







**North East Derbyshire District Council  
Council Plan Targets Update – Quarter 1 April to June 2021**

**Status key**

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Achieved	The target has been completed
 Overdue	The target has passed its due date for completion.
 Covid - 19 Affected	Performance affected due to Covid 19 Pandemic

**Council plan targets achieved and by exception**

**Achieved**

Council Plan Target (Target date 31/03/23 unless stated otherwise)	Directorate/ Portfolio Holder	Status	Q1 2021/22 Progress Update
SER 01 - Deliver 22 service reviews by 2021	Corporate Resources	Achieved	 The Service Review process was incorporated into the Service Plan process which is now complete.
SER 23 - Complete the review of Planning Committee processes by 1 May 2020. Complete the	Environment <i>Cllr Cupit</i>	Achieved	 All the actions points have been implemented. We are on a whole new set of improvement plan action points, but there is no need to add those to the latest Performance Plan as a future target.

implementation of all agreed actions by 1 May 2021.				
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## Overdue

SER 18 - Review the Council's Petition Scheme by Annual Council 2020	Corporate Resources	Overdue		Standards will consider this matter at their meeting in September
ECO 20 - Review resources to ensure tourism is a focus of the Economic Development Team by April 2020	Development <i>Cllr Renwick</i>	Overdue		A new EDU and Housing Strategy structure report has been agreed by Cabinet and needs to go to Full Council on the 12th July. This is to agree to the increase to the Housing Revenue Account budget to accommodate the new roles. The roles have been job evaluated in anticipation of being acceptable and will go out to advert as soon as possible (assuming it is agreed at full council)

## Not started

SER 17 - Undertake a biennial customer satisfaction survey	Corporate Resources <i>Cllr Foster</i>	Not started		The Performance Team will produce an options papers once a strategic steer has been received. Currently a review of the corporate consultation post is being undertaken
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## COVID Affected

RES 01 - Whist maintaining high quality leisure facilities, reduce the annual subsidy of the leisure service year on year.	Corporate Resources <i>Cllr Kenyon</i>	Covid Affected		Q1 - The Leisure Facilities re-opened on 12th April 2021 following lockdown. COVID restrictions have been in place throughout the 1st quarter and will be relaxed from 19th July. Participation has been good during the period with 118,359 visits recorded. Participation though June identified a 76% return to activity based on figures from 2019 (pre-covid) & income within the facilities is starting to improve. Works continue with the projects at Sharley Park, Eckington Pool and Killamarsh Sports Centre. Works at Eckington pool are expected to start from 16th August (Further updates provided in KPI's). Financial performance/subsidy reduction will be provided at year end/quarter 4.
RES 03 - Increase participation in leisure activities at leisure centres by 5000 visits per year	Corporate Resources <i>Cllr Kenyon</i>	Covid affected		The Leisure Facilities re-opened on 12th April 2021 following lockdown. COVID restrictions have been in place throughout the 1st quarter and will be relaxed from 19th July. Participation has been good during the period with 118,359 visits recorded. Participation though June identified a 76% return to activity based on figures from 2019 (pre-covid). Note the annual target of 745,000 has been reduced to 596,000 to reflect COVID recovery. This is 80% of the original target and realistic for the service to achieve.

RES 04 - Deliver a health intervention for 258 new attendees per year	Corporate Resources <i>Cllr Kenyon</i>	Covid affected		Jan, Feb, March, a temporary suspension due to vulnerability of client group re Covid 19 and closure of our Leisure Centres as part of national Covid 19 lockdown. LC's re-opened mid April, but EBR scheme slow to get back to pre Covid levels due to low numbers of new referral as less people visiting GP's and at risk client group still nervous resuming normal activities. Target Q1 - 64 Actual Q1 - 20
RES 06 - Deliver the 10 week, 560 Lifestyle Programme to at least 12 schools across the District (10,000 students per year)	Corporate Resources <i>Cllr Kenyon</i>	Covid affected		During this period the team have delivered the 10 week lifestyles programme to 5 primary schools over this period with a throughput of 1,095 participants attending the sessions. All though we are currently behind target based on throughput this will balance during coming quarters over the new academic year.
RES 07 - Deliver additional lunch time or after school PE clubs in at least 6 schools per year.	Corporate Resources <i>Cllr Kenyon</i>	Covid affected		Due to school bubbles not all activity as hoped has commenced during this quarter. We are currently delivering in 3 primary schools delivering high quality sport and PE during Lunch Time and After school settings.  The throughput of pupils attending these sessions is 2,468 during the first quarter of the year
RES 28 - Recruit 8 physical activities champions per year	Corporate Resources <i>Cllr Alan Powell</i>	Covid affected		To date 0 physical activity champions have been recruited due to being COVID affected. During Q2 we hope to have fully re-engaged back into the Clay Cross community and start to recruit champions that can support physical activity and support those feeling lonely/isolated in the local community

RES 30 - Provide 10 waste, recycling and environmental advice to schools and community events per year	Environment <i>Cllr Cupit</i>	Covid affected		Throughout the April to June no education events have been undertaken due to Covid19 restrictions and schools being on lock-down. However, continued education and awareness raising has been undertaken throughout this period with customers who's burgundy bin collections may have been delayed due to issues of contamination. Given learning priorities at this time and ongoing social distancing requirements, no school events are anticipated in the near future
SER 12 - Ensure that monthly car parking patrols are undertaken outside schools within the District	Environment <i>Cllr Cupit</i>	Covid affected		Patrols and visits to begin again in October 2021 with the new school year, depending on Covid-19 position

## Full Council Plan Target Listing

**Aim: Our Economy - Creating a business friendly District that develops skills and jobs**

Council Plan Target (Target date 31/03/23 unless stated otherwise)	Directorate/ Portfolio Holder	Q1 2021/22 Progress Update
ECO 02 - Process all major planning applications 10% greater than the National Target per annum.	Environment <i>Cllr Cupit</i>	<p>On track</p> <p>During quarter 1 (2021/2022) 5 major applications were determined with 2 determined within the statutory period. Target 70%. Actual 40%</p> <p>During the current monitoring period 2020/2022 to date 44 major applications have been determined with 38 determined within the statutory period. This represents 86.36%</p>
ECO 03 - Process all minor planning applications 10% greater than the National Target per annum.	Environment <i>Cllr Cupit</i>	<p>On track</p> <p>During the first quarter of 2021/22 182 non major applications have been determined with 145 (86.1%) determined within the statutory period. This represents 60%.</p>
ECO 04 - Increase letting of council owned business premises to achieve and maintain a minimum occupancy level of 95%	Development <i>Cllr Renwick</i>	<p>On track</p> <p>We are currently awaiting the figures to be calculated. This is in part due to staff sickness and leave. We are looking into recruiting temporary staff to relieve some of the work pressures.</p>
ECO 07 - Deliver 3 engagement events annually to support business	Development <i>Cllr Renwick</i>	<p>On track</p> <p>Businesses were invited to promote their vacancies free of charge at the North Derbyshire Job Fair that took place on 26th May 2021 to support them with recruitment. A Higher and Degree Level Apprenticeship webinar was hosted with the University of Derby and a NED business showcased their apprenticeships - to encourage businesses to consider HADL apprenticeships. One participant attended however</p>

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		<p>the webinar was recorded and is being used as a promotional tool.</p> <p>Businesses were invited to promote their vacancies free of charge at the North Derbyshire Job Fair that took place on 27th January 2021 to support them with recruitment</p> <p>A joint event between NEDDC and the East Midlands Chamber took place on 30th Nov to encourage NED businesses to take advantage of the Kickstart scheme and over 20 businesses attended the virtual event.</p>
<p>ECO 09 - Produce a North East Derbyshire Employment and Skills Strategy by January 2021 and deliver the action plan by March 2024</p>	<p>Development <i>Cllr Renwick</i></p>	<p>On track</p> <p>Developing a better understanding of NED business workforce needs. Skills audit work has paused due to lack of initial business engagement in the audit. D2N2 skills audit was also released with a lack of business engagement. Work to re-commence September after businesses have focused on re-opening businesses and the challenges faced with doing this. Gaps in skills provision will be addressed as part of the skills audit. Support businesses with the retention of their workforce. A Higher and Degree Level Apprenticeship on line webinar was held on 25th June in partnership with Derby University. Low attendance, however the webinar was recorded and this will be used as a resource to be included on NEDDC website. A Tourism Officer post is being evaluated.</p>

**Council Plan Target (Target date  
31/03/23 unless stated otherwise)**

**Directorate/  
Portfolio Holder**

**Q1 2021/22 Progress Update**

Encourage and support entrepreneurship within the district. An additional business adviser to support new start ups has been recruited via Vision Derbyshire - one full time adviser will be supporting NED, BDC and CBC and will be starting 5th July.

Support businesses with the recruitment of local people. Promotion of Kickstart continues with businesses. An additional virtual job fair took place on 26th May and businesses were invited to promote their vacancies

Support residents in accessing employment support provision. Through partnership working with DCC National Careers Service, additional sessions were introduced in NED to support unemployed residents of all ages. These on line sessions were not taken up and discussions have taken place on ways forward. Residents are having issues with anxiety, low self esteem and isolation and a meeting is to take place in July with the Trent PTS to discuss if more support can be embedded in the district. The Working Communities Project continues to operate in the district and the Community Employment Adviser is facing similar issues with clients not engaging where previously they have been. In addition, Whattsap is being trialled as an additional tool to engage more with clients face to face. A communications and engagement strategy is also being developed in partnership with the communications team with the aim of increasing engagement.

Work with local schools to develop a pipeline of local talent. A low carbon day was planned to take place in June with CBE+, a major employer in Holmewood, for schools to



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		<p>participate in a challenge to find out how the company is reducing their carbon footprint. The timing was problematic for the schools due to catching up with the curriculum following the pandemic and this is being arranged to take place in the next school year. CBE+ are also hosting a Vulcan challenge and schools have been signposted to this opportunity. The Careers Enterprise Company are expanding across the whole of the D2N2 area and a North Derbyshire Careers Hub steering and advisory group is being introduced which NEDDC are being involved in to endorse, support and oversee the North Derbyshire Careers Hub implementation plan, supporting schools to achieve their Gatsby benchmarks. A Start in Derbyshire platform is being launched and NEDDC have the option of having a Start in Derbyshire front page to this platform which is being considered alongside a NEDDC employer/job fair virtual platform.</p>
<p>ECO 13 - Hold 4 events annually to foster effective links with further and higher education establishments</p>	<p>Development <i>Cllr Renwick</i></p>	<p>Derby University and Notts Trent promoting their training offer in the summer issue of the News. A HADL apprenticeship webinar took place on 25th June on line with Derby University. Inspire Design, a Clay Cross business talked about the business benefits of progressing staff through the apprenticeship route. Attendance poor however the webinar was recorded and will be used as a resource to be included on the NEDDC website and on social media</p> <p>All university and the college were engaged with to promote</p>

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**Directorate/  
Portfolio Holder**

**Q1 2021/22 Progress Update**

their apprenticeships and other training around NEDDC employment and skills priorities - construction, manufacturing, digital skills in Spring News. This opportunity was taken up by Derby University, Nottingham Trent University and Chesterfield College who all promoted apprenticeships and courses plus there was a special page on digital skills and the opportunities that were available through Chesterfield College including the new Centre of Excellence. Close partnership working continues to take place with the NTU on the development of a local Institute of Technology as does the work around the Skills Hub in Clay Cross with Chesterfield College and Derby University.

Discussions have taken place with Chesterfield College, Sheffield Hallam University, Sheffield University, Notts Trent University and Derby University with regards to closer joint working to upskill NED residents, particularly with digital skills and in the sectors of manufacturing and construction. An article on apprenticeships will be in the spring issue of the News and all have been invited to contribute to this. Close partnership working is taking place with NTU on the potential development of a local Institute of Technology focusing on low carbon skills. Partnership working is also taking place with Derby University and

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		Chesterfield College on the development of a skills hub as part of the Clay Cross Town Deal.
ECO 15 - Deliver a bi-annual jobs fair to support jobs and skills	Development <i>Cllr Renwick</i>	<p>On track</p> <p>A further virtual job fair took place on 26th May 2021 with an overall reach of 88627 engagements on facebook/linked in and twitter. Discussions to take place with partners on setting up virtual job fairs every 2 month. Additional Kickstarter job fair took place on 28/6/21 to encourage young people to apply for kickstart job placements as there are nearly 2000 across Derbyshire and a low number of applicants for these positions.</p> <p>Virtual job fair took place on 26th January 2021 The overall stats show a reach of 114,625. The next job fair is being planned and is taking place in May 2021</p> <p>Virtual job fair took place in Sept 20 and there were 45000 engagements with the job fair. The next job fair is being planned and is taking place on the 26th Jan 2021</p>
ECO 16 - Produce a Tourism Strategy by January 2021 and deliver the action plan by March 2024	Development <i>Cllr Renwick</i>	<p>On track</p> <p>The tourism strategy is published on the website and the action plan will be progressed further by the Tourism officer that is intended to join the team. The tourism intern has been progressing some of the actions including the Love</p>

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		Explore App which has been well received and is due to be further rolled out across the District.
ECO 20 - Review resources to ensure tourism is a focus of the Economic Development Team by April 2020	Development <i>Cllr Renwick</i>	Overdue A new EDU and Housing Strategy structure report has been agreed by Cabinet and needs to go to Full Council on the 12th July. This is to agree to the increase to the Housing Revenue Account budget to accommodate the new roles. The roles have been job evaluated in anticipation of being acceptable and will go out to advert as soon as possible (assuming it is agreed at full council)
ECO 21 - Produce a Growth Strategy by January 2021 and deliver the action plan by March 2024	Development <i>Cllr Renwick</i>	On track The Growth strategy is completed and is now published on the website. The action plan is now part of the teams 'day job' and work is underway to deliver the action plan
ECO 25 - Lead on reviews of Town Centres and larger settlements through Government funded programmes such as the One Public Estate, Town Deal and future opportunities	Development <i>Cllr Renwick</i>	On track The final reports of the Eckington & Killamarsh OPE reports have been completed and have been agreed by the OPE project control board. These reports have also been to SAMT Cabinet and the next stage is the development of a Masterplan for Eckington and elements of an Outline Business Case. This information coupled with the Killamarsh report will form a Levelling up Bid in the Autumn.  The Clay Cross town deal is progressing and Amion have been appointed to develop the Business Cases to be

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		<p>submitted and then draw down the funding. This work will progress over the next 6 months and then be locally assured, via independent consultants, S151 officer, Town Deal Board and NEDDC Cabinet (as NEDDC is the accountable body for the Town Deal).</p> <p>Work is continuing to progress on the Dronfield Civic space</p>
ECO 29 - Reduce the number of complaints in relation to town centre cleanliness	Environment <i>Cllr Cupit</i>	<p>On track</p> <p>In order to measure performance throughout the 2019\20 and 2020\21 periods, a baseline 12 (1 per month\3 per quarter) target is set to measure performance. However, throughout Q4 'zero' complaints were received.</p>
ECO 30 - Establish and deliver NED Weekly Apprenticeship hour	Environment <i>Cllr Cupit</i>	<p>On track</p> <p>As there has been no business interest in the apprenticeship hour, the day and time of the business hour has been changed to Weds pm and has been promoted in the spring issue of the News</p> <p>This has been established and has been promoted however to date, there has been no interest. This will be promoted again in the second employment and skills newsletter and the spring issue of the News.</p>
ECO 31 - Implement and manage an annual programme of capital	Development	<p>On track</p> <p>We are currently awaiting the figures to be calculated. This is in part due to staff sickness and leave. We are looking</p>

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improvements to council owned business premises to attract and retain business clients (Measure by % completion of annual programme)	<i>Cllr Renwick</i>		into recruiting temporary staff to relieve some of the work pressures.
ECO 32 - Increase revenue from business centre meeting bookings by 10% each year to maximise the use of these district facilities (Baseline: 2019/20)	Development <i>Cllr Renwick</i>	On track	We are currently awaiting the figures to be calculated. This is in part due to staff sickness and leave. We are looking into recruiting temporary staff to relieve some of the work pressures.
ECO 33 - Support at least 25 businesses each year through effective signposting and advice	Development <i>Cllr Renwick</i>	On Track	A dedicated business advisor based at D2N2 Growth Hub was appointed in February 2021 and has supported over 70 NEDDC businesses in that time.

**Aim: Our Environment - Protecting and promoting the character of our District**

Council Plan Target (Target date 31/03/23 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2021/22 Progress Update
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ENV 01 - Adopt a Local Plan and associated policies	Environment Cllr Cupit	On track	Inspectors Final Report expected by beginning of August. Adoption of Plan in Autumn 2021.
ENV 05 - Deliver 2 proactive planning enforcement exercises per year	Environment <i>Cllr Cupit</i>	On track	The Enforcement Team continue to work proactively on all enforcement as resources allow. As reported previously this target has not been achieved for 2020/21.
ENV 06 - Reduce the District Council's carbon emissions by - 125 tonnes CO2 in 21/22 -	Corporate Resources <i>Cllr Kenyon</i>	On track	Through a number of projects such as LED lighting improvements, variable speed drive installation, agile/home working (50% of the time), pool cover, EWI installation and renewable electricity tariff, the forecast carbon reduction is in excess of 850 tonnes, achieving the combined 20/21, 21/22, 22/23 target. We are now in the process of reviewing the data and policies to inform a revision to the carbon reduction strategy.
ENV 08 - Develop a Climate Change Communications Strategy by April 2021	Corporate Resources <i>Cllr Powell/ Cllr Kenyon</i>	Overdue	Discussions taking place with Cllr Kenyon and added new inclusions (June). To be designed and discussed at future climate change meeting. Wider comms work focussed on positive PR - Eckington investment / Carbon reducing measures set to start Summer 2021. Support with PR on LAD bid for Government funding. Social media and The

			NEWS promotion of do it online forms, GB Spring Clean and environmental digital campaigns.
ENV 09 - Develop and deliver 2 climate change community information events per year	Corporate Resources <i>Cllr Kenyon</i>	On Track	Climate Change Community Information content is being planned as part of the NEDDC Meet the Council events which are currently being scheduled for the Autumn and Spring.
ENV 10 - Deliver 1 climate change training event for Parish Councils per year	Corporate Resources <i>Cllr Kenyon</i>	On Track	The annual session led by the Home Improvement Co-ordinator will be held at the DPLG in March 2022.
ENV 13 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% by 2023 (Baseline: 2019/20)	Environment <i>Cllr Cupit</i>	On Track	In Q1 4 fixed penalty notices issued. On target to meet the objective following resumption of targeted community based patrols.
ENV 14 - Undertake 15 litter picks and Love Where You Live initiatives per year	Environment <i>Cllr Cupit</i>	On Track	In Q1 4 patrols undertaken. On target to meet the objective following resumption of targeted community based patrols.
ENV 16 - Measure %age of all reports of fly-tipping referred for investigation to be	Environment <i>Cllr Cupit</i>	On Track	Q1 94% of all reports of fly-tipping referred for investigation were responded to within 3 working days .



responded to within 3 working days (set baseline in 19/20 for 20/21 onwards)			
ENV 17 - Measure %age of cases of waste crime (Duty of Care and fly-tipping) where sufficient evidence to prosecute has been identified, are progressed to legal services, with a prosecution file, within 60 days (set baseline in 19/20 for 20/21 onwards)	Environment <i>Cllr Cupit</i>	On Track	100% of cases of waste crime (Duty of Care and fly-tipping) where sufficient evidence to prosecute have been identified and progressed to legal services, with a prosecution file, within 60 days. 1 case in Q1

**Aim: Our Residents - Enhancing our residents' quality of life**

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RES 01 - Whist maintaining high quality leisure facilities, reduce the annual subsidy of the leisure service year on year.	Corporate Resources <i>Cllr Kenyon</i>	Covid Affected	Q1 - The Leisure Facilities re-opened on 12th April 2021 following lockdown. COVID restrictions have been in place throughout the 1st quarter and will be relaxed from 19th July. Participation has been good during the period with 118,359 visits recorded. Participation though June identified a 76% return to activity based on figures from 2019 (pre-covid) & income within the facilities is starting to improve. Works continue with the projects at Sharley Park, Eckington Pool and Killamarsh Sports Centre. Works at Eckington pool are expected to start from 16th August (Further updates provided in KPI's).

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			Financial performance/subsidy reduction will be provided at year end/quarter 4.
RES 02 - Run 12 community initiatives per year	Corporate Resources <i>Cllr Kenyon</i>	On Track	Q1 - To date the team have launched four new initiatives during this quarter Book Club via our Walking into Communities officer 31 participants Love Exploring launch at Sharley Park 74 participants Love Exploring launch at Kenning Park 96 participants Scavenger Hunt at Kenning Park 78 participants 279 participants at four community event launches
RES 03 - Increase participation in leisure activities at leisure centres by 5000 visits per year	Corporate Resources <i>Cllr Kenyon</i>	Covid affected	The Leisure Facilities re-opened on 12th April 2021 following lockdown. COVID restrictions have been in place throughout the 1st quarter and will be relaxed from 19th July. Participation has been good during the period with 118,359 visits recorded. Participation though June identified a 76% return to activity based on figures from 2019 (pre-covid). Note the annual target of 745,000 has been reduced to 596,000 to reflect COVID recovery. This is 80% of the original target and realistic for the service to achieve.
RES 04 - Deliver a health intervention for 258 new attendees per year	Corporate Resources	Covid affected	Jan, Feb, March, a temporary suspension due to vulnerability of client group re Covid 19 and closure of

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	<i>Cllr Kenyon</i>	our Leisure Centres as part of national Covid 19 lockdown. LC's re-opened mid April, but EBR scheme slow to get back to pre Covid levels due to low numbers of new referral as less people visiting GP's and at risk client group still nervous resuming normal activities. Target Q1 - 64 Actual Q1 - 20
RES 05 - Deliver the PALS service to 40 residents per year and report on the socio economic and health benefits	Corporate Resources <i>Cllr Kenyon</i>	Covid affected PALS service has been COVID affected however the officer is still supporting 3 active clients via the scheme
RES 06 - Deliver the 10 week, 560 Lifestyle Programme to at least 12 schools across the District (10,000 students per year)	Corporate Resources <i>Cllr Kenyon</i>	Covid affected During this period the team have delivered the 10 week lifestyles programme to 5 primary schools over this period with a throughput of 1,095 participants attending the sessions. All though we are currently behind target based on throughput this will balance during coming quarters over the new academic year.
RES 07 - Deliver additional lunch time or after school PE clubs in at least 6 schools per year.	Corporate Resources	Covid affected Due to school bubbles not all activity as hoped has commenced during this quarter. We are currently

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	<i>Cllr Kenyon</i>		<p>delivering in 3 primary schools delivering high quality sport and PE during Lunch Time and After school settings.</p> <p>The throughput of pupils attending these sessions is 2,468 during the first quarter of the year</p>
RES 09 - Deliver the Corporate Communications Strategy Action Plan by 2023	Corporate Resources  <i>Cllr Powell</i>	On track	On target, progressing actions as planned
RES 11 - Increase social media posts to at least 180 per quarter	Corporate Resources  <i>Cllr Powell</i>	On track	<p>Target met and exceeded as previous update. On average 300 posts to social media profiles per quarter. NEDDC now has ownership of LinkedIn account which is being utilised to promote business opportunities, investment and Clay Cross Town Deal work. Embedded – suggest move to an indicator and monitor there.</p> <p>Agreed at Quarterly Performance meeting, recommendation to be made to Cabinet.</p>
RES 12 - Improve the overall performance and usability of the website by achieving a minimum score of 90% using the Silktide* tool by Dec 2022.	Corporate Resources  <i>Cllr Powell</i>	On track	NEDDC currently scores 94 ('Excellent') - for comparison nationally, the top 10 Local Authority websites currently score 97 or above so NEDDC is doing very well. (March 2021)

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		<p>NEDDC have the Silktide website testing tool and scores for aspects of the websites are:</p> <ul style="list-style-type: none"> <li>• Content 86</li> <li>• Accessibility 94</li> <li>• Usability 91</li> <li>• Marketing 86</li> </ul>
<p>RES 16 - Ensure home ownership models to equate to 25% of affordable homes requirement on new developments</p>	<p>Development <i>Cllr Powell</i></p>	<p>On track</p> <p>March 2021 On new developments currently under construction or recently completed, 56% of affordable homes are shared ownership or Affordable Home Ownership. This includes those properties that have been purchased directly from the developer by a Registered Provider, in addition to the affordable homes specified in the planning agreement.</p>
<p>RES 18 - Reduce rough sleeping to zero by 2023</p>	<p>Development <i>Cllr Powell</i></p>	<p>On track</p> <p>0 recorded rough sleeping in Q1 In Quarter 1 we opened 44 cases (Full Homelessness Applications) 25 prevention cases where people were threatened with homelessness 19 relief cases where people were already homeless The National average for cases opened at prevention stage is 55% In Q1 the NEDDC average for cases opened at the</p>

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			<p>prevention stage is 57%. This is compared to 43% of cases being opened at the relief stage.</p> <p>Covid -19 impact on performance</p> <p>In Q1 we recorded 56 positive outcomes where homelessness or the threat of homelessness was resolved</p> <p>30 positive outcomes at prevention stage</p> <p>16 positive outcomes at relief stage</p> <p>The prevention and relief cases do not tell the whole story. In Q1 we also opened 96 advice cases. Advice cases are usually opened to register initial enquiries before a full homelessness application is made. These cases will either change to prevention or relief cases, or, they may only serve to capture more basic low level advice where there is no need to trigger a homelessness application.</p>
RES 20 - Create at least 4 apprenticeship opportunities by 2023	Corporate Resources <i>Cllr Foster</i>	On track	We are currently recruiting to two new Apprentice positions (one post is joint with BDC).

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RES 21 - Invest in voluntary and community organisations to assist over 20,000 vulnerable and disadvantaged households per year	Corporate Resources <i>Cllr Foster</i>	On track	Q1: 17,942 vulnerable and disadvantaged households were assisted by advice and VCS infrastructure agencies commissioned by the Council during 2020/21. Most agencies advise that they have experienced a significant drop in requests for support within the year due to the COVID-19 restrictions and interim changes in Government policy during this period which has reduced the need for responsive support (such as stays on bailiff action, evictions and mortgage holidays). Numbers are expected to increase once more as the interim measures end.
RES 22 - Re-sign and launch the Armed Forces Covenant and deliver the action plan by 2023	Corporate Resources <i>Cllr Foster</i>	On track	Due to the extension of Step 3 of the COVID-19 Roadmap to Recovery to 19th July 2021, the Victory Festival events scheduled for 17th July 2021 were cancelled. Plans are currently underway for a NEDDC Commemorating the Covenant Event in Autumn 2021. The Council's support for Armed Forces Week was publicised in June 2021 and information shared with the NED Armed Forces Community members who have registered for the service.
RES 23 - Develop an Older People's Strategy by September 2020 and deliver the Action Plan by 2023	Corporate Resources	On track	The Digital Connect commission has been awarded to Citizens Advice Mid Mercia, who will commence the two-year project to support to those aged over 50 to increase

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	<i>Cllr Foster</i>		their online skills and confidence on 19th July 2021. All older peoples groups/luncheon clubs registered for NEDDC support have been contacted to identify if any help is required to recommence post COVID-19 restrictions.
RES 24 - Develop the British Sign Language Action Plan by April 2020 for implementation in full by December 2023	Corporate Resources <i>Cllr Foster</i>	On track	Deaf Equality training to front line staff has been delivered. Consultation with the British Deaf Association was undertaken on the proposed CCTV in taxis policy to support the engagement pledge under the BSL Charter. The next significant pieces of work are production of BSL videos to support some key topics on the Council's website.
RES 26 - Support at least 20 projects per year through the Community Action Grants Fund	Corporate Resources <i>Cllr Foster</i>	On track	7 projects have been awarded a total on £3,039.81 within the quarter. An online application form has also been developed. Weekly promotion of successful projects has commenced through NEDDC social media.
RES 27 - Support at least 4 initiatives per year led by volunteers	Corporate Resources <i>Cllr Powell</i>	Covid affected	Two initiatives have been supported in depth, Wingerworth Men's Shed Group and SCAMWhere? Additionally, following COVID-19, offers for support have been made to all 14 older peoples group/luncheon clubs



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			who are registered for NEDDC support, in case they need help in reopening following restrictions.
RES 28 - Recruit 8 physical activities champions per year	Corporate Resources <i>Cllr Alan Powell</i>	Covid affected	To date 0 physical activity champions have been recruited due to being COVID affected. During Q2 we hope to have fully re-engaged back into the Clay Cross community and start to recruit champions that can support physical activity and support those feeling lonely/isolated in the local community
RES 30 - Provide 10 waste, recycling and environmental advice to schools and community events per year	Environment <i>Cllr Cupit</i>	Covid affected	Throughout the April to June no education events have been undertaken due to Covid19 restrictions and schools being on lock-down. However, continued education and awareness raising has been undertaken throughout this period with customers who's burgundy bin collections may have been delayed due to issues of contamination. Given learning priorities at this time and ongoing social distancing requirements, no school events are anticipated in the near future
RES 31 - Support at least 6 school climate change projects per year	Corporate Resources <i>Cllr Kenyon</i>	On Track	The 2021/22 scheme will be open for applications in September 2021.

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RES 32 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources <i>Cllr Foster</i>	On Track	The office based staff equality refresh programme has been completed. Materials have been produced for the operatives to be delivered via toolbox talks. A refresh is also being considered for Elected Members. Work continues on the BSL Charter Action Plan however some meetings with the British Deaf Association have been pushed back as they need to support the winding up of the Covid hotline. The team continues to support departments with advice especially around complaints and hate incident reports. A light touch review of the Access for All statement, equality monitoring form and guidance is in process also.

**Aim: Our Services - Delivering high quality, cost effective services by engaging with residents, partners and Council staff**

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SER 01 - Deliver 22 service reviews by 2021	Corporate Resources	Achieved	The Service Review process was incorporated into the Service Plan process which is now complete.
SER 02 - Deliver 4 employee liaison meetings annually	Corporate Resources <i>Cllr Foster</i>	On track	Meetings will be scheduled for the remainder of the year following confirmation of the committee meetings schedule
SER 03 - Deliver £2m savings through the Transformation Programme by 2023 <u>Note</u> : Programme 2 started in 2018/19.	Corporate Resources <i>Cllr Kenyon</i>	On track	£1.2m (60% of target) of the target achieved up to July 2020 when the approach was changed. Financial efficiencies are now identified through Finance led, annual 'line-by-line' budget reviews and the Transformation outcomes are delivered by 7 strategic projects.
SER 04 - Deliver 100 hours leadership training per year	Corporate Resources <i>Cllr Foster</i>	On track	Further Leadership Training has been undertaken, with Mental Health Awareness and Resilience Training for Managers

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SER 05 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources <i>Cllr Kenyon</i>	<p>43.59% transactions measured are 'digital' (Q4, 2020-21)</p> <p>Online transactions (of those measured) are increasing on previous year. Examples:</p> <ul style="list-style-type: none"> <li>• Jan 2021 = 1383 (464 Jan 2020) – 198% increase</li> <li>• Feb 2021 = 956 (367 Feb 2020) – 161% increase</li> <li>• March 2021 = 768 (485 March 2020*) – 100% increase</li> </ul> <p>April 2021 = 1114 (281 April 2020) – 296% increase</p>
SER 06 - Provide self-service access to all service areas by 2023	Corporate Resources <i>Cllr Kenyon</i>	<p>New service area to using Self Service are Governance. More service areas as using the internal forms system (ie staff for not customer facing).</p> <p>Most service areas have access to Self Service but the level of use needs to increase further which can only be done through policy changes and a change in culture. Environmental Health and Streetscene are key users, Revenues are increasing their use via increasing online forms, emerging users are Leisure, Communications, Planning and Economic Development. The need for COVID-19 related forms and online services continues with several grant funding forms being designed and implemented in January 2021. LEAN reviews help service areas identify where services can be moved online will begin shortly..</p>

Council Plan Target (Target date 31/03/23 unless stated otherwise)	Directorate/ Portfolio Holder		Q1 2021/22 Progress Update
SER 11 - Increase the number of pre-court and court enforcement actions taken by Community Safety	Environment <i>Cllr Powell</i>	On track	Community Protection Warning's x 17 Community Protection Notice x 3 Fix penalty notice - 2 Community Protection Warning x 0 Acceptable Behaviour Contract's x 0
SER 12 - Ensure that monthly car parking patrols are undertaken outside schools within the District	Environment <i>Cllr Cupit</i>	Covid affected	Patrols and visits to begin again in October 2021 with the new school year, depending on Covid-19 position
SER 13 - Review enforcement services and develop and deliver a 2020-23 Environmental Health Improvement Programme	Environment <i>Cllr Cupit</i>	On Track	Review completed and service plan / improvement plan in development
SER 15 - Deliver 6 Ward walks per year	Corporate Resources	On Track	No ward walks undertaken in quarter 1 Work is now underway to investigate this target, it's aim and purpose and to put a plan in place to be able to deliver it.
SER 16 - Attend 4 Parish Council Meetings per year	Corporate Resources <i>Cllr Foster</i>	On track	A new model code of conduct will be produced and training offered to District Councillors at Council in September. it is considered that we will record this session where possible to offer the recording our to PCs.

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		<p>DPL continues to meet on a quarterly basis to engage with PCs. This objective will be reviewed with the monitoring officer to consider appropriate next steps after covid.</p>
SER 17 - Undertake a biennial customer satisfaction survey	<p>Corporate Resources Cllr Foster</p>	<p>Not started The Performance Team will produce an options papers once a strategic steer has been received. Currently a review of the corporate consultation post is being undertaken</p>
SER 18 - Review the Council's Petition Scheme by Annual Council 2020	<p>Corporate Resources Cllr Foster</p>	<p>Overdue Standards will consider this matter at their meeting in September</p>
SER 19 - Achieve a combined recycling and composting rate of 50% by March 2023	<p>Environment Cllr Cupit</p>	<p>On track Q1 (2021\22) performance is estimated on like Q1 (2019\20 Pre-Covid) performance due to Waste Data Flow information not being available until September 2021. It is estimated 6,108 tonnes of recyclable\compostable waste will be diverted yielding a combined recycling rate of 51% between April and June 2021.  Q4 (2020\21) 2,202 tonnes of recyclable\compostable waste was diverted, yielding a recycling rate of 22.7% between January to March. Comparative performance</p>

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			with Q4 (2019\20) is 7% lower and influenced by Covid19. The combined Q1 and Q4 performance is 39.4% which is 7% lower when compared to 2019\20 performance
SER 20 - Place 2 recycling promotions in NEDi News annually	Environment <i>Cllr Cupit</i>	On track	Article placed in Spring edition of The News informing of green bin collection recommencement and promoting waste recycling (Burgundy Bin) and garden\food waste composting (Green Bin) to facilitate increased waste diversion from the residual waste (Black Bin) stream, reducing reliance of landfill and\or heat treatment. This was further complimented by a like article in the Summer edition thanking residents for their patience and understanding throughout the period (Feb\March21) when bringing the burgundy bin service in-house.
SER 21 - Undertake Local Environmental Quality Surveys to establish 96% relevant land surveyed meets grade B or higher cleanliness standards in line with Code of Practice for Litter and Refuse	Environment <i>Cllr Cupit</i>	On track	Q1 (2021/22) LEQS's established 2.22% of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 97.78% meeting the 96% target.
SER 22 - Undertaking cleansing of all District estate roads at least 4 times per year	Environment <i>Cllr Cupit</i>	On track	Urbanised housing estate street cleansing is scheduled on quarterly frequencies and performance is measured by way of operational cleansing program returns.

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			Following the impact of Covid-19, service delivery has returned to near-normal arrangements.
SER 23 - Complete the review of Planning Committee processes by 1 May 2020. Complete the implementation of all agreed actions by 1 May 2021.	Environment <i>Cllr Cupit</i>	Achieved	All the actions points have been implemented. We are on a whole new set of improvement plan action points, but there is no need to add those to the latest Performance Plan as a future target.