

## North East Derbyshire District Council Corporate Plan targets for 2019/20

### Unlocking Our Growth Potential

Description	Owner	Directorate
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March <b>2020</b> .	HoS Economic Development	Place
G 04 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of <b>40</b> sustainable jobs in the combined programme area by December 2020.	HoS Partnerships & Transformation	People
G 06 - Provide pre-employment activities to at least 60 unemployed residents per year.	HoS Economic Development	Place
G 07 - Support at least 20 unemployed residents into employment per year.	HoS Economic Development	Place
G 10 - Process all major planning applications 10% better than the minimum for special measures per annum.	HoS Planning	Place
G 12 - Through a programme of targeted refurbishment bring <b>10</b> empty properties per year	HoS Economic Development	Place
G 13 - Work with partners to deliver an average of 100 affordable homes each year.	HoS Economic Development	Place

### Providing Our Customers with Excellent Service

Description	Owner	Directorate
C 01 - <b>Retain</b> customer service excellence accreditation year on year	HoS Corporate Governance	People
C 02 - Achieve an overall biennial external satisfaction rate of 80% or above for services provided by the Contact Centre.	HoS Partnerships & Transformation	People
C 03 - Achieve a consistent annual satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	HoS Partnerships & Transformation	People
C 04 - Achieve an overall tenant annual satisfaction rate of 90% or above for services provided by Rykneld Homes.	Rykneld Homes	Place
C 05 - Reduce the average time to relet void Council properties to 22 days by March <b>2020</b> (HCA core definition).	Rykneld Homes	Place
C 06 - Complete to target 98.9% of all responsive repairs on Council properties each year.	Rykneld Homes	Place
C 11 - Achieve an overall annual success rate of 40% for households who considered themselves homeless for whom casework resolved the situation.	HoS Economic Development	Place
C 12 - Invest in voluntary and community organisations to assist over 13,000 vulnerable and disadvantaged households year on year.	HoS Partnerships & Transformation	People
C 14 - Process all new Housing Benefit and Council Tax Support claims within an average of <b>20</b> days.	HoS Finance & Resources	People

Description	Owner	Directorate
C 15 - Process changes to Housing Benefit and Council Tax Support within an average of 9 days.	HoS Finance & Resources	People
C 16 - Ensure all properties (with a gas supply) have a current gas safety certificate	Rykneld Homes	People
<b>Reworded (C10) – Monitor performance against the corporate equality objectives and publish information annually</b>	HoS Corporate Governance	People

### Supporting Our Communities to be Healthier, Safer, Cleaner and Greener

Description	Owner	Directorate
H 02 - Increase participation/attendances in leisure, sport, recreational, health, physical and cultural activity by 5,000 per year.	HoS Partnerships & Transformation	People
H 03 - Deliver a Health intervention programme which aims to achieve <b>258 12 week completers via the 'Exercise by Referral' programme</b>	HoS Partnerships & Transformation	People
H 06 - Assist partners in reducing crime and antisocial behaviour by delivering 10 targeted crime reduction campaigns with a minimum of 200 people attending each year.	HoS Housing (BDC only) & Community Safety	Place
H 07 - Achieve a combined recycling and composting rate of <b>47%</b> by March 2020.	HoS Streetscene	People
H 08 - Sustain standards of litter cleanliness to achieve 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	HoS Streetscene	People
H 09 - 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).	HoS Streetscene	People
H 10 - Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	HoS Housing (BDC only) & Community Safety	People
H 12 - Support the development and delivery of projects as part of the £1 million 'Grassland Hasmoor...' Big Local scheme by March <b>2020</b> .	HoS Partnerships & Transformation	People

### Transforming Our Organisation

Description	Owner	Directorate
T 07 - Collect a minimum of <b>97%</b> rent for Council properties in 2019/20. (The performance tolerance level is set at 96.75%).	Rykneld Homes	Place
T 11 - Increase on-line self service transactions dealt with by the Contact Centre by 20% per year.	HoS Partnerships & Transformation	People