

**North East Derbyshire District Council**

**Audit and Corporate Governance Scrutiny Committee**

**22 September 2016**

**Corporate Plan Targets Performance Update – April to June 2016  
(Q1 – 2016/17)**

**Report of the Assistant Director – Customer Service and Improvement**

This report is public

**Purpose of the Report**

- To report the quarter 1 outturns for the Corporate Plan 2015-2019 targets.

**1 Report Details**

1.1 The attached contains the performance outturn as of 30 June 2016 (information compiled on 20 July 2016).

1.2 A summary by corporate plan target is provided below:

**1.3 Unlocking our Growth Potential**

- 16 targets in total (1 target achieved previously – G16)
- 14 targets are on track noting that **G11** and **G15** are still awaiting figures for 2015/16 and **G12** and **G14** were flagged as 'alerts' in the 2015/16 Q4 report and will need to be assessed at Q2.
- 1 target has been achieved – **G02** Establish business support programme by engaging with D2N2 and Sheffield City Region by March 2016.

**1.4 Providing our Customers with Excellent Service**

- 15 targets in total
- 14 targets on track noting that **C03** is awaiting figures for Q1, to be reported at Q2. As noted in the appendix **C04**, **C06** and **C12** achieved their annual targets for 2015/16.
- 1 target has failed:
  - **C05** – Reduce the average time to relet void Council properties to 26 days by March 2016. The outturn for 2015/16 was 29.93 days. As noted in the appendix Rykneld Homes saw a significant increase in the number of properties terminated and becoming void from 653 in 2014/15 to 707 in 2015/16. 544 (77%) of those were major void properties. Rykneld Homes target for 2016/17 is 30 days.

## 1.5 **Supporting our Communities to be Healthier, Safer, Cleaner and Greener**

- 12 targets in total
- 12 targets on track

## 1.6 **Transforming our Organisation**

- 12 targets in total (2 targets achieved previously – T02 and T03)
- 9 targets on track including 3 targets previously extended (T05, T10 and T12).
  - **T05** – a further request to extend this target to 30 November 2016 has been received to reflect resource issues caused by the slower than expected implementation of the Legal Restructure. Revised timetable noted on the appendix. This recommendation will be made to Cabinet on 28<sup>th</sup> September 2016.
  - **T07** achieved its annual target for 2015/16.
- 1 target has been achieved:
  - **T08** – Reduce former Council tenants arrears by £65,000 by March 2016.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 55 total targets 49 (89%) are on track, 5 (10%) have been achieved (2 this time and 3 previously) and 1 (1%) has failed.
- 2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

## **3 Consultation and Equality Impact**

- 3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan. However individual projects may require consultation exercises and equality impact assessments.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

## **5 Implications**

### **5.1 Finance and Risk Implications**

No finance or risk implications within this performance report. Finance and risk implications will be assessed for individual targets.

### **5.2 Legal Implications including Data Protection**

No legal implications within this performance report.

### 5.3 **Human Resources Implications**

No human resource implications within this performance report.

## 6 **Recommendations**

- 6.1 That progress against the Corporate Plan 2015-2019 targets be noted. .

## 7 **Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2015-2019 aims and priorities

## 8 **Document Information**

Appendix No	Title
1.	Corporate Plan Targets Update – Q1 April to June 2016
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Customer Service and Improvement	01246 217641

## North East Derbyshire District Council

## Corporate Plan Targets Update – Q1 April to June 2016

## Aim – Unlocking our Growth Potential

Key Corporate Target	Directorate	Status		Progress	Target Date
G 01 - Through the use of Key Account Management develop a relationship with a minimum of 50 local businesses by March 2019.	Growth	On track		Q1 14 businesses closely engaged with during this period. Ongoing support with full list of KAM businesses via email bulletins and telephone calls.  To date 45 businesses engaged with.	Sun-31-Mar-19
G 02 - Establish business support programme by engaging with D2N2 (Local Enterprise Partnership for Derby, Derbyshire, Nottingham and Nottinghamshire) and SCR (Sheffield City Region) Growth Hub by March 2016	Growth	Achieved		Q1. The SLA with Chesterfield Council has now ended. Few businesses from NEDDC utilised this service. SCR Growth Hub have now appointed 6 Growth Hub advisors (on three year contracts) and these are operating the area. Staff have met a local advisor and he has already engaged with NED businesses. The full service has been operating since April 2016 and we expect the Growth Hub to stay engaged.	Thu-31-Mar-16
G 03 - Optimise business growth (as measured by gross NNDR) by £1.0m by March 2019.	Operations Growth	On track		Q1 The first quarter NNDR 3 forecast shows an increase in NNDR income to £16.9m, £500k higher than the NNDR1 forecast in March. This is due to a	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				combination of growth and lower estimates for appeals based on the latest information held. This increase is reason to be cautiously optimistic however, estimating NNDR income is difficult because of its volatility so this forecast is likely to change again during the course of the year.	
G 04 - Through the Bolsover North East Derbyshire LEADER Approach collectively support the creation of 65 sustainable jobs in the combined programme area by December 2020.	Growth	On track		Q1: 2 of the 15 Outline Applications being developed are from the NEDDC Area. One bid appraised has been withdrawn by applicant due to changing their plans. 3 enquiries have been signposted to the NEDBGF and another to D2N2 for ESIF support. Drop in sessions in 5 NED localities were held in March although the purdah period relating to the EU referendum halted any overt promotion and has yet to be closed (at 06.07.16). Confirmation of approval of the revised Delivery Plan is still awaited; this requests a reduced number of projects and outputs in recognition of the reduced funding available (due to changes in the €:£ exchange rate), such as 40 jobs from 65 and 20 projects from 40+. A range of programme delivery issues were discussed at the National LEADER Exchange Group (LEG) on 14th June attended by the Programme Officer. The RPA acknowledged concerns from England's LAGs about how RPA and ministerial actions and delays were	Thu-31-Dec-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				affecting progress and processes at a local level.	
G 05 - Support at least 50 young people aged 18 to 24 years living in North East Derbyshire to raise their employability skills and 20 to be in employment by June 2017.	Growth	On track		Q1 60 NED residents aged 18-24 claiming JSA have been engaged by the Ambition project and supported to enhance their employability. 15 NED residents aged 18-24 have been supported to secure employment by the Ambition project.	Fri-30-Jun-17
G 06 - Provide pre-employment activities to at least 60 unemployed residents per year.	Growth	On track		Q1 57 residents have been supported with pre-employment activities	Wed-31-Jul-19
G 07 - Support at least 20 unemployed residents into employment per year.	Growth	On track		Q1 28 residents have been supported into employment	Sun-31-Mar-19
G 08 - Produce a Local Development Scheme that seeks to publish the local plan at the earliest deliverable date and before March 2018	Growth	On track		Q1 Currently on target to publish the Local Plan in Oct 2017. Cabinet approval secured in June 2016 to streamline the informal consultation stages. A position statement will be published in Autumn 2016 with consultation on a draft plan scheduled for Feb 2017.	Sat-31-Mar-18
G 09 - Ensure preparation of the Local Plan is in line with the adopted timetable and report annually in December through the statutory Authority Monitoring Report	Growth	Extended		Q1 Currently on target to publish the Local Plan in Oct 2017. Cabinet approval secured in June 2016 to streamline the informal consultation stages. A position statement will be published in Autumn 2016 with consultation on a draft plan scheduled for February	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				2017.	
G 10 - Process all major planning applications 10% better than the minimum for special measures per annum.	Growth	On track		Q1 The outturn for the first quarter was 71.4% representing 5 of 7 "major" applications being determined in time.  (Target 2015/16: 60% National target: 50%)	Sun-31-Mar-19
G 11 - Enable the development of at least 1,000 new properties within the district by March 2019.	Growth	On track		Q.1. Monitoring is carried out annually after year end so it is not possible to provide a quarterly update. The annual figure for 2015/16 should be available for the Q.2.report and will give an indication if we are on track to reach the target. Discussion with developers continue on the strategic sites, with detailed planning currently being considered for The Avenue site.	Sun-31-Mar-19
G 12 - Through a programme of targeted refurbishment bring 20 empty properties per year back into use by March 2019.	Growth	On track		Q1 Progress against this task has slowed largely attributable to the Empty Properties Officer leaving post and the post has not been filled. However, in the interim the day to day operational activity is being covered to ensure the service continues to be delivered and any referrals are being acted upon. Work continues with partner agencies to identify suitable properties for development and refurbishment. The council continues to try and identify properties suitable for refurbishment and a further review of	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				information held within the council has been undertaken with property details being sent to Action for consideration. Current data not available for number of empty properties being brought back into use for Q1.  (2015/16 target not achieved. 5 properties brought back into use)	
G 13 - Work with partners to deliver an average of 100 affordable homes each year.	Growth	On track		Q1 There have been no affordable housing completions this quarter. We continue to work with Registered Providers on an individual basis and at the Registered Providers Forum.	Sun-31-Mar-19
G 14 - Through the Private Rented Sector Leasing Scheme deliver 5 additional units of affordable housing each year.	Growth	On track		Q1 Working to identify a partner to deliver the scheme.  (2015/16 target not achieved. No units delivered)	Sun-31-Mar-19
G 15 - Achieve an increase of at least £950,000 in additional New Homes Bonus by March 2019.	Growth	On track		Q1 Information should be available from Q2 (from council tax reports).	Sun-31-Mar-19

**Aim – Providing our Customers with Excellent Service**



Key Corporate Target	Directorate	Status		Progress	Target Date
C 01 - Achieve Customer Service Excellence accreditation for the Contact Centre service by March 2017 (and/or) corporately by March 2018.	Transformation	On track		Q1 An action plan has been created highlighting some of the improvements and amendments being made within Customer Services. NEDDC has now been registered for the CSE assessment. The assessment date has been provisionally been booked for the 11th January 2017.	Sat-31-Mar-18
C 02 - Achieve an overall biennial external satisfaction rate of 80% or above for services provided by the Contact Centre.	Transformation	On track		<p>Q1 2016/2017</p> <p>External satisfaction results for meet &amp; Greet reception - 91%</p> <p>External satisfaction results for visits / interviews - 77%</p> <p>External satisfaction results for the telephone - 62%</p> <p>External satisfaction results for email - 49%</p> <p>Improvements plans will be produced in quarter 2 for all areas. Citizen Panel results to be received during quarter 2.</p>	Sun-31-Mar-19
C 03 - Achieve a consistent quarterly satisfaction rate of 80% or above for leisure, recreation and cultural activities and services.	Transformation	On track		Q1 Information not available - will be reported at Q2.	Sun-31-Mar-19
C 04 - Achieve an overall tenant annual satisfaction rate of 86% or above for services provided by Rykneld Homes.	Transformation	On track		<p>Q1. RHL achieved an overall tenant satisfaction of 93% for 2015/16. (Target achieved for 2015/16)</p> <p>(RHL report quarterly updates one quarter in arrears)</p>	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
C 05 - Reduce the average time to relet void Council properties to 26 days by March 2016 (HCA core definition).	Transformation	Failed		Q1. 2015/16 Outturn – 29.93 days. This year saw a significant increase in the number of properties terminated and becoming void from 653 in 2014/15 to 707 in 2015/16. 544 (77%) of those were major void properties and 163 of those were standard properties. Rykneld Homes voids target for 2016/17 is 30 days.  (RHL report quarterly updates one quarter in arrears)	Thu-31-Mar-16
C 06 - Complete to target 98.9% of all responsive repairs on Council properties each year.	Transformation	On track		Q1. At the end of 2015/16 target has been met with 99.04% of 21780 responsive repairs completed within target timescales.  (RHL report quarterly updates one quarter in arrears)	Sun-31-Mar-19
C 07 - Replace the corporate website and refresh content by April 2017	Transformation	On track		Q1 Implementation of the website template, functionality and structure is nearing completion. The next task is to start adding the content, images and documents. We are also providing a separate Microsite for businesses to get the information they need quickly and easily. Meetings with departments are coming to an end and the relevant Cabinet Members have been shown how the site will operate and what functionality it will include. Work is progressing well and we are aiming to launch in autumn 2016.	Sun-30-Apr-17
C 08 - Increase (unique) visitor numbers to the Council website by 7% year on year.	Transformation	On track		Q1 Statistics from Google Analytics for the period April 1 to June 30 2016 show that we have had 23,333 users visiting the website, of which 45.62% are new unique users of the website. This figure should be taken with caution though as one person	Sun-31-Mar-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				could use three different devices (laptop, tablet, mobile phone) to access the website and this would be classed as three unique users.	

C 09 - Implement the new EU Regulations on Data Protection within the timescales stipulated by the Information Commissioners Office.	Transformation	On track		Q1 - General Data Protection Regulation (GDPR) to come into force on 25th May 2018. Following the recent UK referendum outcome to leave Europe the ICO considers that the UK will still require data protection legislation to mirror the GDPR. Work continues to improve our internal data protection processes in line with the new regulations e.g. developing a database of personal data held by the Council.	Sun-31-Mar-19
C 10 - Fully deliver the equality objectives identified in the Single Equality Scheme by March 2019.	Transformation	On track		Q1 - New Single Equality Scheme (2016-19) approved by Cabinet on 06/04/16. Scheme and action plan published internally and externally. Action plan also placed on PERFORM for monitoring purposes and taken to the Disabled Peoples Consultative Group in June for information.	Sun-31-Mar-19
C 11 - Achieve an overall annual success rate of 80% for households who considered themselves homeless for whom casework resolved the situation.	Growth	On track		Q1 - A total of 81 homeless cases were dealt with in Q1 out of which 72 were prevented which equates to 79%.	Sun-31-Mar-19

C 12 - Invest in voluntary and community organisations to assist over 13,000 vulnerable and disadvantaged households year on year.	Growth	On track		Q1: In 2015/16 18,319 households were supported by the 6 main funded vol-com groups, an increase from 14,751 in 2014/15, demonstrating that there is an increasing proportion of residents requiring advice services, particularly around welfare benefits, debt and housing issues. The data regarding the luncheon clubs will be available in the Q3 update. The programme of presentations of presentations to Cabinet from key supported voluntary sector agencies commenced in June, to complete by October.	Sun-31-Mar-19
C 13 - Support the growth in membership of the Chesterfield and North East Derbyshire Credit Union by 230 new North East Derbyshire residents per year.	Growth	On track		Q1: The Junior Savers Scheme has been extended with HNED Partnership Funding to continue to work in disadvantaged areas and support provided to the management and staffing restructure at CNEDCU and PR development to raise awareness across the district. There were 91 new members from the district within the quarter, which is positive compared to last year's figures and the target of 230 by the 16/17 year end. The total membership by June 2016 is 3,469, of which 948 (27.33%) are from the district.  (2015/16 target not achieved)	Sun-31-Mar-19
C 14 - Process all new Housing Benefit and Council Tax Support claims within an average of 21 days.	Operations	On track		Q1 Performance is 23.32 days.	Sun-31-Mar-19
C 15 - Process changes to	Operations	On		Q1 Performance is 7.02 days.	Sun-

Housing Benefit and Council Tax Support within an average of 9 days.		track			31-Mar-19
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**Aim – Supporting our Communities to be Healthier, Safer, Cleaner and Greener**

H 01 - Review partnership arrangements to enable the development of Healthy Communities Action Plan by March 2016, with delivery milestones by March 2019.	Growth	On track		Q1: The Healthy Communities [Cities] Network application was approved on 08.06.16. Cllr Lilley has been appointed as new NEDDC rep on the HNED Partnership. Grants to support the voluntary sector have been commissioned, with specifications for other projects in development. The new Healthy NED Community Development Worker joined in April and has recruited 2 further community health champions, training all 14 champions and ensuring DBS and ID arrangements and establishing a bank account and insurance for the #Holmewood & Heath Group. Support has also been provided to the CCGs to promote and inform Members and residents regarding their "Better Care Closer to Home" consultation.	Sun-31-Mar-19
H 02 - Increase participation/attendances in leisure, sport, recreational, health, physical and cultural activity by 5,000 per year.	Transformation	On track		Q1 update profiled target - target is 180,000 for qtr 1 , actual is 186,000 - we are on track to achieve annual target.	Sun-31-Mar-19
H 03 - Deliver a health intervention programme which provides 600 adults per year with a personal exercise plan via the	Transformation	On track		Q1 Data taken from DCC Q1 report: target 150 - actual 200	Sun-31-Mar-

exercise referral scheme.					19
H 04 - Tackle childhood obesity through the delivery of a child focused health intervention programme to all Key Stage 2 year groups by the end of each academic year.	Transformation	On track		Q1 This is the final reporting period for the project for this academic year. The ten week programme has been successfully delivered to 27 of our 29 primary/junior school that sit within the school sports partnership. Of those two schools that have not been delivered to this has been the choice of the schools.	Sun-31-Mar-19
H 05 - Support 492 inactive 16+ individuals per year increase their activity levels to more than 30 minutes of moderate intensity physical activity per week.	Transformation	On track		Q1 Delivery of this project is 1st Dec – 31st Nov we are in Q2 delivery period, to date we have engaged 264 inactive adults.	Sun-31-Mar-19
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.	Operations	On track		<p>Q1 3 cracking crime events run - Killamarsh, Eckington and Dronfield.</p> <p>We saw a spike in van thefts over this period and ran 3 initiatives over 8 days to try and tackle this. We positively targeted properties with vans outside, we gave then advice in the form of leaflets as well as handing out over 500 Ultra violet property marking pens for people to mark their tools within the vans, we also gave out 175 vibrations alarms so that these could be placed on the van doors in order to alert residents if a theft was taking place.</p> <p>Also ran shed security in Shirland, Morton, North Wingfield and Tupton. Over 4 days we had people using overt property</p>	Sun-31-Mar-19

				marking kits to mark their valuables within their sheds. People brought their property to the marking days but we also (in the areas which were hit badly with shed crime) door knocked, offered shed alarms and the loan of the property marking kit. Over 75 Shed alarms were given out during these days, 50 vibration alarms and crime prevention advice. We also used 8 overt property marking kits.	
H 07 - Achieve a combined recycling and composting rate of 49% by March 2019.	Operations	On track		Q1 (2016\17) Performance is estimated on Q1 (2015\16) Waste Data Flow information due to current data not being available until end August 2016. It is estimated 6,236tonnes of recyclable\compostable waste will have been diverted, yielding a combined recycling rate of 54.3% between April and June 2016.	Sun-31-Mar-19
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).	Operations	On track		Q1 (2016/17) LEQS's established 2% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 98% meeting the target standard.	Sun-31-Mar-19
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).	Operations	On track		Q1 (2016\17) LEQS's established 0% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in meeting the target standard.	Sun-31-Mar-19
H 10 - Annually undertake 10 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	Growth	On track		Q1 One enforcement initiative was delivered at Clay Cross (fly tipping/littering) Scrutiny recommendations are being progressed and a litter strategy will be drawn up to help to raise the profile of Council enforcement work, increase	Sun-31-Mar-19

				publicity/media coverage and a programme of interactions with schools.	
H 11 - Develop an action plan for the improvement of two town centres by March 2019.	Growth	On track		Q1 The regeneration frameworks are due for completion by September 2016. Once these have been completed then an Action Plan for the two Towns can be considered.	Sun-31-Mar-19
H 12 - Support the development and delivery of projects as part of the £1 million 'Grassland Hasmoor...' Big Local scheme by March 2019.	Growth	On track		Q1: The funding allocations within the Grassland Hasmoor...Big Local Plan were reviewed, to be formalised on 21.07.16. This includes around £300,000 has been allocated to the development of the Grassmoor Pavilion, the Allotments 'showground' and Children and Young People's group, with works to commence within the year. The revitalised Grassmoor Fun Day was again held in late June, with a number of young volunteers becoming engaged with the process.	Sun-31-Mar-19

#### Aim – Transforming our Organisation

Key Corporate Target	Directorate	Status		Progress	Target Date
T 01 - IIP: Retain accreditation by July 2015 and with full external assessment in 2018.	Transformation	On track		Q1Discussions currently taking place into the future of liP given the change in standard, cost and the regional approach to liP.	Tue-31-Jul-18
T 04 - Assess the potential revenue	Operations	On track		Q1 Well within timescale for completion - Potential impact	Mon-



Key Corporate Target	Directorate	Status		Progress	Target Date
impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018.				has started to be assessed within the estates team.	30-Apr-18
T 05 - Develop a Procurement Strategy by March 2016.	Growth	Extended		<p><b>Q1. A further extension is requested until the end of November.</b> The reason for the request is that it has not been possible to progress this as quickly as anticipated due to resources issues caused by the slower than expected implementation of the Legal Restructure and the additional increased individual workloads. A timetable for the approval of the Joint Procurement Strategy is as follows:</p> <p>SAMT - 30/9/2016</p> <p>Strategic Alliance Joint Committee – 18/10/2016</p> <p>Cabinet - 26/10/2016</p> <p><b>Recommendation to be made to Cabinet on 28<sup>th</sup> September 2016</b></p>	Fri-30-Sep-16
T 06 - Fully deliver the electoral changes to District and Parish wards as a result of the Local Government Boundary Commission for England's	Growth	On track		Q1 A workshop has taken place with Council officers and the LGBCE to discuss the information/evidence that is required for the Council size submission.	Sat-1-Dec-18

Key Corporate Target	Directorate	Status		Progress	Target Date
electoral review by 1 December 2018.					
T 07 - Collect a minimum of 98% rent on Council properties each year.	Transformation	On track		Q1 At the end of March 2016, 98.49% (against a target of 98.24%) of rent was collected. Target achieved for 2015/16.  (RHL report quarterly updates one quarter in arrears)	Sun-31-Mar-19
T 08 - Reduce former Council tenants arrears by £65,000 by March 2016.	Transformation	Achieved		Q1 At the end of March, former rent arrears have reduced by £79,558 from April 2015 – March 2016.  Target achieved.  (RHL report quarterly updates one quarter in arrears)	Thu-31-Mar-16
T 09 - Through successful delivery of projects within the Transformation programme achieve total savings/income of £600,000 by March 2019.	Transformation	On track		Q1 - The transformation Programme for NEDDC has achieved £569,500 in savings to date.	Sun-31-Mar-19
T 10 - Develop a series of strategies and plans to support the ambition of a sustainable leisure service by March 2017.	Transformation	Extended		Q1 The following are being progressed and on track; Subsidy Reduction Plan Marketing Plan. The following is complete ;Sport Development and Physical Activity Plan, however Sport England and Derbyshire Sport are delivering a new Sport, Physical Activity and Active Recreation Plan in July 2016. We now have an extension until Mar 2017 to complete this work. Having been	Fri-31-Mar-17

Key Corporate Target	Directorate	Status		Progress	Target Date
				granted an extension previously for the Built Facilities Plan as we are governed by the external consultant market, we have now appointed and have held a number of steering group meetings with the work progressing well.	
T 11 - Increase on-line self service transactions dealt with by the Contact Centre by 20% per year.	Transformation	On track		Q1 283 cases have been submitted during the first quarter. Flytipping and noise nuisance have accounted for the greatest online enquiries this quarter. More services are due online during the year.  (2015/16 baseline - 550 transactions)	Sun-31-Mar-19
T 12 - Develop an action plan to enable the delivery of the Derbyshire Thriving Families initiative by March 2017 and thereafter commence implementation.	Growth	Extended		Q1: Meetings have been held with the new DCC Danesmoor Thriving Communities officer to identify NEDDC's support and offer. Stakeholder and leadership events to develop the new action plan have been held, including a Design and Direction Session. A Cotmanhay Learning Forum was also attended in June to identify how the process is progressing in another pilot area. There revised plan production date has not yet been determined.	Fri-31-Mar-17