

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
ENV.05 - Sustain standards of dog fouling	Environment	On track	LEQS's established 0% of streets and relevant land surveyed fell below grade	Sun-31-

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cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).			B cleanliness standards and within the 2% target standard set.	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.07 - Prepare and adopt a new Empty Property Strategy by January 2021 to support the Council's vision to bring empty properties back into use.	Environment	Covid affected	The strategy timetable has been reviewed at Growth Scrutiny Committee and there will be several opportunities for member involvement with the strategy development. The Housing Strategy team will work closely with the Portfolio holder and other stakeholders in the strategy development. The timetable has slipped from January to early February as the team had been redeployed to Community work and Homelessness work as part of the 'Everybody In' call.	Sun-31-Jan-21
ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.	Environment	Covid Affected	Action Housing have completed the refurbishment of a long term empty property in Carr Vale. The property has been converted into 2 apartments which has provided 2 units of affordable accommodation, which are now both occupied. Action Housing are continuing with the conversion of an old Co-op building in Whitwell, which will be converted into 5 apartments. Work has been delayed due to Covid19, however it is expected that it will be completed before the end of this year. The Empty Property Officer is continuing to work in partnership with Planning Enforcement and Environmental Health to take enforcement action against 4 problematic empty properties in the District. Progress had been delayed due to Covid19 and officers being deployed to their departments, however work has now recommenced. A working group has been established to explore the option of introducing a Council Tax Premium for long term empty properties. If agreed this would be implemented in April 2021 and would hopefully encourage owners to bring their empty properties back into use. 1 Empty property brought back into use this quarter providing 2 units of affordable accommodation.	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	Fri-31-Mar-23

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			its license review and/or other like performing products and systems identified. This target to be withdrawn	
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 Economy – by driving growth, promoting the District and being business and visitor friendly

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
ECO.01 - Deliver a Business Growth Strategy by March 2021 that will support enterprise, innovation, jobs and skills and makes the best use of our assets.	Development	Covid Affected	Due to the COVID-19 pandemic, Economic Development have concentrated on assisting businesses affected by the government directed closures from mid-March 2020 into Quarter 1 2020/21. 19 Business Bolsover Ebulletins were issued to alert businesses and partners to the emerging support and grant aid packages. Economic Development Officers worked with DCC, other Derbyshire LA's, and county wide partners on the County & District Liaison Group to address the issues arising across the county during the pandemic. A BDC Recovery Plan was drafted to pull together the programmes and assistance, and looked at emerging issues, funding options, delivery mechanisms, and timescales. BDC received Local Authority Discretionary Grant funding of £622,750 for businesses who were not eligible for the Business Rates grants. The Economic Development Team participated in the county wide discussions to ensure uniformity in the schemes eligibility criteria and application process, and then promoted, assessed and awarded the Discretionary Grants, with 68 businesses receiving grants. Work has continued to support the application seeking funding for the proposed Technology Centre, and the application for the Construction Skills Partnership, which is progressing through appraisal.	Wed-31-Mar-21
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On track	Business growth (as measured by gross Business Rates) reduced by £101,450 (-0.16%) when compared to the outturn figure for 2019/20 (£65,445,968). This will be the baseline for this council ambition period.	Fri-31-Mar-23

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			<p>This target was not measured during 2019/20.</p> <p>When comparing the Q1 2020/21 outturn to the last revaluation (2017) then business growth has increased by £2,999,041 (+4.8%).</p> <p>Breakdown:</p> <p>Out-turn Q1 2020/21 £65,344,518, Baseline (Outturn 2019/20) £65,445,968 = difference - 101,450, -0.16%.</p> <p>Out-turn Q1 2020/21 £65,344,518, Baseline 62,345,477 (2017 Revaluation) = difference +2,999,041, +4.8%.</p>	
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development	Covid Affected	Working with partners has been temporarily suspended due to the strictures imposed by the COVID-19 pandemic, and the need to address urgent issues arising from the economic downturn. Now that partners and businesses are re-opening, work can re-commence in the near future.	Sun-31-Mar-24
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment	On track	The strategy timetable has been reviewed at Growth Scrutiny Committee and there will be several opportunities for member involvement with the strategy development. The Housing Strategy team will work closely with the Portfolio holder and other stakeholders in the strategy development. The timetable has slipped from January to early February as the team had been redeployed to Community work and Homelessness work as part of the 'Everybody In' call.	Sun-31-Jan-21
ECO.05 - Annually review housing delivery in the district and facilitate delivery to meet the annual target of 272 new homes	Development	On track	Net number of new dwellings completed for the period 1st April 2019 to 31st March 2020 was 439 dwellings.	Sun-31-Mar-24
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Environment	On track	28 units for last year (2019/20). This is an annual figure and not available until after the financial year-end. Also most sites have been closed through the Covid-19 crisis and we have not been notified of any completions during Q1.	Sun-31-Mar-24
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development	On track	Bolsover Homes is procured and funding was agreed at full council on the 22nd July 2020. This will allow pre-construction work and design to take place on new schemes and detailed design and costings on schemes with planning approval with a view to getting these on site in October 2020.	Sun-31-Mar-24
ECO.08 - Deliver identified transformation projects and initiatives	Corporate Resources	On track	£880,000 of financial improvements through 9 projects have been identified. 7 of those projects have been delivered with 2 in the pipeline (Selling Services and	Sun-31-Mar-24

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which forecast to deliver £1m of revenue efficiencies or additional income by 2023.				
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track		Sat-31-Dec-22
ECO.10 - Working with partners to grow the visitor economy, the number of tourists and the amount of tourism spending in the District by 2023.	Development	Covid affected		Fri-31-Mar-23
			As the Visitor Economy (VE) sector was shut down completely at the end of March 2020 due to COVID-19, the Town Centres & Tourism Officer, assisted by EDT Officers, contacted local VE sector businesses to offer support and guidance. Email contact details were collected and added to the Business Bolsover Ebulletin circulation list to ensure that the businesses were informed of the funding and assistance as it was released by central Government. This relationship has been on-going through the pandemic, which enabled a number of the businesses to apply for and receive grants. The Draft Tourism Strategy was completed and circulated to members and partners for input and endorsement. The COVID-19 pandemic then closed all VE sector businesses indefinitely (at that point in time), with huge economic implications, across all sub-sectors. The Draft Strategy will now be revisited as the sector emerges from the pandemic, re-opens to the public over the summer period, and stabilises. There will be long term implications from the pandemic for the sector which will take time to emerge and require further on-going support and assistance.	

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.01 - Measure customer satisfaction in all front facing service areas at least every two years on a rolling programme	Corporate Resources	On track		Sun-31-Mar-24
CUS.02 - Improve the overall performance and usability of the website by achieving a	Corporate Resources	On track		Sat-31-Dec-22
			Contact Centres and Leisure Centres have arrangements in place to measure customer satisfaction formally every two years and have or are developing quick and easy systems for capturing customer feedback e.g. comment cards. Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The next step is to undertake an audit to establish gaps in customer satisfaction measurement and use that information to inform a rolling programme.	
			A new website is being developed and will be launched in September 2020. The template has been developed and the text/documents are currently	

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maximum score of 4 on 'Better Connect website report' by Dec 2022.			being added.	
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	Covid Affected	Baseline not completed due to COVID-19 and service area priorities. Service areas identified to measure target are Customer Services, Leisure, Revenues & Streetscene. Information is also being sought through the Service Planning process. Q1- 2020/21 Customer Services only - Online Transactions 2,605 Face/Face & Tel Contact 19,882 (F/F only from 15th June due to CC's not being open) (Q1 - 2019/20 Customer Service - Same period Online Transactions 641 F/F & Tel Contact 30,769)	Tue-31-Dec-24
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources	On track	During 2019 Thematic Action Groups worked on defining their new priorities and actions for the refreshed Sustainable Community Strategy 2020-2023. It was agreed that the document would align with the Council's Plan, therefore annual reviews will no longer be required. A draft was designed and sent to all partners for consultation during October/November 2019. Feedback and amendments received were made and a final draft was approved by Bolsover Partnership Executive Board in February 2020 and approved by full Council in March 2020. The Sustainable Community Strategy 2020 - 2023 refresh document was launched electronically at the Bolsover Partnership AGM in April 2020.	Sun-31-Mar-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	A review of performance against our corporate equality objectives for 2019/20 has commenced and will be published by September 2020. Due to C19 restrictions, our scheduled equality panel meetings have not taken place and have been suspended until further notice. It has not been possible to schedule Zoom panel meetings since various panel members do not have internet access. We finalised an Equality Impact Assessment for Video Conferencing and provided our Economic Development Team with advice and guidance on Equal Opportunities and Equality Monitoring.	Sun-31-Mar-24
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	36 approaches from people facing homelessness. 18 cases prevented from becoming homeless (this includes 4 cases still open and receiving support - 50% in total). These figures include 11 single people accommodated under the Governments 'Everyone In' requirement to ensure there was no one	Sun-31-Mar-24

Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
			without accommodation during COVID	
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Covid Affected	The average number of days for quarter one is 55 days, and there has been no sheltered accommodation let in this time. The reason for the high figure is the impact that the Covid19 pandemic has had on the department and the halt on all lettings.	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development	On track	Currently the only tenant satisfaction that is captured is after a repair has been undertaken, for quarter one 100% satisfaction was achieved. Over quarter two further work will be undertaken into how we can roll out measuring satisfaction across the whole of housing services, including how will this be captured and recorded. This work will be started once the two new Heads of Service are in place.	Sun-31-Mar-24
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