

Priority	Target Areas	Pledge	Action	Service Area
<b>PEOPLE - PROVIDING YOU WITH A HIGH QUALITY CUSTOMER EXPERIENCE</b>	Redesign our website to make it easier for you to find the information you need	Including clearer information about your Clean and Green Service on our website	Introduction of faster, and improved website homepage including greater functionality and mobile access by April 2020.	Corporate and Customer Services
	Enable you to pay online for more Council services	Enabling online direct debits and card payments for services such as garden waste collection	<ul style="list-style-type: none"> <li>Implement a new payment portal to expand payment options (accepting Debit Cards, Credit Cards and PayPal) and ensure fully integrated payments are added to all online forms by April 2020</li> <li>Introduce integrated Direct Debit payments on selected online forms by August 2020</li> </ul>	Corporate and Customer Services
	Offer you the ability to access more services yourself 24/7 online	Providing an online facility to request District Council services such as litter clearance and street cleaning	Increase the information available to you automatically in the 'My Account' e.g. Waste collection dates, Councillor details, weather alerts etc. by April 2020	Corporate and Customer Services
		Designing our online services to keep you informed of progress	<ul style="list-style-type: none"> <li>Implement a 'My Account' feature to track service requests by April 2020.</li> <li>Expand the number of services that are fully trackable by March 2022</li> </ul>	Corporate and Customer Services
	Maintain high customer satisfaction about the quality of services we deliver	Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by November 2020	Regeneration & Policy
		Reviewing opportunities as we strive to be a more commercially minded District Council	Review the role and purpose of the Commercial Board by July 2020	Chief Executive & Corporate Leadership Team
		Maintain other customer access channels: during opening hours, you will still be able to phone us or drop by at the Town Hall in Matlock	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales Matters and other media.	Corporate and Customer Services
		Engage with community groups and encourage projects run by community groups	<ul style="list-style-type: none"> <li>Provide up to £36,600 of grant funding to local community groups for projects that benefit the wider community in Derbyshire Dales.</li> <li>Support community groups to successfully host events on District Council land by March 2021</li> </ul>	Community Development
		Achieve a sustainable financial position by prudent management of resources and reviewing services	Continue to explore opportunities to deliver £250,000 efficiency savings and/or additional income by 2023/24	Resources
<b>PLACE – KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE</b>	Achieve net zero carbon emissions from District Council operations by 2030  Work with partners across the county and region to deliver this new goal through all relevant strategies	Preparing and Implementing a Climate Change Strategy	<ul style="list-style-type: none"> <li>Implement measures to achieve 2% reduction in CO2 from local authority buildings as compared to the previous calendar year by March 2021</li> <li>Develop a strategy to improve energy efficiency at all buildings of asset value £10,000 and above by March 2021</li> </ul>	Regulatory Services
		Preparing and adopting a Supplementary Planning Document on Climate Change	<ul style="list-style-type: none"> <li>Appoint Consultants to Assist with Preparation of Climate Change SPD by October 2020</li> <li>Publish for public consultation Climate Change SPD by January 2021</li> <li>Complete adoption of SPD on Climate Change by June 2021</li> </ul>	Regeneration and Policy
		Implementing a programme of Electric Vehicle charging points in our car parks	<ul style="list-style-type: none"> <li>Introduce publicly accessible EV charging points in at least one car park in each of our market towns by April 2020.</li> <li>Develop a programme for further publicly accessible EV charging points in car parks across the Derbyshire Dales by April 2021</li> </ul>	Neighbourhoods
		Promoting greater recycling especially of food waste	Implement a recycling education and promotional programme by December 2020	Clean & Green
		Developing a community tree planting programme	Develop a Community Tree Planting Programme by April 2021 for implementation in 2021/22	Community Development
	Invest capital resources in our main parks to improve facilities where feasible	Improving facilities initially in Ashbourne Recreation Ground	<ul style="list-style-type: none"> <li>Support the transfer and re-build of Ashbourne Memorial Pavilion and the Bowls Pavilion on Ashbourne Recreation Ground by March 2021</li> <li>Implement a refurbishment programme for the Bandstand at Ashbourne Memorial Gardens by April 2021</li> </ul>	Community Development & Regulatory Services
	Review our clean and green service commitments to better target existing resources	Developing maintenance plans for green spaces and verges we manage to encourage greater biodiversity	<ul style="list-style-type: none"> <li>Review and implement revised core standards for Clean and Green by April 2021.</li> </ul>	Clean & Green

		Work with partners and communities to maintain high levels of community safety	<ul style="list-style-type: none"> <li>To work with DFRS and other partners to review and relaunch the Council's Bonfire Safety Campaign by October 2020</li> </ul>	Regulatory Services & Neighbourhoods
		Publish an annual report on air quality in the District and identify any appropriate mitigation measures for areas of lower air quality	Publish an Air Quality Monitoring Report by July 2020 and where necessary commence appropriate mitigation measures by March 2021	Regulatory Services
<b>PROSPERITY – SUPPORTING BETTER HOMES AND JOBS FOR YOU</b>	Invest resources in developing key employment sites	Facilitating the development of Ashbourne Business Park and Phase 1 housing at Ashbourne Airfield	<ul style="list-style-type: none"> <li>Work with public &amp; private sector partners to complete infrastructure improvements at Ashbourne Airfield Industrial Estate, opening up 8 ha of new employment land by December 2020</li> </ul>	Regeneration & Policy
		Pursuing funding to unlock employment land at Middleton Road/Cromford Road, Wirksworth	<ul style="list-style-type: none"> <li>Pursue funding opportunities to unlock employment land and support initial phase of workspace development at Middleton Road, Wirksworth by March 2021</li> </ul>	Regeneration & Policy
	Promote investment to stimulate the economy of our market towns	Initiating a development scheme for the Bakewell Road site, Matlock town centre	<ul style="list-style-type: none"> <li>Secure investment to enable development of the Bakewell Road town centre site, Matlock by March 2021</li> </ul>	Regeneration & Policy
	Support businesses to encourage productivity, growth, and higher wage jobs in rural and urban locations	Continuing to provide a high quality, free, 1:1 business advice service to small and medium sized businesses	<ul style="list-style-type: none"> <li>Provide support to 75 established businesses in the Derbyshire Dales by March 2021, enabling the creation of local jobs</li> <li>9 Dales businesses supported to access grants or loans from D2N2, Government and EU to enable growth by March 2021</li> </ul>	Regeneration & Policy
		Launching the Derbyshire Dales Place Branding Initiative	Launch a Derbyshire Dales Place Branding Initiative to promote the area as a business location by May 2020	Regeneration & Policy
	Promote housing development that meets the needs of the present and future population of the District	Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	<ul style="list-style-type: none"> <li>Procure a Development Agent and Managing Agent, register with Homes England and the Regulator of Social Housing, to help enable a programme of new Council Housing by August 2020</li> <li>Complete 80 new affordable homes by March 2021</li> </ul>	Housing
		Encouraging the provision of smaller-sized open market homes to meet local demand	Implement Policy HC11 in the Derbyshire Dales Local Plan through the determination of planning applications	Regulatory Services
		Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 50 disabled people by March 2021.	Regulatory Services
		Exploring further policy changes which could further reduce the number of empty homes	<ul style="list-style-type: none"> <li>Undertake a further review the effect of increase in Council Tax Premium in May 2020</li> <li>Explore further policy options to reduce the number of empty homes by December 2020.</li> </ul>	Housing
		Delivering a permanent site to meet identified traveller needs	Identify opportunities for the provision of permanent Traveller site and conclude negotiations with landowners by July 2020.	Regulatory Services
		Submitting a £1m Heritage Lottery Fund bid for the Hurst Farm Regeneration Project	Complete the Phase 1 survey and projects for the Heritage Lottery Fund bid for the Hurst Farm Regeneration Project by March 2021	Housing
		Make it easier for local firms to do business with us through our procurement processes	Review the Council's procurement processes to encourage local firms to do business with the District Council by April 2021	Corporate and Customer Services
		Complete a review of the Derbyshire Dales Local Plan	Commence Initial Planning for Review of Derbyshire Dales Local Plan by December 2020 and adoption by December 2022	Regeneration and Policy
		Support communities in developing Neighbourhood Plans	Provide ongoing Officer support to neighbourhood areas including technical and procedural advice	Regeneration and Policy
	Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2021	Housing	