

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	Fri-31-Mar-23

Council Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			<p>available from WDF at the end of December. However, given 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>	
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 3% 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 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	<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>It is proposed to revise this target to:</p>	Sun-31-Mar-24

Council Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			<p><i>Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% <u>over a 5 year period</u>. This will be discussed with the Portfolio Holder and progressed as necessary.</i></p>	
<p>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.</p>	<p>Development</p>	<p>On track</p>	<p>A 1st draft has been written and this is due to be consulted with Members at scrutiny on 23 October 2020. The strategy is on target to be completed for early 2021.</p>	<p>Sun-31-Jan-21</p>
<p>ENV.08 - Bring 5 empty properties back into use per year through assistance and enforcement measures.</p>	<p>Development</p>	<p>On track</p>	<p>Action Housing are progressing with the work on the Old Co-op building in Whitwell. There have been some delays due to issues with the water authority - however these have now been resolved and it is expected that the building will be ready for reoccupation before the end of the year. This will provide 5 units of affordable accommodation.</p> <p>The Empty Property Officer continues to work with Environmental Health and Planning Enforcement to take action on 4 properties and bring them back into use through enforcement measures. It is expected that the enforcement process will conclude over the next 12 months on each of these properties. 1 property is in the process of being considered for a Compulsory Purchase Order and approval is being sought from the executive team to carry out a structural survey on the property, due to its poor condition.</p> <p>2 further properties have been referred to Action Housing for their leasing scheme which - if appropriate - will provide a further 2 units of affordable accommodation.</p>	<p>Sun-31-Mar-24</p>

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			<p>A long term empty property in Palterton has begun the process of being brought back into use with the assistance of an energy company, this is as a result of intervention from the Empty Property Officer. The property has been empty for more than 10 years and has caused a number of issues for local residents.</p> <p>A meeting has been arranged at the end of October to discuss introducing the Council Tax Premium. This will then be consulted and implemented through the usual channels if approved. This could potentially be introduced in April 2021 and would hopefully encourage owners to bring their properties back into use, rather than leaving them empty.</p> <p>To date 1 empty property has been brought back into use, providing 2 units of affordable accommodation.</p>	
<p>ENV.11 - Resolve successfully 60% of cases following the issuing of a Community Protection Warning each year</p>	<p>Environment</p>	<p>On track</p>	<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</p>	<p>Mar -24</p>

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			successful CPW the outturn is 92%.	

Aim: Our Economy – by driving growth, promoting the District and being business and visitor friendly

Council Target	Directorate	Status	Q2 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	On track	Work on refreshing the Council's economic recovery plan has taken place over the last quarter. This work feeds into the business growth strategy because it contains a number of actions that are intended to support enterprise, innovation, jobs and skills alongside making best use of our assets. The next steps are to complete any outstanding actions related to recovery from the first lockdown and move towards actions aimed at supporting business resilience through further lockdowns / restrictions and Brexit alongside implementing our medium term objectives. These actions will form the foundations of the longer term business growth strategy aimed at securing sustainable and inclusive growth throughout the District.	Wed-31-Mar-21
ECO.02 - Optimise business growth (as measured by gross Business Rates) by £2m by March 2023.	Corporate Resources	On track	Outturn Q2 2020/21 £65,166,356, Baseline (Outturn 2019/20) £65,445,968 = difference - £279,612 (-0.43%).	Fri-31-Mar-23
ECO.03 - Working with partners to bring forward employment and development opportunities at Coalite and Clowne Garden Village strategic sites by 2023.	Development	On track	Coalite: The developers of the former Coalite site have recently received a £15.25 million joint loan from The South Yorkshire Pension Fund and SCR JESSICA Fund. The debt facility will support the development of infrastructure for the scheme.	Sun-31-Mar-

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			Clowne Garden Village: Highways England and Derbyshire County Council have recently refreshed their guidance on the required highway improvements at J30 of the M1 and the 'Treble Bob' roundabout. Further work is now required by the developer to allow the discussion on the phasing and delivery of the required highway works to progress.	
ECO.04 - Prepare and adopt new Housing Strategy by January 2021.	Environment	On track	Housing Strategy is being developed and is going to November Growth Scrutiny Committee. The timetable has slipped by a month and it will be ready for adoption in February 2021	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	Environment	On track	The survey work that underpins the information is collected on an annual basis (usually end of March / beginning of April) and so we don't currently have a figure to provide on a quarterly basis. However, from an informal monitoring of the number of houses being built by developers on approved sites across the District, progress is being made on sites and this indicates that we are on track to meet the annual target when we report comprehensively on this Q1 2021/22.	Sun-31-Mar-24
ECO.06 - Work with partners to deliver an average of 20 units of affordable homes each year.	Development	On track	The final figure for 2019/20 was revised upwards to 38 affordable homes brought forward, once all the information was collated. The original reported figure was 28 affordable homes. We are aware of 8 affordable housing completions in quarter one of the current year and a further 5 in quarter two, so at mid-year this indicator is on target	Sun-31-Mar-24
ECO.07 - Deliver 150 new homes through the Bolsover Homes Programme by March 2024	Development	On track	Contracts are signed for the Whitwell Cluster comprising of Doles Lane, Bakestone Moor, Longcroft View and Claylands Rd (2) and construction is beginning in a phased approach on the 12th October 2020. The cluster will deliver 16 properties. Planning permission has been granted on the Sandy Lane/Thorpe Avenue scheme at Whitwell and detailed design is ongoing with a target of starting on site early in 2021. Housing management are working with the remaining	Sun-31-Mar-24

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			tenants to identify decant/permanent property moves. A list of schemes has been collated and Phase 1 & 2 investigation reports are due to be carried out over the next few months with priority sites identified to follow on.	
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
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	On track	Work is continuing on revisions to the draft tourism strategy; primarily work on an accessibility chapter is being completed. A significant amount of work is being carried out on the draft cycling infrastructure strategy; this should be ready to go out to consultation before the end of 2020.	Fri-31-Mar-23

Aim: Our Customers – Providing excellent and accessible services

Council Target	Directorate	Status	Q2 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. 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
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>	Tue-31-Dec-24

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			<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>	
CUS.04 - Work with partners to deliver the Sustainable Communities Strategy and publish an evaluation report annually	Corporate Resources	On track	<p>Delivery against the SCS continues through the Thematic Action Groups which have continued to meet electronically during the pandemic. Naturally focus has shifted slightly to accommodate community needs during this time.</p>	Sun-31-Mar-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</p>	Sun-31-Mar-24

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			and thereafter to Executive. The review has demonstrated wide and varied achievements against the four objectives and the public sector duty (Equality Act) generally.	
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