

**North East Derbyshire District Council  
Council Plan Targets Update – Quarter 2 July to September 2020**

**Status key**

Target Status	Usage
On Track	The target is progressing well against the intended outcomes and intended date.
Achieved Behind Target	The target has been completed but outside the intended target date
Alert	The target is six months off the intended completion date and the required outcome may not be achieved
Covid - 19 Affected	Performance affected due to Covid 19 Pandemic

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

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
ECO 01 - Develop and adopt a Business Engagement Strategy by the end of March 2020 (to include business start-ups and grant application support)	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Tue-31-Mar-20
ECO 02 - Process all major planning applications 10% greater than the National Target per annum.	Environment	On track	During the quarter 14 major applications were determined and all 14 were determined within the statutory period (100%)	Fri-31-Mar-23
ECO 03 - Process all minor planning applications 10% greater than the National Target per annum.	Environment	On track	During the quarter 29 of 48 applications were determined within the statutory period 60.4% achieved against a target of 70%	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q2 2020/21 Progress Update	Target Date
ECO 04 - Increase the number of Council-owned business premises let by 10% by 2023	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 05 - Increase the number of privately owned business premises let by 10% by 2023	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 06 - Measure the %age Increase in average rent values compared to national rates	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 07 - Deliver 3 business engagement events annually	Development	On track		Two Business engagement events have been completed, these have focused on the tourism industry. The first event was to build a relationship with businesses within the tourism sector, a media campaign to contact the businesses was completed by an outside organisation. This was then followed up with a free marketing webinar targeted at Tourism related businesses to support them through the current crisis.	Fri-31-Mar-23
ECO 08 - Undertake 30 diagnostic support packages to businesses through the Growth Hub	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 09 - Develop and implement a North East Derbyshire Employment and Skills Strategy by the end of June 2020 and deliver the action plan by 2023	Development	On track		Strategy and action plan currently being developed and has been shared with D2N2 and the comments received will be incorporated in to the current draft of the strategy. (A time extension to complete the strategy document has been requested under the light touch review of targets).	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q2 2020/21 Progress Update	Target Date
ECO 10 - Increase the retention rates of local employees	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 11 - Increase the retention rates of businesses within the District	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 12 - Increase the retention rates of graduates within the District	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 13 - Hold 4 events annually with further and higher education establishments annually	Development	Covid Affected		The FE and HE establishments were invited to participate in the virtual jobs fair. Further events are being discussed with the Universities.	Fri-31-Mar-23
ECO 14 - Deliver the Avenue Schools Challenge annually	Development	Covid Affected		The School Challenge has now closed due to Kier withdrawing their support. The schools involved are being supported by linking them with other development sites, when the schools are able to consider site visits etc.	Fri-31-Mar-23
ECO 15 - Hold an annual jobs fair	Development	On track		A second virtual job fair took place on 30th September and the Universities and local college were invited to promote their opportunities. Employers promoted jobs and apprenticeships on the day and training companies also promoted local training. There were over 40,000 engagements with the job fair on the social media platforms.	Fri-31-Mar-23
ECO 16 - Adopt a tourism strategy by the end of April 2020 and deliver the action plan by 2023	Development	On track		The tourism strategy has been developed and is currently being desktop published. When the final proof is agreed it will be shared with the portfolio holder and others then taken through the approval process. (A time extension to complete	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			the strategy document has been requested under the light touch review of targets).	
ECO 17 - Adopt a business engagement strategy to include the promotion of heritage sites and assets by April 2020 and deliver the action plan by 2023	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 18 - Measure the %age of stakeholders who consider the general promotion of the District as a tourism destination to be good	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 19 - Measure the %age of residents indicating that they are satisfied with the local impact of tourism.	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Thu-30-Mar-23
ECO 20 - Review resources to ensure tourism is a focus of the Economic Development Team by April 2020	Development	Covid Affected	Two interns have been recruited to support the tourism role. Subject to Covid and restrictions they should be in post December/January. The longer term resource provision will be included in the Economic Development restructure for consultation and consideration.	Mon-30-Mar-20
ECO 21 - Develop and adopt a Growth Strategy (Local Industrial Strategy) by March 2020 and deliver the action plan by 2023	Development	On track	The Strategy is in final draft stage and is due to be reviewed by the Portfolio holder before wider consultation. The original timescale has slipped due to the impact of the virus and the need to change the priorities within the plan to aid the recovery of NEDDC. (A time extension to complete the strategy document has been requested under the light touch review of targets).	Thu-30-Mar-23

Council Plan Target	Directorate	Status		Q2 2020/21 Progress Update	Target Date
ECO 22 - Increase the number of graduate jobs (relative to the national rate)	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 23 - Increase the number of technology based businesses in the District	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 24 - Develop and adopt a Commercial Investment Strategy by March 2020 and deliver the action plan by 2023	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 25 - Actively engage and lead on Locality reviews by 2023	Development	On track		Eckington and Killamarsh reports are in draft format, when the preferred option is decided the final stage can be carried out. The Clay Cross Town Investment Plan is due to be submitted on 30th October and the Dronfield Civic centre brief is being produced to guide the redevelopment of that area.	Fri-31-Mar-23
ECO 26 - Increase the number of visitors to the 4 main town centres	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 27 - Increase the number of occupied ground floor retail premises in the 4 main town centres	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ECO 28 - Deliver the Council's Commercial Investment Strategy Action Plan including the viable Town Centre regeneration projects by 2023	Development	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
ECO 29 - Reduce the number of complaints in relation to town centre cleanliness	Environment	On track	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 Q2 'zero' complaints were received. (No complaints received so far during 2020/21).	Fri-31-Mar-23

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

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
ENV 01 - Adopt a Local Plan and associated policies	Environment	On track	The Plan is progressing through the Examination Stage and subject to approval at Cabinet on 29 October 2020, public consultation is scheduled to commence on the Inspector's proposed Main Modifications to the Plan during November and December this year.	Fri-31-Mar-23
ENV 03 - Publish the adopted Planning Enforcement Protocol by 1 April 2020	Environment	Covid affected	A protocol has been considered and approved by the Council's Cabinet. It will be rolled out in quarter 3. (Delay due to impact of Covid on service delivery and resources).	Wed-1-Apr-20
ENV 04 - Complete review of Planning Enforcement Resources by 1 April 2020	Environment	Covid affected	A review has been carried out and considered by the Council's Cabinet. Consultation will follow and subject to the outcome of that consultation recruitment will follow. (Delay due to impact of Covid on service delivery and resources).	Fri-31-Mar-20

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
ENV 05 - Deliver 4 proactive planning enforcement exercises per year	Environment	Alert	The Planning Enforcement Team continue to work proactively with all relevant colleagues to address enforcement issues as they arise. However, delivering proactive enforcement exercises is proving difficult at the moment due to enforcement capacity and recruitment issues. This target is unlikely to be met for 2020/21.	Fri-31-Mar-23
ENV 06 - Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 -	Corporate Resources	On track	The Council are on track to deliver significantly higher CO2 emission reductions than the targeted 100 Tonnes. In the main this will be delivered through reduced commuting/travel, new efficient boilers at Mill Lane and the closure of leisure facilities during lockdown.	Fri-31-Mar-23
ENV 07 - Install 10 EV charging points across the District by 2023	Corporate Resources	On track	Work to explore the potential for installation of Workplace EV charge points at NEDDC operational facilities (Mill Lane, Pioneer House, Eckington Depot and Coney Green Business Centre) has resumed following initial Covid impact on resources. Site surveys will be undertaken shortly and potential funding via the Government OLEV Workplace Charging Scheme (WCS) grant is being explored. The potential for off street parking will also be considered subject to the availability of funding and identification of suitable locations.	Fri-31-Mar-23
ENV 08 - Develop a Climate Change Communications Strategy by March 2020	Corporate Resources	Covid affected	Work on hold due to impact of Covid on the Communications Team. Lead officer has requested an extension to April 2021. (Included in the light touch review document for completeness).	Fri-31-Mar-20

Council Plan Target	Directorate	Status		Q2 2020/21 Progress Update	Target Date
ENV 09 - Develop and deliver 2 climate change community information events per year	Corporate Resources	Covid affected		School Climate Change Event postponed due to COVID-19 situation. Social distancing requirements and school timetabling mean it is not yet possible to confirm an alternative date.	Fri-31-Mar-23
ENV 10 - Deliver 1 climate change training event for Parish Councils per year	Corporate Resources	Covid affected		Recognising that the immediate focus is COVID-19 support, training is scheduled to be delivered at the District Parish Liaison Group to be held on 26.03.21.	Fri-31-Mar-23
ENV 11 - Undertake 2 community events per year	Corporate Resources	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ENV 13 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% per year	Environment	Covid affected		This initiative has been temporarily suspended due to the Covid-19 outbreak.	Fri-31-Mar-23
ENV 14 - Undertake 15 litter picks and Love Where You Live initiatives per year	Environment	Covid affected		This initiative has been temporarily suspended due to the Covid-19 outbreak.	Fri-31-Mar-23
ENV 15 - Ensure monthly meetings of the Corporate Enforcement Group take place	Environment	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
ENV 16 - Measure %age of all reports of fly-tipping referred for investigation to be responded to within 3 working days (set baseline in 19/20 for 20/21 onwards)	Environment	On Track		98%% of all reports of fly-tipping referred for investigation were responded to within 3 working days	Fri-31-Mar-23
ENV 17 - Measure %age of cases of waste crime (Duty of	Environment	On Track		100% of cases of waste crime (Duty of Care and fly-tipping) where sufficient evidence to prosecute	Fri-31-Mar-23



Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
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)			have been identified and progressed to legal services, with a prosecution file, within 60 days	
ENV 18 - Increase the use of organic herbicide treatments within the StreetScene Service by 2023	Environment	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23

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

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
RES 01 - Whist maintaining high quality leisure facilities, reduce the annual subsidy of the leisure service year on year.	Corporate Resources	Covid Affected	The Leisure Facilities re-opened on 25th July 2020, following the COVID lockdown, and are operating in line with Government and Industry guidance. This means that all areas of activity are greatly reduced e.g. the swimming pools at Dronfield Sports Centre would normally accept 90 bathers but this is currently 28. This is impacting immensely on throughput and customer confidence has not yet returned in full. The facilities are at approx. 60% attendance against the previous year. Funds to support the service will be received through the furlough scheme and the Local government income	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			compensation scheme. Improvements at Eckington Swimming Pool have been approved by Cabinet and works are expected through 2021 to improve the overall efficiency of the facility.	
RES 02 - Run 12 community initiatives per year	Corporate Resources	On track	Many of our planned activity for this quarter is not able to take place due to larger group meetings restrictions along with some venues and partners still recovering from COVID. However we have seen the return of 5 walking for Health groups this quarter along with the Water wellbeing session at Sharley Park Leisure Centre.	Fri-31-Mar-23
RES 03 - Increase participation in leisure activities at leisure centres by 5000 visits per year	Corporate Resources	Covid affected	The Leisure Facilities re-opened on 25th July 2020, following the COVID lockdown, and are operating in line with Government and Industry guidance. This means that all areas of activity are greatly reduced e.g. the swimming pools at Dronfield Sports Centre would normally accept 90 bathers but this is currently 28. This is impacting immensely on throughput and customer confidence has not yet returned in full. The facilities are at approx. 60% attendance against the previous year. Total attendance for Q2 (25/07/20 to 30/09/20) was 75,140 against set target (pre-COVID) of 183,775.	Fri-31-Mar-23
RES 04 - Deliver a health intervention for 258 new attendees per year	Corporate Resources	Covid affected	Leisure centres re-opened end of July, but Exercise by Referral not re-started until September due to high level of vulnerable people. Most people on scheme had been inactive during lock down and restarted in September.	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			Target Q2 - 64 Actual Q2 - 8	
RES 05 - Deliver the PALS service to 40 residents per year and report on the socio economic and health benefits	Corporate Resources	On track	No further PALS have been recruited in the quarter, running total 32.	Sun-31-Mar-19
RES 06 - Deliver the 10 week, 560 Lifestyle Programme to at least 12 schools across the District (10,000 students per year)	Corporate Resources	Covid affected	Delivering to 4 primary school in this quarter, further figures around throughput and number of sessions is not currently available. To be reported at Q3.	Fri-31-Mar-23
RES 07 - Deliver additional lunch time or after school PE clubs in at least 6 schools per year.	Corporate Resources	Covid affected	Due to Covid restrictions some of our schools have not been able to accommodate us during this quarter however we have restarted activity in a total of three schools. Sessions and throughout data will be available shortly. We aim to be back in all schools by the end of October.	Fri-31-Mar-23
RES 09 - Deliver the Corporate Communications Strategy Action Plan by 2023	Corporate Resources	On track	A number of significant projects are progressing with the investment in Electronic Messaging Service and joint advertising project with Derbyshire County Council.	Fri-31-Mar-23
RES 10 - Commence direct electronic communications with at least 1000 residents by December 2020	Corporate Resources	Covid affected	The Council has just invested in an electronic messaging service and undertaking the relevant training during October 2020. Currently there are 5000 online accounts which will be targeted with the system in the first instance. Project delay due to impact of Covid on the Communications Team.	Thu-31-Dec-20
RES 11 - Increase social media posts to at least 180 per quarter	Corporate Resources	On track	The combined Q2 number of social media posts are approximately 250 posts.	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
RES 12 - Improve the overall performance and usability of the website by achieving a maximum score of 4 on 'BetterConnect website report' by Dec 2022.	Corporate Resources	On track	This quarter the focus has been significantly improving the accessibility of the website. In October, the Government Digital Service tested the accessibility of the website on behalf of Equality and Human Rights Commission and found the website and accessibility statement to be compliant.	Fri-31-Mar-23
RES 13 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	Under Review	Target under review and included in the light touch review report going to Cabinet	Tue-31-Dec-24
RES 14 - Reduce and improve the number of non-traditional properties	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
RES 15 - Improve the standard of council-owned properties each year	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
RES 16 - Ensure home ownership models to equate to 25% of affordable homes requirement on new developments	Development	On track	Housing Strategy are asking that home ownership models are 25% of the affordable housing requirement. Housing Strategy are also working with Shared Ownership providers to bring forward units additional to the S106 requirement. At this point the sites have not progressed but the discussions are continuing.	Mon-30-Mar-20
RES 17 - Maximise opportunities within the HRA to provide new shared ownership properties by 2023	Development	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
RES 18 - Reduce rough sleeping to zero by 2023	Development	On track	1 recorded rough sleeping in Q2 In Quarter 2 we opened 55 cases: 32 prevention cases where people were threatened with homelessness 23 relief cases where people were already homeless	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			The National average for cases opened at prevention stage is 55% In Q2 the NEDDC average for cases opened at the prevention stage is 59%, a 16% increase on Q1.	
RES 19 - Apply the Council Tax discount for care leavers each year for the lifetime of the Plan	Corporate Resources	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
RES 20 - Create at least 4 apprenticeship opportunities by 2023	Corporate Resources	On track	Apprenticeship opportunities are currently being reviewed and discussions with managers are continuing.	Fri-31-Mar-23
RES 21 - Invest in voluntary and community organisations to assist over 20,000 vulnerable and disadvantaged households per year	Corporate Resources	On track	Following independent review of data, adjustment to confirm 29,396 vulnerable and disadvantaged households were assisted by advice and VCS infrastructure agencies commissioned by the Council during 2019/20.	Fri-31-Mar-23
RES 22 - Re-sign and launch the Armed Forces Covenant and deliver the action plan by 2023	Corporate Resources	On track	The Council was presented with an Employee Recognition Service Silver Award on 28.07.20. Due to the COVID-19 situation a VJ Day75 celebration was not arranged although the national celebration was shared via NEDDC social media. Discussions to hold a VE & VJ Day75+1 celebration to be held in 2021 have commenced.	Fri-31-Mar-23
RES 23 - Develop an Older People's Strategy by September 2020 and deliver the Action Plan by 2023	Corporate Resources	On track	A monitoring framework has been developed and discussions are taking place with departments and partner agencies on how to deliver existing and new actions; DCC Public Health has indicated that it will fund actions which appropriately meet shared Older People priorities. A digital survey to identify residents' ICT usage and barriers will be distributed	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			to every household within the November edition of The News and analysed in the new year.	
RES 24 - Develop the British Sign Language Action Plan by April 2020 for implementation in full by December 2023	Corporate Resources	On track	Draft report and action plan discussed with the British Deaf Association in September. Service areas such as Communications and Leisure have already put some improvements in place. Awaiting finalised report from the BDA before reporting on progress formally.	Fri-31-Mar-23
RES 25 - Implement the use of a video remote interpreting solution by March 2020	Corporate Resources	Covid affected	A system has now been successfully procured call Sign Solutions. Paper work is now with the Legal Department to draw up the relevant contract, once the contract has been signed, implementation discussions and staff training will take place with the provider. A review of ICT requirements at each site will then take place to see if iPads are required or whether the PC's are suitable at each site (Leisure sites and DCO)	Tue-31-Mar-20
RES 26 - Support at least 20 projects per year through the Community Action Grants Fund	Corporate Resources	Covid affected	By the quarter end 3 applications of £500 each had been awarded, with a further 8 applications to be considered in early October. The CAG will now operate on a rolling programme (bids considered as they are received) until 31.12.20 and the fund will be regularly publicised through the Council's communication channels. Should all funding not be allocated a further opportunity to bid before 31.03.21 will be publicised early in the new year. (Earlier bids in connection with summer events were cancelled due to Covid so the number of projects supported to date is lower than expected).	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
RES 27 - Support at least 4 initiatives per year led by volunteers	Corporate Resources	Covid affected	Due to COVID-19 social isolation rules no volunteered events were held. Guidance and information was widely shared through VCS infrastructure agencies and directly to local groups and volunteers who were providing a community-level response to the situation.	Fri-31-Mar-23
RES 28 - Recruit 8 physical activities champions per year	Corporate Resources	Covid affected	To date 0 physical activity champions recruited mainly due to COVID	Fri-31-Mar-23
RES 29 - The Environmental Health Team to attend one Parish or Town Council meeting per month to promote options for community involvement and resources for Keep Britain Tidy campaigns	Environment	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
RES 30 - Provide 10 waste, recycling and environmental advice to schools and community events per year	Corporate Resources	Covid affected	Throughout the July to September period no education events have been undertaken due to Covid19 and schools being on lock-down. However, continued education and awareness raising has been undertaken throughout this period with customers whose burgundy bin collections may have been delayed due to issues of contamination. Given learning priorities at this time and social distancing requirements, no school events are anticipated in the near future.	Fri-31-Mar-23
RES 31 - Support at least 6 school climate change projects per year	Corporate Resources	Covid affected	Consultation with schools following their return to term post-lockdown identified a willingness to participate in Eco-Schools activity from early 2021, to allow two terms for delivery. The grants will be publicised from early November 2020.	Fri-31-Mar-23



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



Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
SER 01 - Deliver 22 service reviews by 2021	Corporate Resources	On track	In line with the recent Cabinet report, all Service Reviews will be undertaken as part of the Service Plan process which is due to be complete 31 Oct 2020.	Wed-31-Mar-21
SER 02 - Deliver 4 employee liaison meetings annually	Corporate Resources	On track	Implemented and undertaken on a quarterly basis	Fri-31-Mar-23
SER 03 - Deliver £2m savings through the Transformation Programme by 2023 <u>Note:</u> Programme 2 started in 2018/19.	Corporate Resources	On track	In July 20, a Cabinet Transformation Update report agreed 7 strategic projects which would deliver financial improvements in the region of £0.5m. To date £435k savings have been realised. Projected savings by the end of March 2021 is circa £1m.	Fri-31-Mar-23
SER 04 - Deliver 100 hours leadership training per year	Corporate Resources	On track	Online training has taken place within the Council such as Recruitment & Selection	Fri-31-Mar-23
SER 05 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024	Corporate Resources	On track	<p>Baseline is 29.98%. Digital transactions counted are all Self Service, automated telephone and online payments, kiosk payments etc. Non-Digital is calls, face to face, webchat, email, text etc taken by contact centre only (no other reliable stats have been provided).</p> <p>In comparison, based on the same criteria, Q1 of 2020-21 is 45.8% digital.</p> <p><u>Note:</u> Current measurement counts all digital transactions and compares them to the Contact Centre statistics for non- digital. Other service areas have non digital transactions but they are not recorded. This methodology will evolve over the plan period.</p>	Tue-31-Dec-24



Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
SER 06 - Provide self-service access to all service areas by 2023	Corporate Resources	On track	Use of Self Service by service areas continues to increase. Most service areas have access (all who have a need) to Self Service but the level of use needs to increase further. 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 has reduced and therefore time is being spent on improving existing forms and creation of new online services. LEAN reviews may be needed to help service areas identify where services can be moved online.	Fri-31-Mar-23
SER 11 - Increase enforcement activity and the number of positive enforcement actions by XXXX to tackle and resolve crime and ASB	Environment	Under Review	Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
SER 12 - Ensure that monthly car parking patrols are undertaken outside schools within the District	Environment	Covid affected	This initiative has been temporarily suspended due to the Covid-19 outbreak.	Fri-31-Mar-23
SER 13 - Review enforcement services and develop an action plan by 31st December 2019	Environment	On Track	A review of enforcement services has been completed and Cabinet are considering recommendations on 12 <sup>th</sup> November. The Service will develop and deliver a 2020-23 Environmental Health improvement programme when the recommendations are implemented and staff are in post	Tue-31-Dec-19
SER 14 - Implement the enforcement review findings and	Environment.	On Track	A review of enforcement services has been completed and Cabinet are considering recommendations on 12 <sup>th</sup> November. The Service will develop and deliver a	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q2 2020/21 Progress Update	Target Date
action plan (update KPI with relevant actions following review)				2020-23 Environmental Health improvement programme when the recommendations are implemented and staff are in post	
SER 15 - Deliver 6 Ward walks per year	Corporate Resources	Covid affected		It is still not appropriate to commence this activity - review again in Q3.	Fri-31-Mar-23
SER 16 - Attend 4 Parish Council Meetings per year	Corporate Resources	Covid affected		Successful District Parish Liaison held on 9th October meeting engaging with the parishes and updating them on a number of issues including Covid.	Fri-31-Mar-23
SER 17 - Undertake an annual customer satisfaction survey	Corporate Resources	Under Review		Target under review and included in the light touch review report going to Cabinet	Fri-31-Mar-23
SER 18 - Review the Council's Petition Scheme by Annual Council 2020	Corporate Resources	On track		The Monitoring Officer has discussed this with the Leader and will be bringing forward a report in the new year to Standards Committee.	Tue-31-Mar-20
SER 19 - Achieve a combined recycling and composting rate of 50% by March 2023	Environment	On track		Performance is estimated on Q2 (2019\20) Waste Data Flow information due to the data not being available until ending Dec 2020. During the prior period, 6031.16 tonnes of recyclable\compostable waste was diverted, yielding a recycling rate of 57.3 % between July and Sept 2019. Combined estimated recycling rate for Q1 and Q2 is 52.7 %. Arising from Covid19 affecting green and burgundy bin collections, combined performance was 4% lower than the same (Q2) period in 2019\20. <u>Q1 actual</u> performance, 4693.85 tonnes of recyclable\compostable waste was diverted, yielding a combined recycling rate of 48.1 % between April and June 2020. Given green bin collections were suspended arising from Covid19 (10.4.20 to 18.5.20)	Fri-31-Mar-23

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
			the combined performance was lower than would normally be expected (51.9%).	
SER 20 - Place 2 recycling promotions in NEDi News annually	Environment	On track	An article is in production for placement in Winter edition of the The News informing of green bin collection suspension arrangements and promoting waste recycling (Burgundy Bin) to facilitate increased waste diversion from the residual waste (Black Bin) stream, reducing reliance of landfill and/or heat treatment.	Fri-31-Mar-23
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	On track	LEQS's established 3.78 % of streets and relevant land surveyed fell below grade B cleanliness standards resulting in 96.22 % meeting the target standard. Combined rounded annual performance is 4 % meeting the 96% target.	Fri-31-Mar-23
SER 22 - Undertaking cleansing of all District estate roads at least 4 times per year	Environment	On track	Urbanised housing estate street cleansing is scheduled on quarterly frequencies and performance is measured by way of operational cleansing program returns. Following the impact of Covid-19, service delivery has returned to near-normal arrangements.	Fri-31-Mar-23
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	On track	A number of processes have recently been amended. Work continues to review the working of the Council's Planning Committee and further recommendations will be made in due course.	Sat-1-May-21
SER 24 - Have first customer feedback survey ready by 1st April 2020	Environment	On track	The customer feedback survey in relation to Planning Committee is currently being developed and will be ready for use for 2020/21 year.	Wed-1-Apr-20

Council Plan Target	Directorate	Status	Q2 2020/21 Progress Update	Target Date
SER 25 - Publish the adopted Planning Enforcement Protocol by 1 April 2020.	Environment	On track	 The protocol is still being considered by Members	Wed-1-Apr-20
SER 26 - Complete review of Planning Enforcement Resources by 1 April 2020.	Environment	Achieved behind Target	 The review has been completed and recruitment/consultation on additional resource is currently being undertaken.	Wed-1-Apr-20