

Priority	Target Areas	Pledge	Action	Progress Q1 & Q2 2020-2021
PEOPLE - PROVIDING YOU WITH A HIGH QUALITY CUSTOMER EXPERIENCE	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.	New homepage went live on 1st April 2020. Additional Clean and Green service updates have been introduced including Schedules, WC opening times, new burial procedures and COVID measures.
	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"> 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 Introduce integrated Direct Debit payments on selected online forms by August 2020 	New payment portal went live on 1st April 2020 Project has been delayed due to additional complexities with Direct Debit structure and difficulties with suppliers. Testing underway November 2020. Currently on target for full public launch in December 2020
	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	MyAccount went live on 1st April 2020 with a range of bespoke data targeted to customers including litter clearance and street cleaning. Pest Control requests are to follow during the course of the year.
		Designing our online services to keep you informed of progress	<ul style="list-style-type: none"> Implement a 'My Account' feature to track service requests by April 2020. Expand the number of services that are fully trackable by March 2022 	MyAccount went live on 1st April 2020, with a range of services trackable through the account On track - A number of additional new services have been made fully trackable via the MyAccount function, with an additional 6 due to go live in October 2020
	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	Online Residents Satisfaction Survey Completed by 18th October 2020
		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	Member Workshop to be arranged post Covid-19
		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.	Dales Matters continues to be published in hard copy twice yearly (distribution of Autumn 2020 edition took place in October). Approx 100 media releases issued annually. Leaflets are produced (every household will receive 2 publicising new garden waste subscription scheme). We also continue to use posters, newspaper adverts and outdoor banners.
		Engage with community groups and encourage projects run by community groups	<ul style="list-style-type: none"> Provide up to £36,600 of grant funding to local community groups for projects that benefit the wider community in Derbyshire Dales. Support community groups to successfully host events on District Council land by March 2021 	£15,675 spent on The Local Projects Fund. All events that were booked have been cancelled from 1st April until Christmas due to Covid-19, with the exception of five Remembrance Day events on District Council land in November.
		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	On hold until receive Local Government Finance Settlement later this year
	Achieve net zero carbon emissions from District Council operations by 2030	Preparing and Implementing a Climate Change Strategy	<ul style="list-style-type: none"> Implement measures to achieve 2% reduction in CO2 from local authority buildings as compared to the previous calendar year by March 2021 Develop a strategy to improve energy efficiency at all buildings of asset value £10,000 and above by March 2021 	Clear Lead Consulting Report to reduce Co2 emissions to net Zero by 2030 approved at Council 08/10/20 Clear Lead Consulting Report target incorporates work at DDDC buildings which will achieve this outcome
	Work with partners across the county and region to deliver this new goal through all relevant		Preparing and adopting a Supplementary Planning Document on Climate Change	<ul style="list-style-type: none"> Appoint Consultants to Assist with Preparation of Climate Change SPD by October 2020 Publish for public consultation Climate Change SPD by January 2021 Complete adoption of SPD on Climate Change by June 2021
		Implementing a programme of Electric Vehicle charging points in our car parks	<ul style="list-style-type: none"> Introduce publicly accessible EV charging points in at least one car park in each of our market towns by April 2020. Develop a programme for further publicly accessible EV charging points in car parks across the Derbyshire Dales by April 2021 	Completed in May 2020 - Slight delay due to Covid-19 Discussions are on-going with EV providers to assess the suitability of sites for the provision of EV Charging Points for a future programme. Future programme unlikely to be achieved by April 2021.

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PLACE – KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE		Promoting greater recycling especially of food waste	Implement a recycling education and promotional programme by December 2020	Postponed due to Covid and will be complete March 2021
		Developing a community tree planting programme	Develop a Community Tree Planting Programme by April 2021 for implementation in 2021/22	Due to Covid-19 this has been delayed
	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"> Support the transfer and re-build of Ashbourne Memorial Pavilion and the Bowls Pavilion on Ashbourne Recreation Ground by March 2021 Implement a refurbishment programme for the Bandstand at Ashbourne Memorial Gardens by April 2021 	<p>Bowls pavilion replaced with new structure August 2020. Lease terms for leasehold transfer of Memorial Pavilion with solicitors - On Track. Ashbourne Play Area has been revitalized, with painting, cleaning and replacement of equipment and surfacing.</p> <p>Survey/spec for complete replacement due autumn 2020 to allow works to be tendered winter 2020 and to take place in spring 2021. - On Track. Improvements to the Memorial Garden entrances have taken place already this year. A 3 year tree programme for Ashbourne Memorial Gardens has been devised and implemented in 2020/21.</p>
	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"> Review and implement revised core standards for Clean and Green by April 2021. 	C&G review – due to Covid implementation is postponed to 2021/22. The review outline will go to members in November and take 12 months to complete.
		Work with partners and communities to maintain high levels of community safety	<ul style="list-style-type: none"> To work with DFRS and other partners to review and relaunch the Council's Bonfire Safety Campaign by October 2020 	Discussions held with DFRS and 2 other local authorities to ensure consistency. For 2020 the message was largely around discouraging organised events due to ongoing Covid 19 pandemic
		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 and create an action plan by March 2021	Air quality report agreed by Defra and published on Council website October 2020. Detailed assessment being procured through competitive quotes
	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"> Work with public & private sector partners to complete infrastructure improvements at Ashbourne Airfield Industrial Estate, opening up 8 ha of new employment land by December 2020 	Commencement of scheme delayed due to COVID. However, contractor now appointed by Derbyshire County Council enabling works on new A52 roundabout to proceed. Start on site 26 October 2020.
		Pursuing funding to unlock employment land at Middleton Road/Cromford Road, Wirksworth	<ul style="list-style-type: none"> Pursue funding opportunities to unlock employment land and support initial phase of workspace development at Middleton Road, Wirksworth by March 2021 	Feasibility study delayed due to COVID. Landowner's Development Team Furloughed. Further site investigation information required and revised Development Appraisal awaited
	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"> Secure investment to enable development of the Bakewell Road town centre site, Matlock by March 2021 	On track. Business Case for proposed conversion of Matlock Market Hall prepared for consideration at 25 November Council. Stakeholder engagement ongoing
	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"> Provide support to 75 established businesses in the Derbyshire Dales by March 2021, enabling the creation of local jobs 	<p>Economic Development Team / Business Advice Service re-directed to support business survival inc. handling grant enquiries, advice on Government support measures and administration of COVID Discretionary Grant Fund. Several hundred businesses signposted to available support or provided with initial advice. Focus now on providing more intensive support</p> <p>Economic Development Team / Business Advice Service re-directed to support business survival. 162 Dales businesses awarded grants (£1.7m) through the Derbyshire Dales COVID Discretionary Grant Fund (with support from Internal Audit and Policy, plus Finance, BSU and Transformation) involving significant case work. A further 5 businesses supported to access D2N2/EU Growth Grants</p>
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	Delayed due to re-allocation of resources to support COVID business survival. Narrative prepared, x3 business champions videos completed and Invest in Dales video commissioned. Launch proposed early 2021

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PROSPERITY – SUPPORTING BETTER HOMES AND JOBS FOR YOU	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"> 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 Complete 80 new affordable homes by March 2021 	<p>The procurement process is underway with the PQQ stage completed and the ITT hearing submission. Covid19 has introduced some delay but will not impact on the overall programme</p> <p>There have been no completions in Q1&Q2 due to covid19. Only 12 completions are expected this year</p>
		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	Ongoing in the determination of all relevant planning applications
		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.	21 adaptations completed as of 9 October 2020. Completions affected by Covid 19 lockdown restrictions earlier in year.
		Exploring further policy changes which could further reduce the number of empty homes	<ul style="list-style-type: none"> Undertake a further review the effect of increase in Council Tax Premium in May 2020 Explore further policy options to reduce the number of empty homes by December 2020. 	<p>An initial review took place in May which showed that the number of empty homes had increased. Since May visits to all the empty homes on the Council Tax register have taken place and so a further review should be undertaken before April 2021</p> <p>The focus of this has been the option to increase the premium on the homes empty for more than 5years and more than 10years. No further options yet developed.</p>
		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.	Report outlining possible sites and outcome of land owner negotiations approved by Council 02/09/20. Potential Temporary and Permanent sites identified subject to planning consent
		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	The Phase 1 survey and projects includes the procurement of 10 separate consultants to assess the various aspects of the bid. This was delayed to covid19 such that procurement has only just completed in October 2020. The Phase 1 works will not now complete until August 2021
		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	No progress to date due to other priorities due to Covid-19 pandemic
		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	Review of Derbyshire Dales Local Plan commenced in September 2020 - Now scheduled adoption June 2023
		Support communities in developing Neighbourhood Plans	Provide ongoing Officer support to neighbourhood areas including technical and procedural advice	Ongoing support for Ashbourne and Brailsford Neighbourhood Plans. Ashbourne NP Reg 16 Consultation Augus-Oct 2020 Brailsford NP November-December 2020
		Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2021	Q1=58 Q2=50 (plus results from one provider still to be received). Some impact from covid19 as services were delivered from home by staff