

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

Pledge	Action	Q3 update
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.	Achieved 1 <sup>st</sup> April 2020. New homepage, improved information
Enabling online direct debits and card payments for services such as garden waste collection	<p>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.</p> <p>Introduce integrated Direct Debit payments on selected online forms by August 2020</p>	<p>Achieved 1<sup>st</sup> April 2020</p> <p>Achieved Nov 2020</p>
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	Achieved 1 <sup>st</sup> April 'My account' launched
Designing our online services to keep you informed of progress	<p>Implement a 'My Account' feature to track service requests by April 2020.</p> <p>Expand the number of services that are fully trackable by March 2022</p>	<p>Achieved</p> <p>13 waste services, 10 clean and green services, 5 payment services (e.g. paying for council tax, business rates, invoices etc.) and car park discount season tickets</p>
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 DDCC Services by November 2020	Achieved 18 <sup>th</sup> October 2020 survey completed
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	Deleted by Council July 2020

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

<b>Pledge</b>	<b>Action</b>	<b>Q3 update</b>
Maintain other customer access channels	Continue to maintain and publicise a variety of offline customer contact channels for the District Council’s services through Dales Matters and other media.	Achieved. Dales Matters published, approx 100 media releases, and posters, adverts and banners
Engage with community groups and encourage projects run by community groups	Provide up to £36,600 of grant funding to local community groups for projects that benefit the wider community in Derbyshire Dales.	£22,806 at Q3
	Support community groups to successfully host events on District Council land by March 2021	All events cancelled due to Covid
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 pending the outcome of the government review of Council funding. An announcement on the review is expected in autumn 2021
Preparing and Implementing a Climate Change Strategy	Implement measures to achieve 2% reduction in CO <sub>2</sub> from local authority buildings as compared to the previous calendar year by March 2021.	Clear Lead Consulting Report agreed Oct 2020. Recruitment underway for Climate Change Officer, who will be responsible for undertaking assessment work upon commencement of employment.
	Develop a strategy to improve energy efficiency at all buildings of asset value £10,000 and above by March 2021.	Agreed projects at DDDC buildings will achieve energy efficiency at all buildings of asset value £10,000 and above by March 2021.
Preparing and adopting a Supplementary Planning Document on Climate Change	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.	Achieved: consultants appointed Aug 2020  Consultation commenced Feb 2021  Scheduled for June 2021

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

<b>Pledge</b>	<b>Action</b>	<b>Q3 update</b>
Implementing a programme of Electric Vehicle charging points in our car parks	Introduce publicly accessible EV charging points in at least one car park in each of our market towns by April 2020.	Achieved May 2020. To date 27 charging points have been installed: Ashbourne [8], Matlock [8], Bakewell [8] and Wirksworth [3]
	Develop a programme for further publicly accessible EV charging points in car parks across the Derbyshire Dales by April 2021	It is anticipated that 2 further car parks will be provided with EV charging points during 2021/22.
Promoting greater recycling especially of food waste	Implement a recycling education and promotional programme by December 2020	Postponed due to Covid
Developing a community tree planting programme	Develop a Community Tree Planting Programme by April 2021 for implementation in 2021/22	Postponed due to Covid
Improving facilities initially in Ashbourne Recreation Ground	Support the transfer and re-build of Ashbourne Memorial Pavilion and the Bowls Pavilion on Ashbourne Recreation Ground by March 2021.	The Ashbourne Memorial Pavilion will be complete by Sept 21, the lease is being finalised, and the Bowls Pavilion on Ashbourne Recreation Ground has been built and the transfer will be complete in Sept 2021
	Implement a refurbishment programme for the Bandstand at Ashbourne Memorial Gardens by April 2021.	Delayed due to Covid. Survey completed, procurement late spring, revised completion date Dec 2021
Developing maintenance plans for green spaces and verges we manage to encourage biodiversity	Review and implement revised core standards for Clean and Green by April 2021.	Postponed until 2021/22 due to Covid
Work with partners and communities to maintain high levels of community safety	To work with DFERS and other partners to review and relaunch the Council’s Bonfire Safety Campaign by October 2020	No bonfires in 2020 due to Covid. Will be reassessed in 2021 Covid-19 dependent.
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	Achieved: Published on website Oct 2020.

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

Pledge	Action	Q3 update
Facilitating the development of Ashbourne Business Park and Phase 1 housing at Ashbourne Airfield	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, works started on new A52 roundabout end of October 2020 and works on link road anticipated to commence April 2021.
Pursuing funding to unlock employment land at Middleton Road/Cromford Road, Wirksworth	Pursue funding opportunities to unlock employment land and support initial phase of workspace development at Middleton Road, Wirksworth by March 2021	Feasibility work delayed due to COVID. Landowner's Development Team previously furloughed. Further site investigation information required and a revised Development Appraisal
Initiating a development scheme for the Bakewell Road site, Matlock town centre	Secure investment to enable development of the Bakewell Road town centre site, Matlock by March 2021	£800,000 District Council investment agreed at November 2020 Council and investment from operator agreed in principle. Draft Heads of Terms prepared and planning application due to be submitted.
Continuing to provide a high quality, free, 1:1 business advice service to small and medium sized businesses	<p>Provide support to 75 established businesses in the Derbyshire Dales by March 2021, enabling the creation of local jobs</p> <p>9 Dales businesses supported to access grants or loans from D2N2, Government and EU to enable growth by March 2021</p>	<p>7 businesses have been supported to access other Government of EU grants totalling £190,000 in grant assistance</p> <p>In addition the Economic Development Team / Business Advice Service has been re-directed to support COVID business survival, in particular the administration of COVID business grants. Several hundred businesses signposted to available support or provided with initial advice. Launched in November 2020, a further 136 businesses have been awarded grants through the discretionary COVID Additional Restrictions Grant fund to date.</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 team resources to support COVID business survival. Narrative prepared, x3 business champions videos completed and draft Invest in Dales video prepared. New web pages in preparation. Anticipated re-launch in July 2021.

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

Pledge	Action	Q3 update
Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	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	Nottingham Community HA was selected as the Council's contractor in Dec 2021. Original business plan being revised using NCHA's appraisal software. Several opportunities are being worked up including new build, conversions, purchase of empty homes and an S106 scheme.
	Complete 80 new affordable homes by March 2021	There were no completions in Q3 due to delays caused by Covid 19.
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	Achieved: ongoing
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.	Achieved: 76 adaptations completed
Exploring further policy changes which could further reduce the number of empty homes	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.	Initial work undertaken to identify the up to date extent of empty properties in advance of development of policy options.  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.
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.	Potential sites identified at Q2, and Council resolution to move forward with site made on 2 <sup>nd</sup> September 2021. Delegated authority to proceed with application for planning permission given to Director of Housing.
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	8 of the 10 consultants have been procured and studies etc. are underway.

**APPENDIX 3**

**Q3 Update – Corporate Plan Actions 2020 to 2021**

Pledge	Action	Q3 update
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	Delayed due to Covid. Review now to be undertaken during 2021/22.
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 commenced Sept 2020. Adoption scheduled for June 2023 [Q2]
Support communities in developing Neighbourhood Plans	Provide ongoing Officer support to neighbourhood areas including technical and procedural advice	Ongoing support to Ashbourne, Brailsford and Kirk Ireton Neighbourhood Plans.
Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2021	259 Total: CAB supported 10 existing clients and 25 new clients with 333 debt issues and managed debt of £105,054. Adullam HA supported 29 existing clients and 17 new clients, affecting debt of £44,941 and generating £33,670 in benefit and £27,211 in other financial gains Age UK have 155 existing clients and supported 23 new clients generating £32,521 in new (weekly) benefits and £3,768 in one off payments