

## APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021

**Note:** Actions that became unachievable on time due to the impact of Covid have been shown as Amber

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
CP20/PE1 Corporate and Customer Services	Introduction of faster, and improved website home page including greater functionality and mobile access by April 2020.	<b>Achieved 1<sup>st</sup> April 2020.</b> New homepage, improved information			New homepage, improved information
CP20/PE2 Corporate and Customer Services	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.	<b>Achieved 1<sup>st</sup> April 2020</b>			Achieved 1st April 2020
CP20/PE3 Corporate and Customer Services	Introduce integrated Direct Debit payments	Project delayed due to additional complexities with Direct Debit structure and suppliers - On target for a mid-	<b>Achieved Nov 2020</b>		Achieved Nov 2020

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	on selected online forms by August 2020	Oct 2020 soft launch and test; full public launch in Nov 2020			
CP20/PE3 Corporate and Customer Services	Increase the information available to you automatically in the 'My Account' e.g. Waste collection dates, Councillor details, weather alerts etc. by April 2020	<b>Achieved 1st April 2020</b> 'My account' launched with a range of bespoke data targeted to customers			Achieved
CP20/PE5 Corporate and Customer Services	Implement a 'My Account' feature to track service requests by April 2020.	<b>Achieved 1st April 2020</b> , with a range of services trackable through the account			Achieved
CP20/PE6 Corporate and Customer Services	Expand the number of services that are fully trackable by March 2022	On track – some additional services have been made fully trackable, with another 6 going live in October 2020	13 waste services, 10 clean and green services, 5 payment services (e.g. paying for council tax, business rates, invoices etc.) and		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

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
			car park discount season tickets		
CP20/PE7 Regeneration and Policy	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services by November 2020	Anticipated to be completed in Q3. On track	<b>Achieved 18th October 2020</b> survey completed. Results reported Nov 2020		Report to Governance & Resources Committee on 19 November 2020
CP20/PE8 Chief Executive and Corporate Leadership Team	Review the role and purpose of the Commercial Board by July 2020	<b>Deleted</b> by Council July 2020			Deleted by Council July 2020
CP20/PE9 Corporate and Customer Services	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales	Dales Matters published twice yearly (Autumn 2020 edition in October). 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.		<b>Achieved.</b> Dales Matters published, approx 100 media releases, and posters, adverts and banners	Achieved. Dales Matters published, approx 100 media releases, and posters, adverts and banners

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
	Matters and other media.				
CP20/PE10 Community Development	Provide up to £36,600 of grant funding to local community groups for projects that benefit the wider community in Derbyshire Dales.	<b>Q1</b> £9,725; Ernest Bailey <b>Q2</b> £15,675 spent on The Local Projects Fund.  Ernest Bailey £1,500 [estimated interest] due to be allocated at annual meeting in November 2020	£22 806 total provision Local Projects Fund  Ernest Bailey £1,500 allocated at annual meeting in November 2020	£34,621 in total spent on The Local Projects Fund.  £1,361 spent on Ernest Bailey	£34,621 in total spent on The Local Projects Fund. £1,361 spent on Ernest Bailey
CP20/PE11 Community Development	Support community groups to successfully host events on District Council land by March 2021	All events cancelled due to Covid			All events cancelled due to Covid
CP20/PE12 Resources	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		On hold pending the outcome of the government review of Council funding. An announcement on the review is expected in autumn 2021	On hold pending the outcome of the Government Finance Settlement and the government's Review of Council funding.

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PL1 Regulatory Services	Implement measures to achieve 2% reduction in CO2 from local authority buildings as compared to the previous calendar year 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 to reduce Co2 emissions to net Zero by 2030 approved at Council 08/10/20	Climate Change Officer, responsible for undertaking assessment work in place.	Assessment work on our carbon footprint for 2020/21, is ongoing + builds on the ClearLead report from 2019/20. Assessment will be complete when energy consumption figures are available for the year. This figure will be reported on later in the year [planned for Q2], when energy data has been collated and analysed This task that will be undertaken by our new Climate Change Project Officer Jo Hill
CP20/PL2 Regulatory Services	Develop a strategy to improve energy efficiency at all buildings of asset value £10,000 and	Clear Lead Consulting Report target incorporates work at DDDC buildings which will achieve this outcome	Agreed projects at DDDC buildings will achieve energy efficiency at all buildings of asset		Further development delayed by Covid – new target March 2022

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
	above by March 2021.		value £10,000 and above by March 2021.		
CP20/PL3 Regeneration and Policy	Appoint Consultants to Assist with Preparation of Climate Change SPD by October 2020.	<b>Achieved Aug 20:</b> consultants appointed			Achieved
CP20/PL4 Regeneration and Policy	Publish for public consultation Climate Change SPD by January 2021.	Consultation still scheduled for January 21	Consultation happened in Feb 21	Report to be considered by C&E Committee and adoption in June 21	Consultation undertaken in February 2021
CP20/PL5 Regeneration and Policy	Complete adoption of SPD on Climate Change by June 2021.	Scheduled for June 21		Due to be adopted in June 21	<b>Adopted July 2021</b>
CP20/PL6 Neighbourhoods	Introduce publicly accessible EV charging points in at least one car	<b>Achieved May 2020.</b> [Slight delay due to Covid-19]			Charging points were installed the market towns Ashbourne,

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
	park in each of our market towns by April 2020.				Matlock, Bakewell and Wirksworth
CP20/PL7 Neighbourhoods	Develop a programme for further publicly accessible EV charging points in car parks across the Derbyshire Dales by April 2021	Discussions on-going with EV providers to assess the suitability of sites for the provision of EV Charging Points for a future programme.	Due to Covid, a bid was not submitted in time to OLEV for more funding to install further EV Charging points in 2020/21	To date 27 charging points have been installed.	27 charging points have been installed: Ashbourne [8], Matlock [8], Bakewell [8] and Wirksworth [3]
CP20/PL8 Clean and Green	Implement a recycling education and promotional programme by December 2020	Postponed due to Covid. Will be completed by March 21			Postponed due to Covid
CP20/PL9 Community Development	Develop a Community Tree Planting Programme by April 2021 for implementation in 2021/22	Postponed due to Covid			Postponed due to Covid. Moved to 2022/23

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PL10 Community Development and Regulatory Services	Support the transfer and re-build of Ashbourne Memorial Pavilion and the Bowls Pavilion on Ashbourne Recreation Ground by March 2021.	Bowls pavilion replaced with new structure August 2020. Lease terms for leasehold transfer of Memorial Pavilion with solicitors - On Track.	The Ashbourne Memorial Pavilion will be complete by Sept 21, the lease is being finalised, and the Bowls Pavilion on Ashbourne Recreation Ground been built and the transfer will be complete in Sept 2021	Work is underway and completion of the whole project is expected Autumn 2021.	Achieved – completion Autumn 2021
CP20/PL11 Community Development and Regulatory Services	Implement a refurbishment programme for the Bandstand at Ashbourne Memorial Gardens by April 2021.	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	Delayed due to Covid; moved to Sept 21	Delayed due to Covid. Survey completed, procurement late spring, revised completion date Dec 2021	Delayed due to Covid - completion date now Dec 2021
CP20/PL12 Clean and Green	Review and implement revised core standards for Clean and Green by April 2021.	Due to Covid this is postponed to Dec 2021, review outline will go to members in Nov and take 12 months to complete. Members are aware.			Postponed until 2021/22 due to Covid



**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PL13 Regulatory Services and Neighbourhoods	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 is largely around discouraging organised events due to ongoing Covid 19 pandemic	No bonfires in 2020 due to Covid. If bonfire night 2021 is back on, we will return to this. Otherwise it will be picked up in 2022.	Preliminary discussions were underway with DFRS and other LA partners to work-up and launch a suitable campaign, however redistribution of officer resources and Covid priorities for all stakeholders resulted in delaying the matter until further notice.	The scheme was not relaunched in 2020 as bonfire events were prohibited under Covid restrictions.
CP20/PL14 Regulatory Services	Publish an Air Quality Monitoring Report by July 2020 and where necessary commence appropriate mitigation measures by March 2021	Air quality report agreed by Defra. Detailed assessment being procured through competitive quotes	Air Quality Report submitted and published Oct 2020  Detailed assessment commissioned for area of non-compliance	Detailed assessment commissioned for area of non-compliance. Outcome report received prior to year-end (March 2021)	Air Quality Management Area declared April 2021. Work has now commenced on the production of an Air Quality Action Plan.

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PR1 Regeneration and Policy	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. Contractor now appointed by Derbyshire County Council enabling works on new A52 roundabout to proceed. Start on site proposed anticipated 26th October 2020.	Commencement of scheme delayed due to COVID. However, work was complete on A52 roundabout in October 2020 and works on link road anticipated to commence April 2021	Legal agreements for link road completed in March 2021 with work on site commencing 12 April 2021	Work began on A52 roundabout in October 2020; completed July 2021  Completion of link road expected December 2021
CP20/PR2 Regeneration and Policy	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		Feasibility study delayed due to COVID. Landowner's Development Team Furloughed. Further site investigation information required and revised Development Appraisal awaited	Added as Service Indicator
CP20/PR3	Secure investment to enable development of the	On track. Business Case for proposed conversion of Matlock Market Hall prepared for	£800,000 District Council investment agreed at November	Draft Heads of Terms prepared, draft design	District Council and private sector

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
Regeneration and Policy	Bakewell Road town centre site, Matlock by March 2021	consideration at 26 November Council. Stakeholder engagement ongoing	2020 Council and investment from cinema operator agreed.	prepared for stakeholder comment and planning application in preparation	investment for scheme agreed  Planning application submitted November 2021
CP20/PR4 Regeneration and Policy	Provide support to 75 established businesses in the Derbyshire Dales by March 2021, enabling the creation of local jobs	Economic Development Team / Business Advice Service re-directed to support business survival inc. handling grant enquiries to Revenues Team, 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	Covid grants: 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.	Service re-directed to support COVID business survival. Several hundred businesses signposted to available support, provided with initial advice or supported through discretionary business grant schemes	NOTE: Re Covid grants: 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 and Additional Restrictions Grant
CP20/PR5 Regeneration and Policy	9 Dales businesses supported to access grants or loans from D2N2, Government and	Economic Development Team / Business Advice Service re-directed to support business survival. 162 Dales businesses awarded grants (£1.7m) through the Derbyshire Dales COVID	Beyond COVID business survival grants, a total of 6 businesses supported to access	162 Dales businesses awarded grants of £1.7m through the Derbyshire Dales COVID	NOTE - Economic Development Team / Business Advice Service re-directed to support COVID business survival, in

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
	EU to enable growth by March 2021	Discretionary Grant Fund involving significant case work. A further 5 businesses supported to access D2N2/EU Growth Grants	D2N2/EU Growth Grants -	Discretionary Grant Fund. A further 196 businesses awarded discretionary Additional Restrictions Grant support by the end of March 2021 totalling £1.296m plus 11 businesses supported to access external grants totalling £242,646 to support growth	particular the administration of COVID business grants.
CP20/PR6 Regeneration and Policy	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, draft 'Invest in Dales' video prepared. New web pages in preparation. Launch anticipated July 21		New webpages in preparation for launch in Summer 2021 as economy re-opens	Delayed due to re-allocation of team resources to support COVID business survival. New webpages in preparation for Dec 2021 launch

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PR7 Housing	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	The procurement process is underway with the PQQ stage completed and the ITT nearing submission. Covid19 has introduced some delay but will not impact on the overall programme	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.	Opportunities are being pursued including acquisition of new build s106 homes, new build on council land and purchase of empty homes.
CP20/PR8 Housing	Complete 80 new affordable homes by March 2021	There have been no completions in Q1 due to covid19. There have been no completions in Q1&Q2 due to covid19. Only 12 completions are expected this year	12 homes completed	There were no completions in Q4 due to delays caused by Covid19.	12 homes completed; remainder delayed
CP20/PR9 Regulatory Services	Implement Policy HC11 in the Derbyshire Dales Local Plan through the determination of planning applications	Ongoing in the determination of all relevant planning applications		Ongoing in the determination of all relevant planning applications	Achieved and ongoing.

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
CP20/PR10 Regulatory Services	Provide adaptations to the homes of 50 disabled people by March 2021.	Completions affected by Covid 19 lockdown restrictions earlier in year. 21 adaptations to be completed by 9 October 2020.	<b>Achieved:</b> 71 adaptations completed	No further adaptations completed	Achieved: 71 adaptations completed
CP20/PR11 Housing	Undertake a further review the effect of increase in Council Tax Premium in May 2020	Delayed due to covid	Initial work undertaken to identify the up to date extent of empty properties in advance of development of policy options.	Delayed due to covid	Progress has been delayed due to covid19 and will be taken forward in 2021/22
CP20/PR12 Housing	Explore further policy options to reduce the number of empty homes by December 2020.	An up to date list of empty homes has been requested to inform a review of the latest numbers by length of time vacant.  An initial review took place in May which showed that the number of empty homes had increased.	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	The focus of this has been the option to increase the premium on the homes empty for more than 5 years and more than 10 years. Without a specific officer resource, no further options are available	Partially achieved – numbers of empty homes identified, no further options yet developed until staff resource in place
CP20/PR13	Identify opportunities for the provision of	Potential sites identified.	Potential sites identified at Q2,	Delegated authority to proceed with	No application has been made for the chosen site as yet -

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
Regulatory Services	permanent Traveller site and conclude negotiations with landowners by July 2020.	Council resolution to move forward with site made on 2nd September 2021. Delegated authority to proceed with application for planning permission given to Director of Housing	negotiations ongoing	application for planning permission, given to Director of Housing.	reports on ecology, contamination and supply of services are being developed for planning application.
CP20/PR14 Housing	Complete the Phase 1 survey and projects for the Heritage Lottery Fund bid for the Hurst Farm Regeneration Project by March 2021	Phase 1 survey and projects include procurement of 10 consultants to assess aspects of the bid. This was delayed to covid19 such that procurement has only just completed in October 2020.	8 of the 10 consultants have been procured and studies etc are underway.	All of the studies have been completed.	The Phase 1 works will not now complete until August 2021
CP20/PR15 Corporate and Customer Services	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 emerging due to Covid-19 pandemic	Delayed due to Covid priorities		Delayed due to Covid priorities
CP20/PR16	Commence Initial Planning for	Review of Derbyshire Dales Local Plan commenced in		Adoption now targeted for June	Adoption scheduled for June 2023 [Q2]

**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

<b>Reference No. and Service Area</b>	<b>Action</b>	<b>Q1 and Q2 reported jointly to Council 26/11/2020</b>	<b>Q3</b>	<b>Q4</b>	<b>2020/21 Outturn</b>
Regeneration and Policy	Review of Derbyshire Dales Local Plan by December 2020 and adoption by December 2022	September 2020 - Now scheduled adoption June 2023		2023 not Dec 2022	
CP20/PR17 Regeneration and Policy	Provide ongoing Officer support to neighbourhood areas including technical and procedural advice	Ongoing support for Ashbourne and Brailsford Neighbourhood Plans. Ashbourne NP Reg16 Consultation Aug-Oct 2020, Brailsford NP Nov-Dec 2020		Ongoing support to Ashbourne, Brailsford and Kirk Ireton Neighbourhood Plans.	All three Neighbourhood Plans were approved at the referendum on 6 <sup>th</sup> May 2021
CP20/PR18 Housing	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	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	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 20 new clients, affecting debt of £46,351 and generating	The 3 services supported 226 new clients and at least 194 existing clients, a total of 420 clients. Total debt affected was £929,789 and total benefit gain was £411,777  CAB total debt affected £830,085 with £64,406 benefit gain



**APPENDIX 1: Q4 Update – Corporate Plan Actions 2020 to 2021**

Reference No. and Service Area	Action	Q1 and Q2 reported jointly to Council 26/11/2020	Q3	Q4	2020/21 Outturn
			<p>£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</p>	<p>£7,995 in benefit and £16,518 in other financial gains                      Age UK have 137 existing clients and supported 23 new clients generating £44,092 in new (weekly) benefits and £5,748 in one off payments</p>	<p>Adullam total debt affected £99,704 with total financial gains of £121,224                      Age UK total financial gains of £226,147</p>