North East Derbyshire District Council
Council Plan Targets Update – Quarter 3 October to December 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.
	Overdue	The target has passed its due date for completion.
	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		Q3 2020/21 Progress Update	Target Date
ECO 02 - Process all major planning applications 10% greater than the National Target per annum.	Environment	On track		During the quarter 13 major applications were determined and 11 were determined within the statutory period Target 70% Actual 85%	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 50 minor applications were determined. 37 were determined within the statutory period. Target 70% Actual 74%	Fri-31-Mar-23
ECO 04 - Increase letting of council owned business premises to achieve and maintain a minimum occupancy level of 95%	Development	On track		Occupation levels as of 31st December 20 are set against the background of the re-emergence of Covid-19 lockdown restrictions - despite this occupation levels remain buoyant, although the medium to long term effect on occupation levels caused by the pandemic still remains unknown.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				Combined business centre accommodation at Coney Green and Midway consists 104 units comprising of Office, workshop and industrial unit space currently running at 91.4% occupancy. Coney Green has 9 vacant ground & first floor offices and Midway is currently 100% occupied. Retail units- currently 14 retail units throughout the district with 1 vacancy. Miscellaneous property 10 various office/light workshop/etc. with 2 long term office vacancies at Rotherside Court, Eckington. Industrial Units - currently 62 units currently 100% occupied. Overall occupation level for non-business centre property 96.2%. **This gives an overall occupancy level for all property at 91.4%.** During this last period a number of tenants have served notice, however interest in property particularly small industrial units remains high, with submissions of interest being received prior to vacant possession.	
ECO 07 - Deliver 3 engagement events annually to support business	Development	On track		A joint event between NEDDC and the East Midlands Chamber took place on 30th November 2020 to encourage NED businesses to take advantage of the Kickstart scheme and over 20 businesses attended the virtual event.	Fri-31-Mar-23
ECO 09 - Produce a North East Derbyshire Employment and Skills Strategy by January 2021 and deliver the action plan by March 2024	Development	On track		The Strategy is almost completed and it is planned that this will go to Cabinet in January 2021.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ECO 13 - Hold 4 events annually to foster effective links with further and higher education establishments	Development	On track		Discussions have taken place with Chesterfield College, Sheffield Hallam University, Sheffield University, Nottingham 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 Nottingham Trent University 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 Chesterfield College on the development of a skills hub as part of the Clay Cross Town Deal.	Fri-31-Mar-23
ECO 15 - Deliver a bi-annual jobs fair to support jobs and skills	Development	On track		Virtual job fair took place in September 20 and there were 45,000 engagements with the job fair. The next job fair is being planned and is taking place on the 26th January 2021.	Fri-31-Mar-23
ECO 16 - Produce a Tourism Strategy by January 2021 and deliver the action plan by March 2024	Development	On track		The final draft of the Visitor Economy Strategy is being taken to January 2021 Cabinet for approval. Once this is received, then it will be published on the Council's website. The strategy includes an action plan, with a number of actions to help deliver the strategy's priorities. The action plan runs until March 2024.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ECO 20 - Review resources to ensure tourism is a focus of the Economic Development Team by April 2020	Development	Overdue		This target is being reviewed as part of a resource review of the Housing Strategy and Economic Development service. A proposed structure is being developed and the cost is being clarified now.	Mon-30-Mar-20
ECO 21 - Produce a Growth Strategy by January 2021 and deliver the action plan by March 2024	Development	On track		A draft Growth Strategy for the Council has been produced by the team. This is currently being consulted with senior officers and relevant members. Once this is completed, the document will be sent to the Communications team for designing. This will then be sent to Cabinet for final approval. The document will then be published on the Council's website. It is expected that this will be completed by Spring 2021.	Thu-30-Mar-23
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	On track		Eckington and Killamarsh town centres are currently part of an OPE project, with consultants appointed to undertake reviews of the town centres and the publicly owned land and property there, and create a study document for each town centre, with recommended options and projects that will then be used to provide evidence for future funding bids. Currently, the consultants have created draft studies, and are working with each parish council and district members to finalise options for each town centre. Once this is completed, then the consultants will provide more detailed information for those options (e.g. costs etc). These final documents will then be taken to the Project Control Board for approval.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 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
ECO 30 - Establish and deliver NED Weekly Apprenticeship hour	Environment	On track		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.	Fri-31-Mar-23
ECO 31 - Implement and manage an annual programme of capital improvements to council owned business premises to attract and retain business clients (Measure by % completion of annual programme)	Environment	Covid Affected		Capital improvement programmes currently underway include the replacement of personnel and roller shutter doors in industrial workshop premises as part a general programme of the replacement of non-compliant and aged doors. This is designed to uprate security and improve the general condition of industrial sites. Replacement of tenant lighting at Coney Green Business Centre to improve the standard of lighting within business premises and link into The Council's Carbon reduction programme. Due to Covid 19 some tenants have been reluctant to allow access due to livelihood concerns and some have been isolating. This has impacted on the schedule which the team is monitoring and managing. Capital Projects on business premises currently 18% complete of the forecast works with 70% expected to be complete by the financial years end	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ECO 32 - Increase revenue from business centre meeting bookings by 10% each year to maximise the use of these district facilities (Baseline: 2019/20)	Environment	Covid Affected		The revenue stream from the letting of meeting rooms at Coney Green Business Centre has been severely affected by risk management at the centre relating to Covid 19. Meeting rooms have been closed for the most part and have not been available for letting. The revenue at the end of quarter three is £1284 against an annual budget of £12,000. With the current Covid restrictions in place the outturn from the baseline of 2019/20 + 10% would not be achievable.	Fri-31-Mar-23
ECO 33 - Support at least 25 businesses each year through effective signposting and advice	Development	On Track		In Q3 alone, the Economic Development Team has provided front-line advice to in excess of 100 local businesses seeking support as a result of the pandemic.	Fri-31-Mar-23

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

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ENV 01 - Adopt a Local Plan and associated policies	Environment	On track		The Plan is at an advanced stage. Public consultation commenced on the Inspector's proposed Main Modifications to the Plan on 2 November 2020 and is due to run until 31 January 2021. Following this the Inspector will prepare her final report, the timescale for which is outside the Council's control, but is likely to take several months.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ENV 03 - Publish the adopted Planning Enforcement Protocol by 1 April 2020	Environment	Achieved behind target		We have an adopted Planning Enforcement Protocol which we are not publicising too widely due to enforcement staff capacity (see ENV 04).	Wed-1-Apr-20
ENV 04 - Complete review of Planning Enforcement Resources by 1 April 2020	Environment	Achieved behind target		We have reviewed Planning Enforcement resources so this target is completed. Please note that the service is having difficulties with recruitment.	Fri-31-Mar-20
ENV 05 - Deliver 2 proactive planning enforcement exercises per year	Environment	Alert		As noted at Q2 the service is not expecting to meet this target during 2021/21 due to capacity and recruitment issues The Planning Enforcement Team continues to work proactively with all relevant departmental colleagues to address enforcement issues as they arise.	Fri-31-Mar-23
ENV 06 - Reduce the District Council's carbon emissions by - 100 tonnes CO2 in 20/21 -	Corporate Resources	On track		There is little value in comparing 20/21 with previous years due to covid impact, particularly with the closure of the Leisure Centres. However, the 20/21 annual usage will be reported Q1 21/22.By way of reassurance the Council is on course to achieve the 100 tonnes reduction in 20/21. Whilst not planned the swift switch to agile working for the workforce due to Covid has significantly reduced travelling to work by employees contributing positively towards this target. Progress on climate change continues with a £1m submission to BEIS for Eckington Pool for air source and air handling and solar PV and decision to buy only	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				certified renewable electricity forecast to save in the region of 650 tonnes of carbon emissions.	
ENV 07 - Install 10 EV charging points across the District by 2023	Corporate Resources	On track		Following completion of site surveys at NEDDC operational facilities BP Chargemaster have established technical feasibility and returned quotations for the following: Coney Green - 3x 7kw Charge Points (6 sockets) Rotherside Depot - 2x 7kw Charge Points (4 sockets) Rotherside Court - 1x 7kw Charge Point (2 sockets) Mill Lane - 3x 7kw Charge Points (6 sockets) Pioneer House - 3x 7kw Charge Points (6 sockets) Work will continue to determine the operational and long term viability of each proposal.	Fri-31-Mar-23
ENV 08 - Develop a Climate Change Communications Strategy by April 2021	Corporate Resources	Covid affected		The Council has a comms strategy in place for effective promotion and marketing for campaigns we do.	Fri-31-Mar-20

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				Some of which are aligned to Climate Change and Carbon Reduction that we are working on. This includes Thanks a Tonne campaign, aiming to get each household to save 1T of carbon per year. Other initiatives involved promotion of the Green Homes Grant Scheme where residents can reduce costs and make their homes more energy efficient with the Government led scheme. We also constantly work on promoting our digital and online channels (reducing footfall) as well as on going day to day work and initiatives with service areas such as the Clean Air Day campaign. An engagement and comms strategy specifically for climate change will be developed to complement the above.	
ENV 09 - Develop and deliver 2 climate change community information events per year	Corporate Resources	Covid affected		The Home Improvement Co-ordinator will lead a session with Parish Councils at the DPLG on 26.03.21. Other sessions will be considered following the COVID-19 situation.	Fri-31-Mar-23
ENV 10 - Deliver 1 climate change training event for Parish Councils per year	Corporate Resources	On Track		The Home Improvement Co-ordinator will lead a session with Parish Councils at the DPLG on 26.03.21.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
ENV 13 - Increase the number of fixed penalty notices issued for litter and dog fouling offences by 20% by 2023 (Baseline: 2019/20)	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 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		Q3 100%% 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 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	On Track		Q3 - 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	Fri-31-Mar-23

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

Council Plan Target	Directorate	Status		Q3 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 continue to be closed due to a COVID-19 lockdown. This is obviously impacting greatly on attendance and business. Funds to support the service will be received through the Local government income compensation scheme. Works continue for the projects at both Sharley Park and Eckington Pool and a decision on the	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				decarbonisation fund bid (ESP) is expected in the middle of February. Works are complete at DSC for LED lighting in all areas and cavity wall insulation is complete at DSC and ESP. ESP has a new external entry sign and a new pool cover was installed on 22nd December 2020. Position regarding the subsidy for 2020/21 will be reported in Q1 2021/22	
RES 02 - Run 12 community initiatives per year	Corporate Resources	Covid affected		Many of our planned activity for this quarter is not able to take place due to larger group meetings, along with some venues and partners still recovering from COVID.	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 remain closed due to the COVID lockdown. Leisure facilities closed 05/11/20 to 02/12/20 and from 02/01/21. This means that all areas of activity have been greatly reduced and has impacted immensely on throughput. The facilities are at approximately 40% attendance against the previous year. Total attendance for Q3 (with restrictions in place and lockdowns) was 72,135 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		Exercise by Referral re-started September but due to high level of vulnerable people on scheme, most people had not returned to normal activities. Exercise options were further reduced by the introduction of Tier 3 restrictions (no indoor exercise classes allowed). No new referrals sent from Live Life Better Derbyshire between April - December, a temporary suspension due to	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				vulnerability of client group re Covid 19. Target Q3 - 64 Actual Q3 - 19	
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 this quarter, total 32 to date.	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.	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 hope that we will be back in all schools during Q4.	Fri-31-Mar-23
RES 09 - Deliver the Corporate Communications Strategy Action Plan by 2023	Corporate Resources	On track		On target, progressing actions as planned. Highlights include the NEWS 2020 issue with themes including the environment, business and coronavirus special editions (including Climate Change, wellbeing and leisure centres). Council website re-designed in 2020 with a new and effective search facility, compatible across all devices (accessibility and usability over 90% from SilkTide score)	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				In 2020 over 90+ press releases were issued, more than 2016-2019 combined. More than 300+ posts going out every quarter, double the target and often more in some instances through the pandemic We have boosted and advertised posts on social media to further engagement and reach with our followers Passed accessibility checks by Government digital team. Helping the authority create accessible documents and content for the website Utilising email marketing – purchased Gov Delivery software in 2020. Launched December 2020 and have 15,500 users signed up by mid-January 2021.	
RES 10 - Commence direct electronic communications with at least 1000 residents by December 2020	Corporate Resources	Achieved		Target met and exceeded. Email communication had over 4500+ signed up to receive email updates via the Gov-Delivery service.	Thu-31-Dec-20
RES 11 - Increase social media posts to at least 180 per quarter	Corporate Resources	On track		Target met and exceeded.	Fri-31-Mar-23
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		Website scoring is now measured and reported on differently. 1-5 is no longer a relevant score; it is now marked 0-100 by Silktide on behalf of SOCITM; it is specifically measured and reported on accessibility criteria only.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				NEDDC currently scores 92 ('Excellent') - for comparison nationally, the top 10 Local Authority websites currently score 97 or above so NEDDC is doing very well. NEDDC have the Silktide website testing tool and scores for aspects of the websites are: • Content 88 • Accessibility 92 • Usability 93 • Marketing 88	
RES 16 - Ensure home ownership models to equate to 25% of affordable homes requirement on new developments	Development	On track		On new developments currently under construction or recently completed, 56% of affordable homes are shared ownership or Affordable Home Ownership. This is an unusually high percentage and may reduce slightly as some homes are likely to be converted to Affordable Rent on one particular site.	Mon-30-Mar-20
RES 18 - Reduce rough sleeping to zero by 2023	Development	On track		0 recorded rough sleeping in Q3 In Quarter 3 we opened 67 cases (Full Homelessness Applications) 41 prevention cases where people were threatened with homelessness 26 relief cases where people were already homeless The National average for cases opened at prevention stage is 55% In Q3 the NEDDC average for cases opened at the	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				prevention stage is 61%. This is compared to 38% of cases being opened at the relief stage. Covid -19 impact on performance In 2019/20 74% of all cases opened were at the prevention stage. Covid-19 and the subsequent lockdown led to more people losing their accommodation who were housed insecurely. The relaxing of lockdown restrictions from June 2020 resulted in more households being rehoused and this improvement continued through Q3. It is important to have a higher percentage of prevention vs relief to limit emergency housing costs. In Q3 we recorded 58 positive outcomes where homelessness or the threat of homelessness was resolved 39 positive outcomes at prevention stage 19 positive outcomes at relief stage Despite the negative impact of COVID-19 on the type of cases we encountered, in Q3 we saw a positive completion percentage of cases opened vs cases closed of 87%. We have secured additional winter provision for people experiencing homelessness and in particular those that may be rough sleeping during the new national lockdown. The winter provision at Mount Cook adventure centre opened December	

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				14th 2020. This provision will continue until at least the end of March 2021	
RES 20 - Create at least 4 apprenticeship opportunities by 2023	Corporate Resources	On track		We are currently in discussions with service managers about planning for potential Apprenticeship vacancies. There are a significant number of Apprenticeships still ongoing and support for those employees and their managers is 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		In accordance with the Derbyshire Compact, all groups existing and new groups to be commissioned for 21/22 services were contacted by 31.12.20, advising of the provisional allocation set by the Council. This funding will be confirmed at the 21/22 Council budget setting meeting.	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		Discussions to hold a VE & VJ Day75+1 celebration to be held in 2021 have commenced although have been affected in terms of logistical detail due to the COVID-19 situation due to current ambiguities regarding the end of national lockdown. Significant support and information was sent to Parishes regarding the COVID-affected Remembrance Day regulations.	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		The digital survey (ICT usage and barriers) has completed with 478 responses received. The collated findings will be available early in the New Year and be used by the Partnership Strategy Team and DCC Public Health as information towards the commissioning of a project to address	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				these needs, particularly for older and socially isolated residents.	
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 and December. Finalised report and draft action plan now received from the British Deaf Association (BDA). Report to be taken to SAMT in February. Service areas such as Communications and Leisure have already put some improvements in place. Sign Video Relay system procured and being installed at the Contact Centre initially.	Fri-31-Mar-23
RES 25 - Implement the use of a video remote interpreting solution by March 2020	Corporate Resources	Covid affected		Implementation of this system is underway, final amendments to the website are currently ongoing, dedicated telephony extension implemented and tested, iPads ordered, staff undergoing E-Learning of the system, anticipated go live during January 2021.	Tue-31-Mar-20
RES 26 - Support at least 20 projects per year through the Community Action Grants Fund	Corporate Resources	Covid affected		15 projects have been awarded a total on £7,339.50. Three further applications are currently under consideration. A new bidding round will be advertised early in Q4. A good recovery following the cancelled summer projects due to Covid.	Fri-31-Mar-23
RES 27 - Support at least 4 initiatives per year led by volunteers	Corporate Resources	Covid affected		Due to COVID-19 social isolation rules no volunteer-led 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. No initiatives to date during 2020/21.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
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 30 - Provide 10 waste, recycling and environmental advice to schools and community events per year	Corporate Resources	Covid affected		Throughout the September to December period 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 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. (No events to date).	Fri-31-Mar-23
RES 31 - Support at least 6 school climate change projects per year	Corporate Resources	Covid affected		5 Eco-schools grants have been approved, which will be developed as soon as the weather and any COVID-19 restrictions allow.	Fri-31-Mar-23
RES 32 - Monitor performance against the corporate equality objectives and publish information annually	Corporate Resources	On Track		A review of progress against the corporate equality objectives has been undertaken for 2020 and published. It demonstrates the wide variety of work being undertaken to support and enhance the lives of customers and residents, and employees too. Examples being the first District Council to sign up to the British Sign Language (BSL) Charter, approval to support and commit to a countywide and District Council 'local offer for children in care and care leavers' and supporting 13 apprenticeships at the Council.	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		Q3 2020/21 Progress Update	Target Date
SER 01 - Deliver 22 service reviews by 2021	Corporate Resources	On track		The Service Review process was incorporated into the Service Plan process which is now substantially complete. Expected to be fully achieved by Q4.	Wed-31-Mar-21
SER 02 - Deliver 4 employee liaison meetings annually	Corporate Resources	On track		Scheduled and taking place	Fri-31-Mar-23
SER 03 - Deliver £2m savings through the Transformation Programme by 2023 Note: Programme 2 started in 2018/19.	Corporate Resources	On track		A review of the 5% - 10% financial improvements suggestions from each Service Plan will be reviewed during January 2021. An update on figures will be given at Q1 2021-22 following the financial year-end.	Fri-31-Mar-23
SER 04 - Deliver 100 hours leadership training per year	Corporate Resources	On track		The first cohort of the internal Leadership Programme is reaching its conclusion with the final module, presentations from managers and peer support groups meetings taking place in Quarter 4. Level 5 and Level 7 Leadership Apprenticeship courses are continuing for managers at operational and strategic level during Q4. Equalities refresher training is taking place and all managers are expected to attend in Jan/Feb.	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		Digital transactions in Q3 of 2020-21 is 49.51% (See measurement note below) Figures are steadily increasing, some increase may be due to additional Covid-19 forms (Grants etc). Removing Covid forms from calculations still means 49% transactions counted were digital. Automated Telephone Payments are not being used by all service areas that it is available to - work needs	Tue-31-Dec-24

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				doing around this as could make a significant difference. Baseline (Q1 2018-19) is 29.98%. Measurement note: 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 Customer Services only (no other reliable statistics are available).	
SER 06 - Provide self-service access to all service areas by 2023	Corporate Resources	On track		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, and 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 in the Spring.	Fri-31-Mar-23
SER 11 - Increase the number of pre-court and court enforcement actions taken by Community Safety	Environment	On track		33 Pre court enforcements (CPW's. CPN's and FPN's) and 1 Court enforcement that keeps getting adjourned because of lockdown.	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 and deliver a	Environment	On Track		A review of enforcement services has been completed and Cabinet approved recommendations on 12th	Tue-31-Dec-19

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
2020-23 Environmental Health Improvement Programme				November. Implementation of the new structure commenced 1 January 2021. The Service will develop and deliver a 2021-23 Environmental Health improvement programme when staff are in post, including the new Service Development Manager.	
SER 15 - Deliver 6 Ward walks per year	Corporate Resources	Covid affected		It is still not appropriate to commence this target. To review again in Q4.	Fri-31-Mar-23
SER 16 - Attend 4 Parish Council Meetings per year	Corporate Resources	Covid affected		The Monitoring Officer (MO) has attended a Parish Council meeting and the Governance Team are supporting Killamarsh Parish Council currently. There is no further resource to allocate to parish support during the covid crisis - although MO and Governance support is ongoing by email to those who request it.	Fri-31-Mar-23
SER 17 - Undertake a biennial customer satisfaction survey	Corporate Resources	On track		This target has been amended to biennial to reflect and complement the customer satisfaction work already undertaken by the Council. An approach will be agreed upon this financial year for implementation in 2021/22.	Fri-31-Mar-23
SER 18 - Review the Council's Petition Scheme by Annual Council 2020	Corporate Resources	Overdue		Following discussions with the Portfolio Holder, external legal advice is being sought as to how this could be implemented.	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 Q3 (2019\20) Waste Data Flow information due to the data not being available until ending Dec 2020. However, allowance is made to take account of Covid-19 reduced performance (5%) which anticipates 3,500tonnes of recyclable\compostable waste being diverted yielding a Q3 recycling rate of 38% between October to December 2020.	Fri-31-Mar-23

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
				Q2 (2020\21) Actual 5,734tonnes of recyclable\compostable waste was diverted, yielding a recycling rate of 50.4% between July and September. Comparative performance with Q2 (2019\20) is 6% lower and influenced by Covid19; for instance, green bin collections being suspended. The combined Q1 and Q2 performance is 49.3% which is 5% lower when compared to 2019\20 performance.	
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	Environment	On track		A number of processes have recently been amended. Work continues to review the working of the Council's	Sat-1-May-21

Council Plan Target	Directorate	Status		Q3 2020/21 Progress Update	Target Date
May 2020. Complete the implementation of all agreed actions by 1 May 2021.				Planning Committee and further recommendations will be made in due course.	
SER 24 - Have first customer feedback survey ready by 1st April 2021	Environment	Achieved		The survey has been produced and ready for use.	Wed-1-Apr-21