

Council Plan 2024 - 2028 Performance Dashboard

Priority	Aim	Outcome	Project or Measure	Reporting Frequency	Measure Description and Reference	Project Description and Reference	Baseline Data	Project Milestones Year 1 2024-2025 Quarter 1	Project Milestones Year 1 2024-2025 Quarter 2	Project Milestones Year 1 2024-2025 Quarter 3	Project Milestones Year 1 2024-2025 Quarter 4	Target Year 1- 2024-2025	Head of Service	Strategic Lead	Committee
Shape our Environment - A sustainable future adapting to and mitigating climate change to deliver our net zero commitments so that future generations can thrive.															
Shape our Environment	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	We will have delivered our Climate Change Strategy and Climate & Environment Action Plan.	Measure	Quarterly	N/A	SE1.1 Progress against the actions contained in the Climate & Emergency Action Plan (including a specific update against the key six transformational actions and CO2 tonnage.)	2022/23 - 2,074 tonnes of carbon dioxide equivalent (TCO2e)	Publish a carbon emissions report for 2023/24. Publish an Action Plan Progress Report. (Proxy Measure - Annual Reporting)	Publish a revised Climate & Environment Action Plan. Publish an Action Plan Progress Report. (Proxy Measure - Annual Reporting)	Publish an Action Plan Progress Report.(Proxy Measure - Annual Reporting)	Publish an Action Plan Progress Report.(Proxy Measure - Annual Reporting)	< 2,074 tonnes of carbon dioxide equivalent (TCO2e)	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	We will have delivered our Climate Change Strategy and Climate & Environment Action Plan.	Project	Annual	N/A	SE1.2 Publish and Implement an SDDC Renewable Energy Production Plan.	No baseline.	No milestone.	No milestone.	No milestone.	Approve a Sustainable Energy Viability and Options Appraisal	Approve a Sustainable Energy Viability and Options Appraisal	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	We will have delivered our Climate Change Strategy and Climate & Environment Action Plan.	Project	Annual	N/A	SE1.3 Develop low carbon policies for inclusion in the Local Plan review.	Review existing policies in the Part 1 Local Plan and report to a Local Plan Working Group.	No milestone	No Milestone	No milestone.	Public Consultation on Local Plan, low/ zero carbon policies.	Finalise Local Plan policies with a report to EDS committee	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	We will have delivered our Climate Change Strategy and Climate & Environment Action Plan.	Project	Annual	N/A	SE1.4 Development of a Fleet Replacement Plan to deliver a fleet of low carbon vehicles, plant and equipment by 2030.	Adoption of new Council Fleet Replacement Strategy - April 2024	To be determined March 2024	To be determined March 2024	To be determined March 2024	To be determined March 2024	Update on Fleet Replacement Strategy.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE1 Work with partners, key stakeholders and our communities to tackle climate change and strive to become carbon neutral by 2030.	We will have delivered our Climate Change Strategy and Climate & Environment Action Plan.	Measure	Quarterly	SE1.5 Number of businesses that were able to decarbonise as a result of the advice provided.	N/A	2023-2024 Out turn to be advised April 2024.	N/A	N/A	N/A	N/A	12 businesses decarbonised.	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE2 Improve our waste and recycling service performance.	We will have reduced residual household waste and maximised our resources including a separate food waste collection.	Measure	Quarterly	SE2.1 Household waste collected per head of population.	N/A	2023-2024 Out turn to be advised April 2024.	N/A	N/A	N/A	N/A	<415kgs	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE2 Improve our waste and recycling service performance.	We will have reduced residual household waste and maximised our resources including a separate food waste collection.	Measure	Quarterly	SE2.2 % of collected waste recycled and composted.	N/A	2023-2024 Out turn to be advised April 2024.	N/A	N/A	N/A	N/A	>50%	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE2 Improve our waste and recycling service performance.	We will have reduced residual household waste and maximised our resources including a separate food waste collection.	Measure	Quarterly	SE2.3 % of trade waste collections missed .	N/A	2023-2024 Out turn to be advised April 2024.	N/A	N/A	N/A	N/A	95% of bins collected.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE2 Improve our waste and recycling service performance.	We will have reduced residual household waste and maximised our resources including a separate food waste collection.	Project	Quarterly until 25/26	N/A	SE2.4 Food Waste Collection Project.	Current food waste is mixed within garden waste collections, DEFRA are timetabling a separate food collection service to start in 2025/2026.	No milestone.	No milestone.	No milestone.	Provide update paper to committee.	Implementation plan agreed for separate food waste collections.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE3 Improve biodiversity in the District and meet our ecological commitments.	We will implement an ecological action plan and Green Space Strategy to protect, enhance and extend woodland and green spaces in the District.	Project (2024-25) Measure from 2025-2026 onwards.	Quarterly	N/A	SE3.1 Develop the ecological action plan and Green Space Strategy and deliver the actions.	% of council owned land that is green space/wilded or re-wilded or in conservation. Baseline to be confirmed April 2024.	Begin Ecological Emergency action plan and Green Space Strategy development.	Continue Action Plan development work and Green Space Strategy development.	Launch & adopt Ecological Emergency action plan and Green Space Strategy.	Identify future resources.	Develop and launch the Ecological Emergency Action Plan & Green Space Strategy.	Sean McBurney, Head of Cultural & Community Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE3 Improve biodiversity in the District and meet our ecological commitments.	Our adopted Local Plan includes viable policies that will increase biodiversity and support a net zero South Derbyshire in addition to specific policies to provide the necessary infrastructure and high-quality walking, cycling routes, and public transport.	Measure	Annual	SE3.2 The Local Plan is prepared and it includes viable policies.	N/A	N/A	N/A	N/A	N/A	N/A	Policies included in the Local Plan to meet the outcome by 2025.	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Shape our Environment	SE4 Optimise use of the Council's assets and land.	Our land will be well-maintained and well-used	Project	Quarterly	N/A	SE4.1 Ensure all land is adequately maintained in line with the schedule of works.	Land mapped in GIS mapping. Baseline be confirmed July 2024.	Establish baseline data	Identification of land (i.e. garage sites, grassed areas, car parks)	Identification of land (i.e. garage sites, grassed areas, car parks)	Identification of land (i.e. garage sites, grassed areas, car parks)	To produce a consolidated list of land.	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Shape our Environment	SE4 Optimise use of the Council's assets and land.	Our buildings are fit for purpose and contribute positively to meeting our carbon reduction targets.	Project	Annual	N/A	SE4.2 Civic Office and Leisure Centre Project	No baseline.	Develop the business case.	Develop the business case.	Present business case to Council for approval.	Implement Council decision.	Present business case to Council for approval.	Steve Baker, Head of Corporate Property & Sean McBuney, Head of Cultural & Community Services.	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Drive our Economy - A thriving economy and place that has jobs, skills, education, infrastructure, and opportunity.															
Drive our Economy	DC1 Create an environment where a diverse range of new and existing businesses may maximise their potential.	We will have provided business support to new and existing businesses each year.	Measure	Quarterly	DC1.1 Number of new and existing businesses supported.	N/A	2023-2024 - 200	N/A	N/A	N/A	N/A	200	Mike Roylance, Head of Economic Development & Growth	Dr Justin Ives, Chief Executive	E&DS
Drive our Economy	DC1 Create an environment where a diverse range of new and existing businesses may maximise their potential.	We will have provided business support to new and existing businesses each year.	Measure	Quarterly	DC1.2 Proportion of food businesses meeting the highest hygiene standard.	N/A	Baseline or 2023-2024 to be confirmed April 2024. 2022/23 - 87%	N/A	N/A	N/A	N/A	≥89%	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Drive our Economy	DC1 Create an environment where a diverse range of new and existing businesses may maximise their potential.	Our adopted new Local Plan will accommodate the employment space needs in our District.	Measure	Annual	DC1.3 Annual net growth in new commercial floorspace (sqm)	N/A	2023-2024 Out turn to be advised April 2024.	N/A	N/A	N/A	N/A	≥ 12,269.5 sqm net growth	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Drive our Economy	DC2 Improve the employability, prosperity and skills prospects of our residents.	Unemployed residents gaining confidence and skills to improve their chances of finding employment.	Measure	Quarterly	DC2.1 Number of economically inactive people engaging with key worker support services.	N/A	N/A	N/A	N/A	N/A	N/A	100 residents supported by the key workers (over the project lifetime Sept 2023 - March 2025)	Mike Roylance, Head of Economic Development & Growth	Dr Justin Ives, Chief Executive	E&DS
Drive our Economy	DC3 Raise the social mobility of young people within the District.	Young people will be supported in realising their aspirations and become more mobile.	Project	Quarterly	N/A	DC3.1 Utilise funding to raise the social mobility of young people in South Derbyshire.	N/A	To be finalised.	To be finalised.	To be finalised.	To be finalised.	Social Mobility Project to be completed.	Mike Roylance, Head of Economic Development & Growth	Dr Justin Ives, Chief Executive	E&DS
Drive our Economy	DC4 Enhance and attract inward investment to Swadincote Town Centre.	Development, adoption and implementation of a town centre master plan for Swadincote which includes improved leisure provision.	Project	Annual	N/A	DC4.1 Deliver the Town Centre Master Plan.	No baseline.	Commissioning of the Retail and Leisure Study	Retail and Leisure Study Underway	Completion of Retail and Leisure Study	Commission of Town Centre Master Plan.	Preparation of high level Town Centre Masterplan underway.	Mike Roylance, Head of Economic Development & Growth	Dr Justin Ives, Chief Executive	E&DS

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Support our Communities - People and communities are supported to live safely, healthily and independently.															
Support our Communities	SC1 Improve the health and well-being of our communities.	Working with partners to improve the health and wellbeing provision across the District that supports the needs of our communities.	Project	Quarterly	N/A	SCL1 Utilise well being hubs for the benefit of the communities.	Number of known venues that could be recognised as hubs (TBC)- number of activities/services available (TBC)	Understand potential network of hubs and partners in the district - identify need and develop timetable sessions.	Understand potential network of hubs and partners in the district - identify need and develop timetable sessions.	Understand potential network of hubs and partners in the district - identify need and develop timetable sessions.	Understand potential network of hubs and partners in the district - identify need and develop timetable sessions.	Establish the number of venues and hubs in the District and identify the number of activities/services that can be delivered from these locations.	Sean McBurney, Head of Cultural & Community Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Support our Communities	SC1 Improve the health and well-being of our communities.	Working with partners to improve the health and wellbeing provision across the District that supports the needs of our communities.	Project	Annual	N/A	SC1.2 Growth is developed with doctors' surgeries and other health provisions being a primary consideration in any new proposed housing developments	Developer Contributions SPD review to be reported to EDS Committee with updated requirements for health to be included.	No milestone.	No milestone.	Review Health provision achieved as part of the Local Authority Monitoring report. Target is to achieve 80% of decisions on major applications in line with the requests from the Integrated Care Board. It is unlikely to be able to achieve 100% of this for viability or land availability issues.	Consult on Local Plan policies to include updated health provision.	Consult on draft policies in the Local Plan review	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Support our Communities	SC1 Improve the health and well-being of our communities.	Residents' physical activity levels will increase.	Project (2024-25) Measure from 2025-2026 onwards.	Annual	SC1.3 Reduction in % of residents physically inactive, as measured by Sport England Active Lives Survey.	SC1.3 Develop and launch a Physical Activity, leisure & Sports Strategy for the district.	2023-2024 to be advised - % of residents physically inactive, as measured by Sport England Active Lives Survey.	Begin Development of a Physical Activity, leisure & Sports Strategy.	Continue Development of a Physical Activity, leisure & Sports Strategy.	Launch & Adopt Physical Activity, leisure & Sports Strategy.	Identify future resources.	Develop and launch a Physical Activity, leisure & Sports Strategy for the district.	Sean McBurney, Head of Cultural & Community Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Support our Communities	SC1 Improve the health and well-being of our communities.	Incidents of anti social behaviour, nuisance, and environmental crime will reduce.	Measure	Quarterly	SC1.4 Number of ASB incidents reported compared to previous 12-month period.	N/A	2022/23 - 3,371 (1546 ASB reports to Police, 1235 ASB Reports to Council, 590 Fly Tipping incidents)	N/A	N/A	N/A	N/A	< 3,371 reports to the Police and Council	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Support our Communities	SC1 Improve the health and well-being of our communities.	Delivery and support of a diverse range of events and activities for residents and visitors to enjoy.	Project (2024-25) Measure from 2025-2026 onwards.	Quarterly	SC1.5 Number of new events and arts activities delivered and/or supported.	Develop and launch a Arts and Events Development Strategy for the district.	Current number of events per year to be confirmed April 2024.	Begin Development of a Arts & Events Development Strategy.	Continue Development of a Arts & Events Development Strategy.	Launch & adopt Arts & Events Development Strategy.	Identify future resources.	Develop and launch a Arts and Events Development Strategy for the district.	Sean McBurney, Head of Cultural & Community Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Support our Communities	SC2 Support the most vulnerable people in our communities.	Interventions to keep families out of fuel poverty and protect against housing related health and safety risks.	Measure	Quarterly	SC2.1 Number of interventions to prevent serious housing hazards and fuel poverty.	N/A	2022/23. No data on housing hazards. 198 fuel poverty interventions	N/A	N/A	N/A	N/A	≥240 Fuel Poverty and Unsafe housing interventions	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Support our Communities	SC2 Support the most vulnerable people in our communities.	Safeguarding people living with abuse, harm and neglect.	Measure	Quarterly	SC2.2 Number of Vulnerable Adult Risk Management (VARM) interventions	N/A	No baseline.	N/A	N/A	N/A	N/A	Between 10 and 20 VARM interventions	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Support our Communities	SC2 Support the most vulnerable people in our communities.	Having a multi agency approach to identify and support those who are vulnerable.	Project	Quarterly	N/A	SC2.3 Develop a multi agency welfare group encompassing housing, customer services, environmental health and debt recovery teams.	No baseline.	Establish multi-departmental members of the group and agree format and frequency of meetings	Launch welfare group	N/A	N/A	Proxy measure - provide information on cases supported.	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Support our Communities	SC3 Provide access to affordable housing.	The availability of social and affordable housing provision is increased and quality enhanced.	Project	Annual	SC3.1 Increase affordable housing provision to meet newly arising need	SC3.1 Increase affordable housing provision to meet newly arising need	Current target to deliver 150 homes per year.	Engagement with Registered Providers and support for Homes England Grant funded schemes	Ongoing monitoring of new sites for affordable housing and negotiation of new SDDC housing stock	Acquisition of new Council Housing through off the shelf purchasing	Practical completion and handover of 200 new affordable homes across the District	200 additional affordable homes delivered	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Support our Communities	SC3 Provide access to affordable housing.	The availability of social and affordable housing provision is increased and quality enhanced.	Project	Quarterly	N/A	SC3.2 Implement an Empty Homes Strategy to bring long term empty homes back into use.	Number of empty homes to be confirmed April 2024.	No milestone.	First draft of an Empty Homes Strategy	Complete a consultation on the draft Empty Homes Strategy	Committee Approval of Empty Homes Strategy and Action Plan	Empty Homes Strategy and Action Plan approved.	Matthew Holford, Head of Environmental Services.	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Support our Communities	SC3 Provide access to affordable housing.	The availability of social and affordable housing provision is increased and quality enhanced.	Project	Annual	N/A	SC3.3 Develop Local Plan housing targets as part of the Local Plan review to meet the housing needs of existing and future residents of SDDC taking into account the economic needs of the district.	Baseline evidence to be completed by April 2024 in line with the review of housing need evidence to inform the Local Plan review.	No milestone.	No milestone.	No milestone.	No milestone.	Finalise Local Plan policies with a report to EDS committee	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Transform Our Council - Providing modernised high performing, value for money and customer focused services															
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Project	To be determined following Leadership approval of proposal in Q2 2024-2025.	N/A	TC1.1 Develop and deliver a Residents Survey to seek the views on the effectiveness of the Council and use the results from the survey to improve how the Council operates.	No baseline.	No milestone.	Develop the proposal to the Leadership Team and Leading Members.	Seek Full Council approval and begin procurement.	Procure and finalise the questions for the Residents Survey.	Develop the proposal for approach and seek approval from the Leadership Team and Elected Members.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Measure	Annual	TC1.2 Report on the progress of actions in the Equality, Diversity and Inclusion Action Plan.	N/A	Number of actions to be implemented by March 2025.	N/A	N/A	N/A	N/A	Achieve the identified actions in the Equality Diversity and Inclusion Action Plan.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Measure	Quarterly	TC1.3 Enhancing the planning application process to ensure planning applications are determined within the statutory timescales.	N/A	Prepare baseline figures for 2023/24 monitoring year by April 2024	60% of all applications within target with no extensions on time on all.	70% of all applications within target with no extensions on time on all.	80% of all applications within target with no extensions on time on all.	80% of all applications within target with no extensions on time on all.	As per targets for each quarter	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Project	Quarterly	N/A	TC1.4 Housing Services undertake tenant satisfaction surveys.	No baseline.	Run Surveys	Collate survey responses	Evaluate information	Evaluate information and set baseline and agree targets for 2024-2025.	Collate Baseline Results	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Project	Quarterly	N/A	TC1.5 To deliver a sustainable and responsive repairs and maintenance service there will be a review of Housing Services.	No baseline.	Undertaking the Housing Service Review	Undertaking the Housing Service Review	Seek approval of recommendations made and resources required.	Progress implementation of recommendations.	Undertake the Housing Service Review. Begin implementation of agreed recommendations (which will continue into Yr2).	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Measure	Quarterly	TC1.6 Average time taken to re-let Council Homes with major works required.	N/A	Baseline for 2023-2024 to be confirmed in April 2024.	127 days	120 days	84 days	74 days	As per targets for each quarter	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS

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Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Measure	Quarterly	TC1.7 Average time taken to re-let Council Homes with standard works required.	N/A	Baseline for 2023-2024 to be confirmed in April 2024.	90 days	85 days	40 days	30 days	As per targets for each quarter	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	Our digital and customer transformation plans are delivered, meaning customers can connect with us and use our services easily.	Project	Annual		TC1.8 Implement a digitised system to modernise the operational management and customer access systems for Operational Services.	No baseline.	No milestone.	No milestone.	No milestone.	Provide update to committee on the implementation.	Delivery and installation of the waste management system.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	Our transformation plan is delivered, meaning customers can connect with us and use our services easily	Measure	Bi-Annual	TC1.9 Undertake a stock condition survey to create HRA Business Plan.	N/A	Utilise 20% of live stock condition surveys to inform the HRA Business Plan.	N/A	N/A	N/A	N/A	100% of properties to be surveyed	John Comber, Interim Head of Housing Services & Jason Dhesi, Interim Head of Housing Services	Heidi McDougall, Strategic Director (Service Delivery)	H&CS
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	Our digital and customer transformation plans are delivered, meaning customers can connect with us and use our services easily.	Measure	Quarterly	TC1.10 Deliver against our digital and customer Transformation Action Plan.	N/A	Baseline for 2023-2024 to be confirmed in April 2024.	N/A	N/A	N/A	N/A	≥90% of actions relating to customer transformation projects to be RAG rated 'Green' through the Councils programme project and management methodologies.	Anthony Baxter, Head of Business Change, ICT and Digital	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	Our digital and customer transformation plans are delivered, meaning customers can connect with us and use our services easily.	Measure	Quarterly	TC1.11 Increase the number of customers who interact digitally as a first choice.	N/A	Baseline for 2023-2024 to be confirmed in April 2024.	N/A	N/A	N/A	N/A	Upward trend on 2023-2024 baseline data.	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We are recognised for excellent Customer Service	Project	Bi-annual	N/A	TC1.12 Achieve an appropriate Customer Service accreditation for the Council.	No customer service accreditation is currently held by the Council.	Explore appropriate accreditation.	Explore appropriate accreditation.	Explore appropriate accreditation.	Confirm Customer Service Standard/accreditation that the Council is working towards and begin process.	Explore the accreditation options available and identify preferred option	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We are recognised for excellent Customer Service	Project	Quarterly	N/A	TC1.13 Launch the Customer Access Strategy and embed the Customer Service Standard.	No baseline.	Gain approval from F&M Committee for final Customer Access Strategy document to be launched.	Launch Customer Access Strategy across the Council.	Launch Customer Service Standards training for all members of staff across the organisation.	Establish measurable Customer Service KPI's across all Council service areas.	Embed the Customer Access Strategy and Standards across the Council. Identify key performance indicators to monitor across the Council.	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC1 Ensure our services have the right resources and are modern, responsive, efficient, and effective.	We listen, make changes and continuously improve the way we do things based on the feedback from customers and comparing ourselves to others.	Project	Quarterly	N/A	TC1.14 Implement the Communication and Engagement Strategy and Action Plan.	Baseline data to be confirmed following the development of the Communication and Engagement Strategy.	No milestone.	No milestone.	Produce the draft Communication and Engagement Strategy and Action Plan.	Launch the Communication & Engagement Strategy, Action Plan and establish the baseline data.	Launch the Communication and Engagement Strategy and Action Plan.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC2 Effective management of services ensuring financial resilience.	Delivering this Council Plan whilst balancing our budget and reducing predicted future budget gaps.	Measure	Annual	TC2.1 Reduction in predicted budget gaps for 2025/26 – 2028/29 against the predicted position set out in 2024/25 – 2028-29 MTFP	N/A	Position set out in 2024/25 – 202829 MTFP.	N/A	N/A	N/A	N/A	Reduction in budget gaps compared against the predicted position set out in 2024-2025 – 2028-2029 MTFP	Charlotte Jackson, Head of Finance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC2 Effective management of services ensuring financial resilience.	Delivering this Council Plan whilst balancing our budget and reducing predicted future budget gaps.	Measure	Annual	TC2.2 The budget is balanced through funding and resources that cover budgeted net expenditure.	N/A	No baseline.	N/A	N/A	N/A	N/A	The budget is balanced through funding and resources that cover budgeted net expenditure.	Charlotte Jackson, Head of Finance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC2 Effective management of services ensuring financial resilience.	Continuing to secure improvements in delivery of services.	Project	Annual	N/A	TC2.3 The Council complies with the Best Value Standards and Intervention Statutory Guide.	No baseline.	Undertake self-assessment review against the Best Value Standards and Intervention Statutory Guide.	Develop action plan based on results.	Implement results.	No milestone.	Undertake self-assessment review against the Best Value Standards and Intervention Statutory Guidance.	Tracy Bingham, Strategic Director (Corporate Resources)	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC3 Promote South Derbyshire locally, nationally, and internationally.	Participate fully with the emerging EMCCA (East Midlands Combined County Authority.)	Project	Annual	N/A	TC3.1 Build relationships with key partners to maximise the opportunities presented by devolution and regionalisation.	No baseline.	Review officer and member representation on relevant outside bodies, boards and other relevant organisations.	Attend relevant outside bodies, boards and other relevant organisations on behalf of the Council.	Attend relevant outside bodies, boards and other relevant organisations on behalf of the Council.	Attend relevant outside bodies, boards and other relevant organisations on behalf of the Council.	Use the outcomes and information gained from outside bodies, boards and other relevant organisation to help inform the strategic direction of the Council and share key messages as appropriate with elected members, employees, stakeholders and partnerships.	Tracy Bingham, Strategic Director (Corporate Resources)	Dr Justin Ives, Chief Executive	Full Council
Transform Our Council	TC3 Promote South Derbyshire locally, nationally, and internationally.	Believing our People Strategy and becoming an employer of choice.	Project	Quarterly	N/A	TC3.2 Implement the People Strategy.	Baseline data to be developed at the end of the financial year.	Report on progress on aims identified in the People Strategy.	Report on progress on aims identified in the People Strategy.	Report on progress on aims identified in the People Strategy.	Report on progress on aims identified in the People Strategy.	Achieve the identified actions in the People Strategy Action Plan.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC3 Promote South Derbyshire locally, nationally, and internationally.	Believing our People Strategy and becoming an employer of choice.	Measure	Annual	TC3.3 Engage with staff via the employee survey.	N/A	Baseline for 2023-2024 to be confirmed in April 2024.	N/A	N/A	N/A	N/A	Upward trend in satisfaction comparable benchmarking data provided by the LGA.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M
Transform Our Council	TC3 Promote South Derbyshire locally, nationally, and internationally.	Approving our Local Plan in collaboration with Derby City and Amber Valley Councils.	Project	Annual	N/A	TC3.4 Submit the Local Plan in line with the published timetable.	Report a timetable for Local Plan preparation to EDS Committee	Report on work to prepare the Local Plan to the Local Plan working group	Report of work to prepare the Local Plan to the Local Plan Working Group	Report the Draft Local Plan to EDS committee for consultation	Consult on the Draft Local Plan	Draft a final version of the Local Plan for public consultation	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director (Service Delivery)	E&DS
Transform Our Council	TC3 Promote South Derbyshire locally, nationally, and internationally.	Our achievements are recognised across the East Midlands and beyond.	Measure	Annual	TC3.5 Number of industry standards and awards achieved.	N/A	Baseline for 2023-2024 to be confirmed in April 2024 – number of industry standards and awards achieved.	N/A	N/A	N/A	N/A	Upward trend for the number of industry standards and awards achieved.	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director (Corporate Resources)	F&M