

Bolsover District Council
Council Ambition Performance Update – Q2 – July to September 2020

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended 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	Q2 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 draft communications plan was presented to the Carbon Reduction Group and approved.	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 September 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 <u>estimated</u> based on Q2 2019/20 Waste Data Flow figures at 4275.90 recyclable materials collected, this equates to a combined recycling and composting rate of 47.5%. This will be updated when the actual figures become available from WDF at the end of December. However, given	Fri-31-Mar-23

Council Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			<p>impact of Covid-19 on Q1, it is anticipated actual performance will be 8% to 10% lower.</p> <p><u>Q1 (2020\21) Actual</u> recyclable\compostable material collected within this period was 3,397.17tonnes as reported by way of Waste Data Flow, equating to a combined recycling rate of 36.2%. This represents a 10% reduction in performance when compared to Q1 (2019\20) due to impact of Covid-19.</p>	
<p>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).</p>	<p>Environment</p>	<p>On track</p>	<p>LEQS's established 3% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 4% target standard set.</p>	<p>Sun-31-Mar-24</p>
<p>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).</p>	<p>Environment</p>	<p>On track</p>	<p>LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards and within the 2% target standard set.</p>	<p>Sun-31-Mar-24</p>
<p>ENV.06 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year.</p>	<p>Environment</p>	<p>Covid Affected</p>	<p>Due to lockdown restrictions, much of the proactive patrolling for these offences has been suspended, but as restrictions are lifted, we will be able to progress enforcement in a more organised and proactive manner.</p> <p>In terms of the numbers of FPN's issues, for Bolsover this is 2 in Quarter 2 (1 dog fouling and 1 litter)</p> <p>For information – it is proposed to revise this target to:</p>	<p>Sun-31-Mar-24</p>





Council Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			<i>Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% <u>over a 5 year period.</u></i>	
ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning each year	Environment	On track	<p>There have been a further 7 CPWs served and these are still within their monitoring period.</p> <p>Three of the 5 CPWs served in Q1 are still within their monitoring period.</p> <p>Of the 12 CPWs served so far this year 1 has been a success (8%), 1 has failed (8%) and 10 are within their monitoring period (83%).</p> <p>The 10 cases are continually monitored for the duration of the case (usually 12 months) and are only deemed to be failed if the case progresses to a Community Protection Notice (CPN).</p> <p>Combining those within their monitoring period and the successful CPW the outturn is 92%.</p>	Mar - 24

Aim: Our Customers – Providing excellent and accessible services

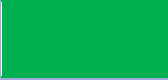




Council Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
CUS.06 - Prevent homelessness for more than 50% of people who are facing homelessness each year	Environment	On track	69 approaches from people facing homelessness. 42 cases prevented from becoming homeless (this includes 7 cases still open and receiving support). 61% in total.	Sun-31-Mar-24
CUS.07 - Reduce average relet times for standard voids (council properties) to 20 calendar days by March 2021 and maintain thereafter	Development	Currently unable to report on	Currently unable to report on this due to the changeover in Housing ICT systems undertaken this quarter. The reporting tool within Academy (previous system) is no longer accessible and the report function isn't fully operational within the new OPEN system. Also the team that usually support the calculation of this target has been working to deliver the OPEN system which has been a significant undertaking. The HoS is overseeing work on the new reporting tool and the filters that it has. This may allow for a spread of void targets/information to be reported on. The HoS is liaising with the Portfolio Holder on this. It is expected to have something useful to report at Q3.	Wed-31-Mar-21
CUS.08 - Maintain high levels of tenant satisfaction with council housing and associated services	Development	On track	The last STAR survey (report produced in 2019 and run every 3 years) recorded a tenant satisfaction level of 87% with Housing Services and 82% with Housing repairs. Other areas are also measured more frequently i.e. repairs service, domestic abuse support and parenting services. This target has linkages with CUS 01 and the Performance Team will support in this area too.	Sun-31-Mar-24

Council Target	Directorate	Status	Q2 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	The Go Active leisure facility reopened on 25th July with a very strict booking policy to enable track and trace, other activities are slowly coming back on line as restrictions allow us to do so. Since reopening we have attracted 25,503 attendances.	Sun-31-Mar-24
CUS.10 - Deliver a health intervention programme which provides 500 adults per year with a personal exercise plan via the exercise referral scheme <u>Note:</u> no target set due to impact of Covid	Corporate Resources	Covid Affected	The health referral programme is still suspended due to the Coronavirus pandemic. We are working closely with colleagues in Public Health to determine when it will be safe to bring clients back into leisure facilities for exercise. In the meantime we are keeping in contact with individuals and have filmed classes that can be accessed by clients through Bolsover TV.	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	Q2 Target	Q2 Outturn	Status	
SS 01 Remove 95% of hazardous Fly Tipping within 24 hours of being reported (Quarterly)	95%	100%		Above Target
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%	6%		Below Target (Positive)
SS 05 Amount of residual household waste disposed of by way of landfill (Quarterly)	135	131		Below Target (Positive)

Environmental Health

Environmental Health	Q2 Target	Q2 Outturn	Status	
EH 01 - Percentage of noise complaints responded to within 3 working days. (Quarterly)	90%	90%		On Target

Environmental Health	Q2 Target	Q2 Outturn	Status
EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)	90%	81%	Below 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%	87%	Below 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

EH02 - Percentage of complaints about licensable activities responded to within 3 working days. (Quarterly)

Quarter	Value	Target	Commentary
Q2	81%	90%	July 2020 - Of the 21 complaints received for BDC area, 17 were responded to within the target time (81%)
Q1	100%	90%	

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

Quarter	Value	Target	Commentary
Q2	0%	100%	It is recommended that this measure be suspended until September 2020 when revised objectives can be published and reported upon. Note: this will be picked up in the new service plan.

Q1	0%	100%	
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EH04 - Percentage of business enquiries responded to within 3 working days. (Quarterly)

Quarter	Value	Target	Commentary
Q2	87%	90%	Of the 104 enquiries received for BDC area, 90 were responded to within the target time (87%) Note this is a large increase in service requests.
Q1	90%	90%	

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

Quarter	Value	Target	Commentary
Q2	0%	100%	The programme has been suspended by DEFRA and is recommencing in Q3 and Q4 (subject to Covid circumstances).
Q1	0%	100%	

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

Quarter	Value	Target	Commentary
Q2	0	45	This work has been suspended due to COVID-19, as the majority of these are undertaken during food inspections which were suspended earlier in the year. To recommence as per the food programme.
Q1	0	45	

Leisure

Leisure	Q2 Target	Q2 Outturn	Status
LE1 Number of people participating in	185,000	25,503	COVID-19 Affected

Leisure	Q2 Target	Q2 Outturn	Status
Council leisure, sport, recreational, health, physical and cultural activity each year (quarterly)			

Exceptions

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

Quarter	Value	Target	Commentary
Q2	25,503	185,000	The Go Active leisure facility reopened on 25th July with a very strict booking policy to enable track and trace, other activities are slowly coming back on line as restrictions allow us to do so. Since reopening we have attracted 25,503 attendances.
Q1	0	185,000	The new target for 2020/21 would have been 740,000 based on the increase of 5000 visits per year. Zero attendance has been recorded between April-June within Facilities due to closures through COVID-19. We still await Government approval to re-open the Leisure Centres but nothing is confirmed at this stage.