


Bolsover District Council
Council's Ambition Update – Q2 – July to September 2020

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.

Aim: Our Customers – Providing excellent and accessible services

Key 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	<p>Questions seeking satisfaction with the Council and local area featured in the October Citizen Panel Survey and were also made available on the website. This survey has now closed.</p> <p>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.</p> <p>Streetscene uses the Citizen Panel every two years to measure satisfaction with its suite of front line services. The Performance team is currently undertaking an audit to establish gaps in customer satisfaction measurement and that information to inform a rolling programme.</p>	Sun-31-Mar-24
CUS.02 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'Better Connect website report' by Dec 2022.	Corporate Resources	On track	<p>First phase of the new website has been launched. We are now looking to develop the pages and content on the site and are awaiting an external test on the accessibility of the site.</p>	Sat-31-Dec-22

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	<p>This target will only measure digital channels e.g. online transactions via the website and automated telephone payments (ATP). Customer Services, Leisure, Revenues and Streetscene have been selected to be monitored under this target. The methodology for this new target is still being evolved.</p> <p><u>Data from Customer Services for Q2:</u> Online Transactions - 22,705 (see note) Face/Face & Tel and all other non-digital contact - 41,633 Total contact transactions – 64,338 = 35% transactions via digital method</p> <p>(Note: From 07/09/2020 - 21/09/2020 the link to report a repair online was removed from the website and Self in line with the close down of Academy for the Open Housing implementation)</p> <p><u>Data from Customer Services for Q1:</u> Online Transactions - 18,504 Face/Face & Tel and all other non-digital contact - 30,544 Total contact transactions – 49,048 = 37.7% transactions via digital method</p> <p>The other service areas will come on board in due course..</p>	Tue-31-Dec-24
CUS.05 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On track	<p>Progress against the equality objectives set in the Single Equality Scheme 2019-2023 has been undertaken for the period April 2019 to September 2020. A report will be going to SAMT on 16/10/20 and thereafter to Executive. The review has demonstrated wide and varied achievements against the</p>	Sun-31-Mar-24

Key Council Target	Directorate	Status	Q1 2020/21 Progress Update	Target Date
			four objectives and the public sector duty (Equality Act) generally.	
ECO.08 - Deliver identified transformation projects and initiatives which forecast to deliver £1m of revenue efficiencies or additional income by 2023. <u>Note</u> This covers transformation programme 2 which started in 2018	Corporate Resources	On track	Note from audit inspection - Outturn is £702,000 - declared outturn is considered achievable in 2021/22 To date, £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 Green Technologies on Corporate assets).	Sun-31-Mar-24
ECO.09 - Deliver service reviews of all service areas by Dec 2022	Corporate Resources	On track	All Service Reviews will be undertaken as part of the Service Plan process which is due to be complete 31 Oct 2020.	Sun-31-Mar-24

Service Indicators

Performance	Q2 Target	Q2 Outturn	Status	
CSI 19 % FOI/EIR requests responded to in 20 working days (Quarterly) (NEDDC)	95%	99.9%		Above Target

Governance	Q2 Target	Q2 Outturn	Status	
CSP 11 % of Telephone calls answered within 20 seconds: Corporate (Quarterly)	93%	97%		On / Above Target
CSP 12 % E-mails acknowledged within 1 working day: Enquiries email address (Quarterly)	100%	100		On / Above Target
CSP 13 % E-mails replied to within 8 working days: Enquiries email address (Quarterly)	98.67%	100		Within Target
CSP 16 % written complaints responded to in 15 working days (Quarterly)	97%	98%		On / Above Target
CSP 20 % written comments acknowledged within 3 working days (Quarterly)	100%	100%		On / Above Target
CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)	100%	88%		Below Target
CSP 23 Number of formal complaints (Stage 2) received per 10,000 population (Quarterly)	19	5		Below Target (Positive)

Exception

CSP 21 % Stage 3 complaints responded to in 20 working days (Quarterly)

Quarter	Value	Target		Commentary
Q2/20/21	88%	100%		7 (89%) of 8 Internal Review complaints were responded to within 20 working days
Q1/20/21	100%	100%		

Customer Services	Q2 Target	Q2 Outturn	Status	
CC4 Telephone Abandonment: Contact Centre	10%	7%		Below Target (Positive)
CUS01 % of calls answered within 20 seconds	80	54%		Below Target

Exception

CUS 01 - % of calls answered with 20 seconds

Quarter	Value	Target		Commentary
Q2	54	80		Peak annual leave period, 3 vacant posts now recruited to - 2 undergoing training and 1 awaiting start date, and long term sickness has impacted on performance
Q1	82	80		

Financial Services	Q2 Target	Q2 Outturn	Status	
FS1 % Invoices paid within 30 days (quarterly)	98	99		On / Above Target

Revenues and Benefits	Q2 Target	Q2 Outturn	Status	
% Council Tax arrears collected (Quarterly)	20%	11.4%		Covid Affected
% NNDR arrears collected (Quarterly)	30%	21%		Covid Affected
% Council Tax Collected (Quarterly)	97.8%	93.1%		Covid Affected
% Non-domestic Rates Collected (Quarterly)	98.5%	82.9%		Covid Affected
Benefit overpayments as a % of benefit awarded (Quarterly)	6%	2.15%		Below Target (Positive)
% Recovery of overpayments within the benefits system (Quarterly)	17%	69.51%		On / Above Target
% Telephone Abandonment: Revenues (Quarterly)	12%	6.3%		Below Target (Positive)
% Calls answered within 20 seconds: Revenues (Quarterly)	65%	66.6%		On/Above Target
% Telephone Abandonment: Benefits (Quarterly)	3%	1.8%		Below Target (Positive)
% Calls answered within 20 seconds: Benefits (Quarterly)	78%	85.8%		On / Above Target

Exceptions

% Council Tax arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q2	11.4%	20%		Significantly reduced due to the impact of COVID crisis
Q1	5.8%	10%		Significantly reduced due to the impact of COVID crisis

% NNDR arrears collected (Quarterly)

Quarter	Value	Target		Commentary
Q2	21%	30%		Results will have been affected by COVID crisis and the initial hold on recovery action. Also changes to accounts following information obtained from businesses during the grant application process.
Q1	10.6%	20%		Varies considerably - results will have been affected by COVID crisis and hold on recovery action. Also changes to accounts following information obtained from businesses during the grant application process.

% Council Tax Collected (Quarterly)

Quarter	Value	Target		Commentary
Q2	93.1%	97.8%		Collection rates affected by COVID crisis
Q1	88.8%	97.8%		Collection rates affected by COVID crisis, including deferral of payments for this quarter.

% Non-domestic Rates Collected (Quarterly)

Quarter	Value	Target		Commentary
Q2	92.7%	98.5%		Impact of COVID crisis and businesses unable to make payments
Q1	82.9%	98.5%		Impact of COVID crisis and businesses unable to make payments/ deferral of payments for this quarter