staff surveys and payroll data it is estimated that CO2 emissions reduced by 50 Tonnes. Work is now ongoing to embed some of these working practices in an effort to secure a 100 Tonne per annum ongoing reduction.	Sun-31-Mar-24
ENV.03 - Achieve a combined recycling and composting rate of 50% by March 2023.	Environment	On track	Performance is estimated based on Q1 2019/20 Waste Data Flow figures at 4268.65 recyclable materials collected, this equates to a combined recycling and composting rate of 46.8%. This will be updated when the actual figures become available from WDF at the end of September.	Fri-31-Mar-23
ENV.04 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	Environment	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 4% target standard set.	Sun-31-Mar-24

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
ENV.05 - 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).	Environment	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.	Sun-31-Mar-24
ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.	Environment	Covid Affected	Face to face issuing of fixed penalties was suspended due to COVID-19, and therefore no fixed penalties were issued for these offences in Q1.	Sun-31-Mar-24
ENV.09 - Increase the use of organic herbicide treatments within the StreetScene Service by 2023	Environment	On track	Glyphosate herbicide based treatments reviewed in favour of adopting organic (i.e. Acetic Acid) herbicide treatments, which found that approach presented increased risks to staff applying organic alternatives due to their toxicity and not offering the same environmental, effectivity, control and performance of Glyphosate. On reviewing Glyphosate products, no scientific evidence for was found to support some concerns reported and further to consulting with DCC (BDC Highways Agency Client) were comfortable with continued use of Glyphosate products and reducing its usage where possible in the interim of its license review and/or other like performing products and systems identified. This target to be withdrawn	Fri-31-Mar-23
ENV.10 - Develop a wild planting policy for parks and public open spaces where appropriate by March 2021	Environment	Achieved	The Council's Streetscene Policy now includes a statement (4.1.7) setting out the Council's consideration in establishing wild flora and/or diverse vegetative planted areas.	Sun-31-Mar-21
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning by <i>date to be confirmed</i> .	Environment	On track	Since 1st April 2020 we have served 5 Community Protection Warnings (CPWs) one has successfully resolved the situation, three are currently within their monitoring period and one has not had the required effect. This has been progressed to a Community Protection Notice being served. Current success rate is 80%. (Awaiting confirmation of target date).	

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.09 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	Corporate Resources	Covid Affected	All activities have been suspended since the lockdown due to Coronavirus. We will be opening the Go Active facility on Saturday 25th July 2020 with limited access to the gym, swimming pool and exercise classes.	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides *** adults per year with a personal exercise plan via the exercise referral scheme	Corporate Resources	Covid Affected	The health referral programme has been suspended due to the lockdown and closure of the leisure facilities because of Coronavirus. It is not anticipated that the programme will resume when we open the Go Active facility on 25th July 2020 as the majority of clients will be classed as at risk. We will monitor the situation and introduce the programme when advice and guidance allows us to do so safely. A target number will be assigned at that point.	Sun-31-Mar-24

Service Indicators

Target Status	Usage
Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
Within target	The outturn is within 10% of the target set.
Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).
Covid Affected	The target has been affected by the Covid 19 Pandemic

Streetscene

Streetscene	Q1 Target	Q1 Outturn	Status
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	86%	95%		Above Target (Negative)
SS 02 Remove 95% of non-hazardous Fly Tipping within 5 working days of being reported (Quarterly)	95%	97%		Above Target
SS 03 Undertake Local Environmental Quality Surveys Detritus (Quarterly)	12%	9%		Below Target (Positive)
SS 04 Undertake Local Environmental Quality Surveys Weeds (Quarterly)	14%	9%		Below Target (Positive)
SS 05 Amount of residual household waste disposed of by way of landfill (Quarterly)	135	135		On/Above Target

Exceptions

SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)

Quarter	Value	Target		Commentary
Q1	86%	95%		7 incidents of hazardous waste fly tipping were experienced in Q1 and 6 were completed within target.
Q4 2019/20	100%	95%		

Environmental Health

Environmental Health	Q1 Target	Q1 Outturn	Status
EH 01 - Percentage of noise complaints responded to within 3 working days. (Quarterly)	90%	81%	Below Target
EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)	90%	100%	On / Above Target
EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises) (Quarterly)	100%	0%	COVID-19 Affected
EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)	90%	90%	On / Above Target
EH07 - Percentage of LA-IPPC(A20/LAPPC(Part B) processes inspected in accordance with risk rated inspection programme (Quarterly)	100%	0%	COVID-19 Affected
EH09 - Enforcement visits to business premises to check compliance with waste arrangements	45	0	COVID-19 Affected

Exceptions

EH 01 - Percentage of noise complaints responded to within 3 working days.

Quarter	Value	Target	Commentary
Q1	81%	90%	Of the 150 complaints received for BDC area, 121 were responded to within the target time (81%) Note there has been a significant rise in noise complaints during the lockdown period.
Q4 2019/20	87%	90%	

EH03 - Percentage of high risk food interventions undertaken against programme (A, B and C rated premises)

Quarter	Value	Target		Commentary
Q1	0%	100%		The Food Intervention Programme has been suspended due to the Coronavirus Pandemic. A revised, Covid-19 Food Intervention Programme is to be implemented from July following new guidance from the Food Standards Agency. This measure should change to reflect that revised intervention requirement. A Food Service Plan will be published by the end of August to detail the revised intervention programme and what would be appropriate to measure in the performance management framework. This measure to be suspended until September 2020 when revised objectives can be published and reported upon.
Q4 2019/20	100%	100%		

EH07 - Percentage of LA-IPPC (A20/LAPPC (Part B) processes inspected in accordance with risk rated inspection programme

Quarter	Value	Target		Commentary
Q1	0%	100%		The inspection programme has been suspended due to the Coronavirus pandemic. The programme is not likely to restart until August 2020.
Q4 2019/20	86%	100%		

EH09 - Enforcement visits to business premises to check compliance with waste arrangements

Quarter	Value	Target		Commentary
Q1	0	45		Visits were suspended in Q1 due to Covid 19.
Q4 2019/20	127	45		

Leisure

Leisure	Q1 Target	Q1 Outturn	Status	
LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year (quarterly)	183,750	0		COVID-19 Affected

Exceptions

LE1 Number of people participating in Council leisure, sport, recreational, health, physical and cultural activity each year (quarterly)

Quarter	Value	Target	Commentary
Q1	0	185,000	<p>The new target for 2020/21 would have been 740,000 based on the increase of 5000 visits per year.</p> <p>Zero attendance has been recorded between April-June within Facilities due to <u>closures through COVID-19.</u></p> <p>We still await Government approval to re-open the Leisure Centres but nothing is confirmed at this stage.</p>
Q4 2019/20	176,593	183,750	