



Staffs Moorlands Performance & Customer Feedback Report: April to June 2019 (Q1)

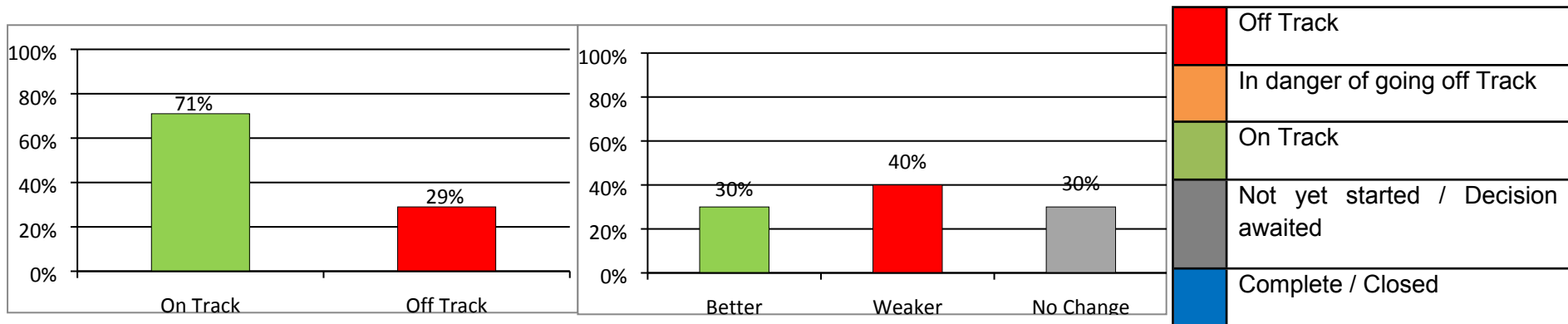
Staffordshire Moorlands Q1 Summary

The following report provides Councillors with an overview of performance at Staffs Moorlands for the period April to June 2019 in relation to the Council's corporate plan priorities and the associated performance targets and projects (NB. a revised Corporate Plan is expected to be in place by the end of October). The report also provides an overview of the results from the Council's customer feedback system in terms of how we handle and learn from complaints and the level of comments and compliments.

Performance Overview

There are 104 'monthly', 'quarterly', and 'annual only' reported performance measures at Staffs Moorlands (nine fewer than last year). The chart below shows the results for the first three months of 2019/20, which are 10% lower than last year with 71% on track. The actions being taken to address the 'off track' measures are detailed at the end of this report.

The report also provides an update on the progress of key projects that contribute to the priority actions outlined in the previous Corporate Plan. The table below right explains the colour coding used to describe the current status of these projects / actions.

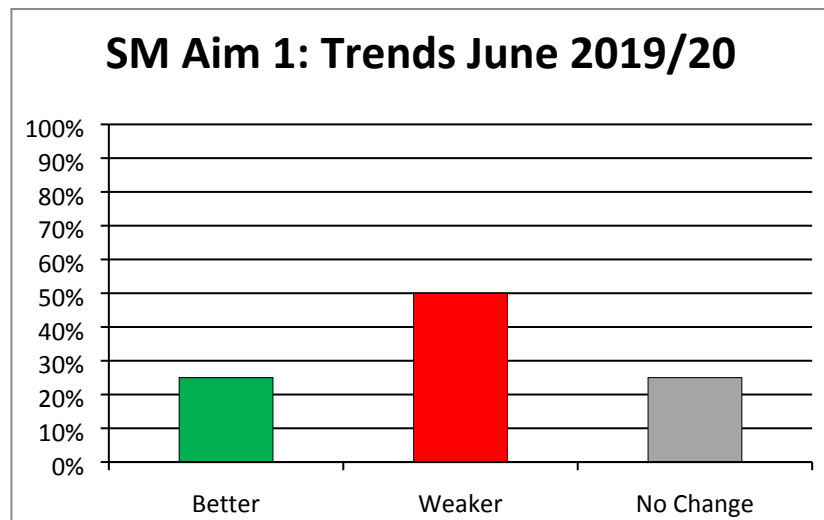
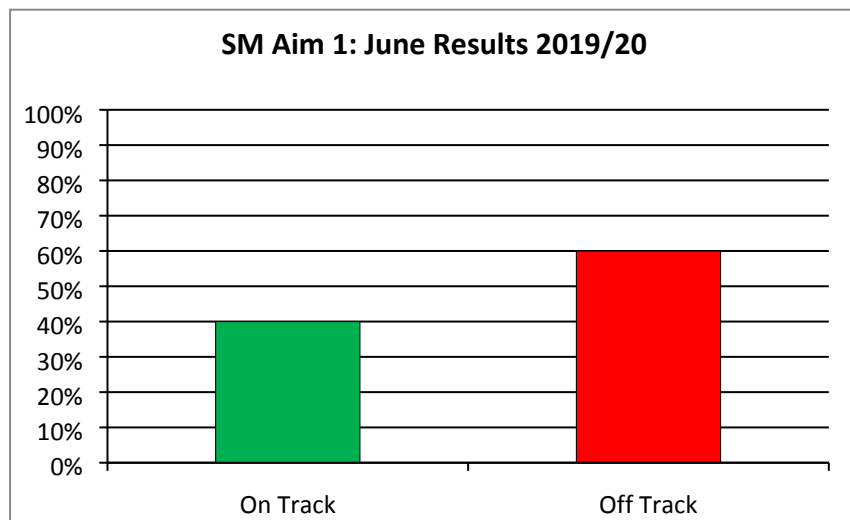


Customer Feedback Overview

There has been a marginal reduction in complaints during the first three months of 2019/20 and both repeat complaints and performance in handing complaints in 10 days is ahead of target. Further information about lessons learned is included in the report.



Aim 1: Help create a safer and healthier environment for our communities to live and work



Under Aim One, Benefits processing; use of temporary accommodation, and external sports funding are all 'off track' at this stage. The impact of increased changes of circumstance notifications is affecting the benefit processing times.

Celebrating Success:

At the end of June 2019 the following performance indicators outstripped their targets:

- ✓ processing benefit new claims
- ✓ homelessness prevention

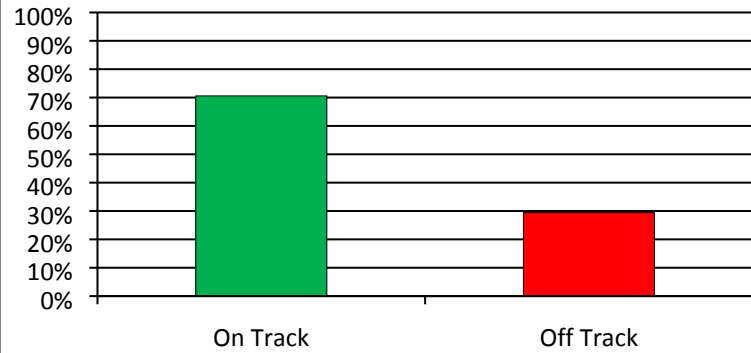
Corporate Priority Actions – Progress Highlights

Priority Action	Status	Commentary – June
<p>Help to ensure, through the scrutiny work programme, that partner service provision, particularly health provision for the elderly, is effective</p>	<p style="background-color: green;"></p>	<p>The Health O&S Panel met on the 22nd May 2019. Mark Trillo introduced a presentation which covered the following topics: Council’s decision making process and forward plan: Role of scrutiny; Role of health overview and scrutiny panel and its remit: Code of joint working with SCC; Developing a work programme; Task and finish groups; Role of officers; Conclusion. Members also received a presentation from Healthwatch Staffordshire and were updated on the work of the Dementia Care Working Group. The following items were added to the work programme: The merger of the 6 CCGs, ensuring we do not lose out; Public health initiatives in North Staffordshire; Regular item 'Reports from Healthwatch'; Mental health. On June 25th a special meeting of the Health O & S panel took place in relation to the proposal for a single CCG Organisation. Members received a presentation introduced by Dr Alison Bradley- Clinical Chair- and Anna Collins- Associate Director of Communication and Engagement. Following this, members had the opportunity to comment on the proposal and a formal response to the consultation was submitted on behalf of the Panel.</p>
<p>Implement the Council’s new sport and physical activity strategy and carry out research into nil cost facility provision being achieved by other councils; in order to achieve improved health and value for money outcomes</p>	<p style="background-color: green;"></p>	<p>Contractual KPIs have been agreed with the leisure provider and aligned across both the SMDC and HPBC contracts. The commissioning board is to be arranged and a meeting will be held with Parkwood in the next few weeks including assets. The facilities management element is to be reviewed.</p>
<p>Complete the review of the CCTV system and implement the agreed recommendations</p>	<p style="background-color: #cccccc;"></p>	<p>The CCTV contract is currently out to tender. Project group due to meet at the end of June. Report to be issued to confirm award once completed.</p>
<p>Develop a strategy for further development of affordable and specialist housing</p>	<p style="background-color: #cccccc;"></p>	<p>Continuing to review the options for the future of Ascent.</p>

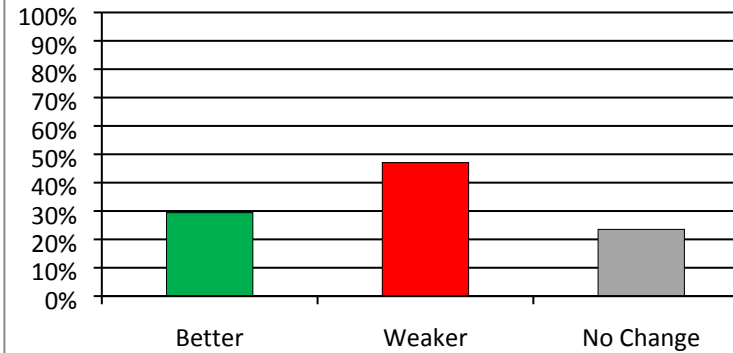
Aim 2: Meet financial challenges and provide value for money



SM Aim 2 : June Results 2019/20



SM Aim 2 : Trends June 2019/20



The Council is 'off track' for invoice processing, sickness absence (but only marginally), aspects of procurement activity and FOI request processing speeds are down.

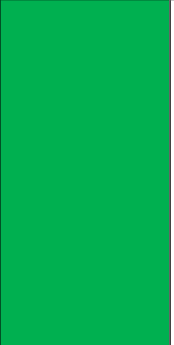
Celebrating Success:

At the end of June 2019 the following performance indicators outstripped their targets:

- ✓ channel shift
- ✓ twitter and Facebook followers
- ✓ complaint handling and repeat issues
- ✓ sundry debt collection, internal audit recommendations implemented
- ✓ IT systems and network availability

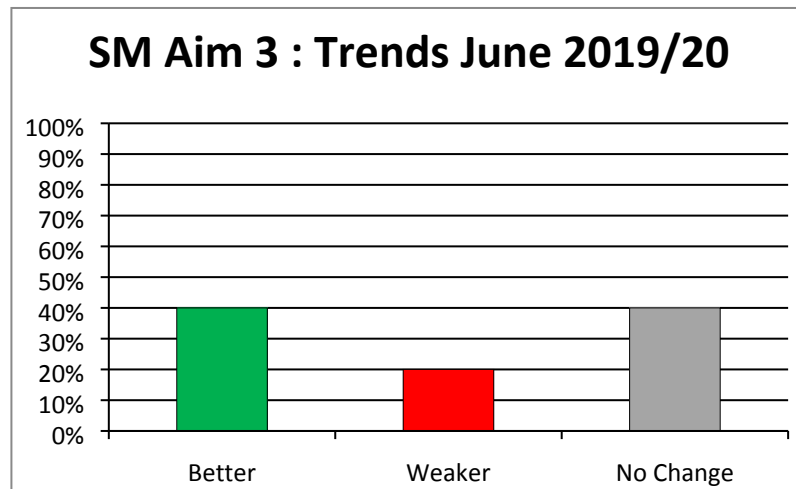
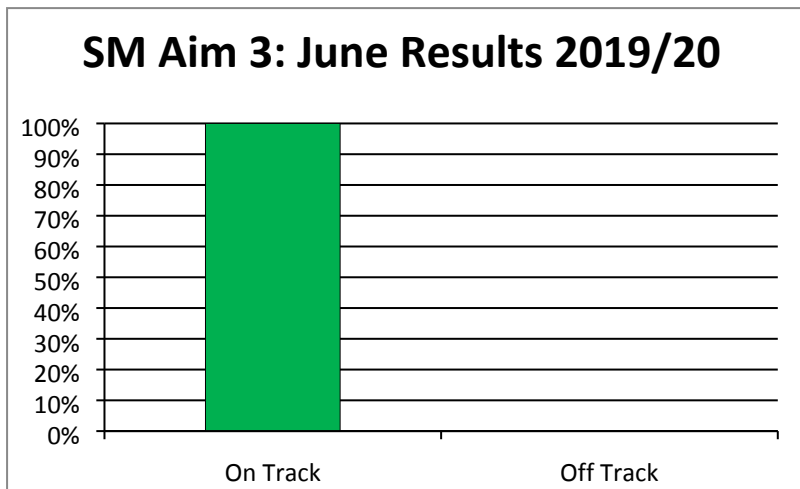
Corporate Priority Actions – Progress Highlights

Priority Action	Status	Commentary – June
Deliver the Channel Shift Programme		<p>The Digital Strategy is currently under review.</p> <p>E billing: Go live of the IE4 e-notification module is approaching, with staff from Revs, Bens and Customer Services working closely to configure & deliver a new solution. Civica open access has been extended while ongoing work takes place with IEG4.</p> <p>The environmental reporting app was looked at as part of the CGI review. This will be included in the new digital programme going forward, the work will be prioritized.</p>
Continue to embed good information management practices through the ASSURED framework		<p>The Assured framework is regularly publicised via Keeping You Informed and staff are encouraged to report data breaches. The GDPR action plan is on track, progress is monitored through the Information Governance Group.</p> <p>The online GDPR training package has been rolled out to all staff on a team by team basis. Information Asset Registers have been reviewed by audit and will be re-issued to Managers in July to outline gaps and inconsistencies. A programme of challenge sessions is being compiled where managers will be invited to attend Information Governance Group to review their registers</p>
Develop and implement a plan to identify new and innovative ways of generating income		<p>Fees and charges- Next review for 2019/20 budget setting/MTFP. Cash-up against efficiency target to be undertaken during 2019/20.</p> <p>Advertising/Sponsorship -The current status being reviewed and a formal project board is being established. A new policy is to be written and adopted.</p> <p>Affordable Housing - Continuing to review options for the future of Ascent.</p> <p>Empty Homes-The empty property working group has scheduled quarterly meetings to review actions/ progress contributing to the Empty Property Strategy:</p> <ul style="list-style-type: none"> -A questionnaire survey will be sent to all empty property owners during the summer period, starting with High Peak. Analysis of responses will identify why properties remain empty and what action/assistance would help to bring the properties back into use. -Empty homes and private rented council web pages have been developed to offer relevant advice and information which provide a channel to deal with empty property queries. These will be kept under review and include: an outline of council interest in empty properties and enforcement powers; consideration of cost associated with leaving a property empty; options for bringing an empty home back into use, to sell, let and improve the property. <p>The EPIC purchaser and repair scheme operating across Staffordshire Moorlands has provided 2 completions to date.</p>

Priority Action	Status	Commentary – June
<p>Refresh and implement the Asset Management Plan, including a review of public estate, and ensure adequate facilities management arrangements are in place</p>		<p>Facilities Management: An agreement to extend has been made with DCC with 3 months notice.</p> <p>Corporate and other relevant policies have been fed through to CIPFA for the Asset Management Plan.</p> <p>Team members have met with CIPFA regarding the compliance audit and the report has been received. A meeting took place at the beginning of February with CIPFA to review the current status. A system demonstration took place at the end of April with the supplier. Further investigation of the system's functionality is being investigated to ensure it can adequately hold the data.</p>



Aim 3: Help create a strong economy by supporting further regeneration of towns and villages



The Council has performed exceptionally well against Aim Three with all PIs on track at the close of Q1.

Celebrating Success:

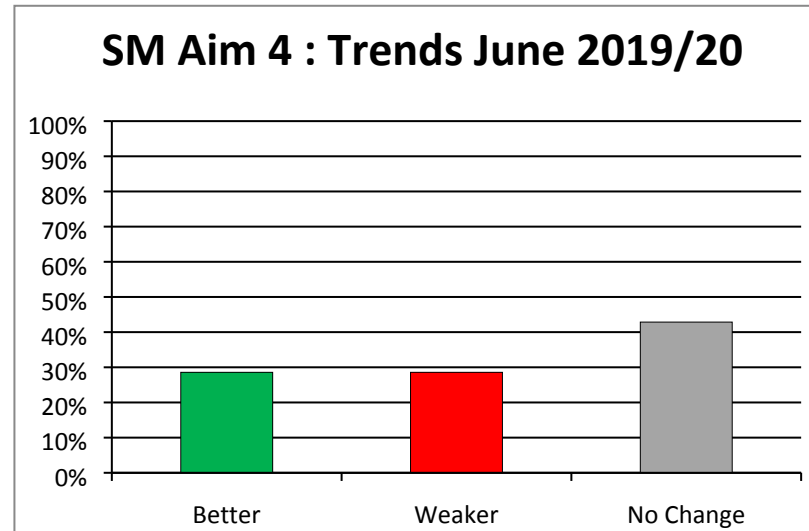
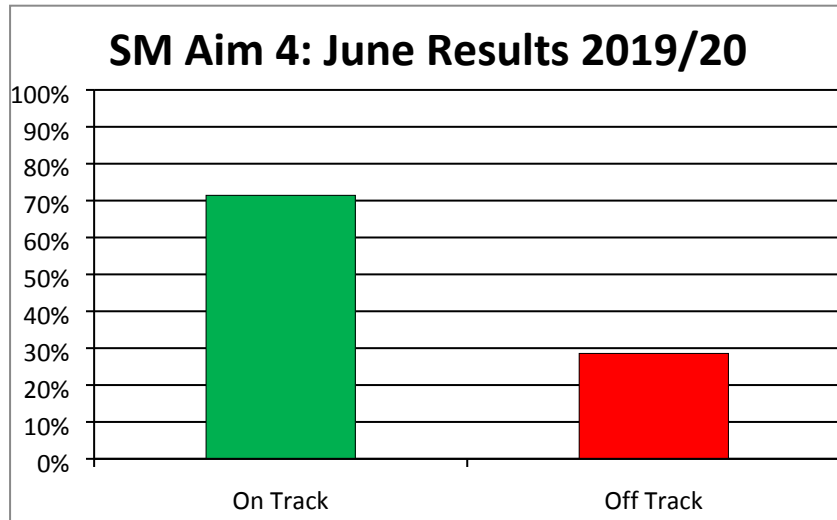
At the end of June 2019 the following performance indicators outstripped their targets:

- ✓ Major, Minor and other planning applications processed on time
- ✓ Major and minor developments allowed on appeal

Corporate Priority Actions – Progress Highlights

Priority Action	Status	Commentary - June
Implement the town deal in Biddulph in partnership with Biddulph Town Council		Stage 4 draft final reports received March 2019 and the revisions have been sent to the consultant. A report outlining the summary of stage 1 findings and recommended next steps is being prepared.
Support the development of Cornhill and improved rail links		Joint bid venture between SMDC and the landowner and developer of an adjacent site to deliver both Cornhill West (outline pp) and Cornhill East (SMDC ownership) was submitted to LGF in October. The bid submitted to LGF was not successful, final outcome from LEP awaited. Awaiting confirmation of meeting with LEP to discuss further funding opportunities.
Develop and implement plans to extend the public market operations		The work to the Butter Market has been completed and was launched in March. CityB- legal agreements and licences are to be reviewed Meeting held with Biddulph Town Council to discuss SMDC support and joint working opportunities for Biddulph market. The market regulations have been updated and a report on this is due to be considered shortly.
Develop a master plan for the Leek Mill Quarter		The Leek Mill Quarter masterplan is not being commissioned at present as the sale of the Social Services building and the new ownership of London Mill means that the private sector will lead on this.
Support the development of the former Churnet Works site in Leek		New industrial units: Sainsbury's site (Churnet works). There are discussions with the developer regarding the freehold price and the timescale has slipped due to the on-going negotiations. The planning application will not be submitted by the developer until the price has been agreed. If the price can be agreed within budget tolerance for capital purchase, formal decision to approve purchase will be required.
Adoption of the Local Plan		The Inspector has now indicated that following the approval by the Council Assembly of the alternative approach to safeguarding land in Biddulph the Local Plan is able to proceed immediately to a consultation on the main modifications. This consultation will take place in September.

Aim 4: Protect and Improve the Environment

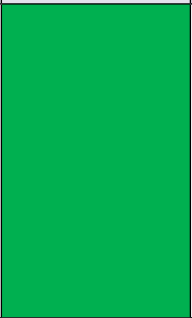

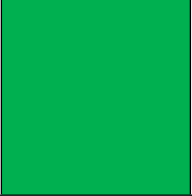
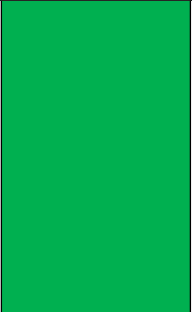


Aim Four also has strong performances with just residual waste tonnages (estimate) and fly-tipping incidents currently 'off track'.

Celebrating Success:

At the end of June 2019 the following performance indicators outstripped their targets:

- ✓ % household waste sent for recycling (estimated)
- ✓ missed bins

Priority Action	Status	Commentary – June
<p>Successfully deliver Phase 3 of the transfer of services to Alliance Environmental Services Ltd, our new joint venture company, to deliver waste, streets and ground maintenance services on behalf of the Council in order to achieve improved performance and value for money outcomes.</p>		<p>Phase 3 (streets and ground maintenance) go live date is still to be confirmed but is expected to be Autumn 2019. Internal AES project board meeting took place Thursday 13th June. Assets and Legal are working together on the leases/licences, Finance have confirmed the budget information is ready. When a transfer date has been confirmed, HR will commence the notice/dates/measures/procedures etc.</p>
<p>Identify and implement an approach to reduce the cost of country parks</p>		<p>SOTCC have confirmed their intention to obtain authorisation to transfer the freehold of Wetley Moor via a report to full Council on 4th July 2019, once approved a further project meeting is to be arranged in July. The affected employees (TUPE) are being kept up to date in regards to the project slippage</p>
<p>Develop a plan to improve Brough Park with Heritage Lottery Fund support</p>		<p>Officers are currently obtaining quotes for works to the lake, path works and entrance into John Hall Gardens. Funding for these aspects of works are required therefore a report will be drafted providing options and costings once known. Improvement plans for the Brough Park play area will be included within this report.</p>
<p>Reduce the Council's energy consumption and associated costs (through the Asset Management Plan)</p>		<p>Corporate and other relevant policies have been fed through to CIPFA for the Asset Management Plan. Team members have met with CIPFA regarding the compliance audit and the report has been received. A meeting took place in February with CIPFA to review the current status. A system demonstration took place at the end of April with the supplier. Further investigation of the system's functionality is being investigated to ensure it can adequately hold the data.</p>

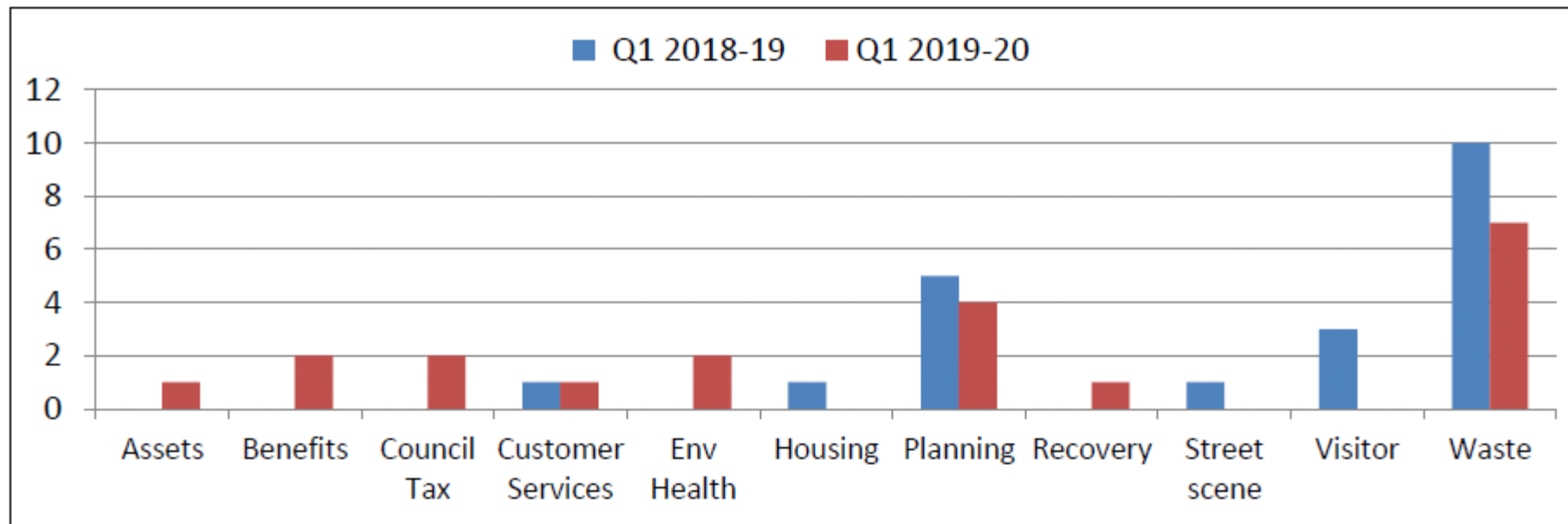
Customer Feedback Complaints

The Council received and closed a total of 20 stage one complaints across 8 service areas during the period April to June 2019. This is a decrease compared to the same period last year when we received 21 complaints. Waste received the greatest proportion with 7 complaints (25%). Details are shown in the graph below:

Stage 2 Complaints

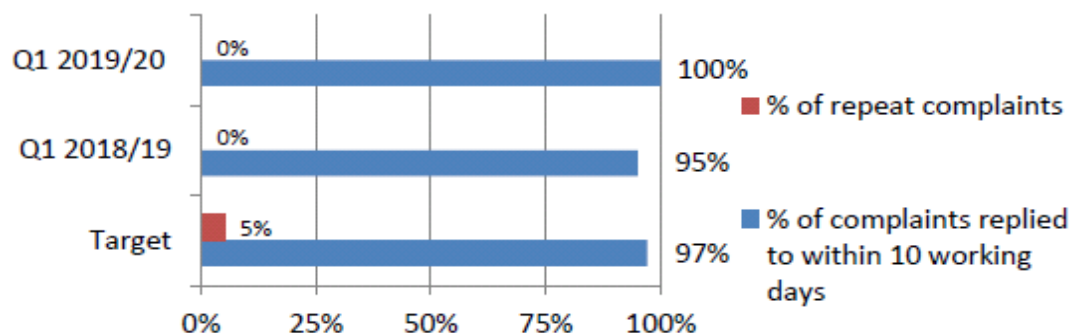
2 complaints were dealt with at stage 2 in Q1:

Service	Complaint	Outcome
Stage 2		
Assets 038	Slater Street/Shepherd St allotment site	Not upheld: accepted no fault
Council Tax 059	Incorrect Council Tax bill	Upheld : accepted at fault



Performance

The table below shows the current performance together with the performance for the same period last year. 100% of complaints have been responded to within 10 days and there have been no repeat complaints :

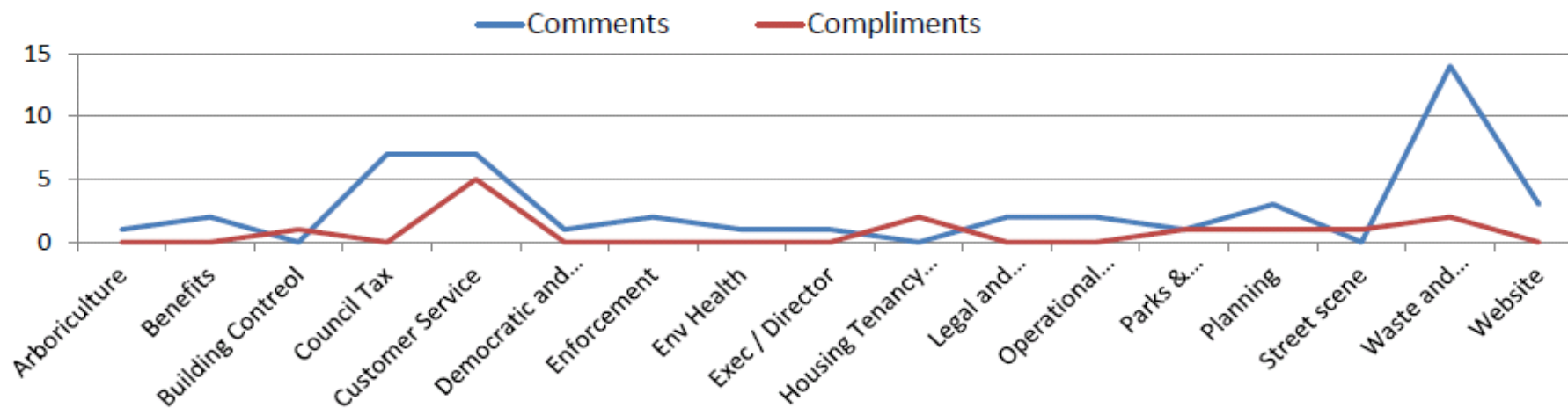


Key Outcomes: Grounds maintenance team to review site to ensure rubbish is cleared and Japanese Knotweed treated. Procedure to be reviewed to ensure environmental ASB issues are dealt with.

Repeat issues for Q4: None

Ombudsman Decisions. The Council received 1 Local Government Ombudsman decisions in Quarter 1: 0429: Closed after initial enquiries, no further action.

Compliments and Comments The Council has also captured 47 comments and 13 compliments through its feedback system during the period Apr to June 2019:



Areas for Improvement: June 2019

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2019/20	Result June 2019	Service Manager Commentary (reasons for performance / SMART actions to improve)
Housing Benefits Processing: Time taken to process changes of circumstance	Aim 1: Increased supply of good quality affordable homes	Assistant Chief Executive	7 days	12.85 days	Universal Credit claims have increased the amount of changes we have had to process therefore it has not been possible to hit our target. Conversations with the DWP indicate that we are below the national average on processing.
Number of households in temporary accommodation		Assistant Chief Executive	10	11	None of the cases were in B&B; all were accommodated in designated units.
Level of external funding awarded to support the physical activity and sport strategy	Aim 1: Provision of sports facilities and leisure opportunities focused upon improving health	Head of Service Commissioning	33% success rate. Minimum £60k	£0	Applications are being worked on with partner organisations. Outcomes not yet known.
% of invoices paid in line with terms of contract	Aim 2: Effective use of financial and other resources to ensure value for money	Head of Finance	96%	94%	Delays from service areas to goods receipt orders to permit the Creditors team to make payment against invoices is causing a direct effect in the purchase to pay process and resulting in payments being made exceeding 30 day target. Additional controls and regular communication is in place to mitigate the rise in future late payments, however we expect that the performance may not recover immediately, until we clear outstanding invoices which are already overdue.
Use of Contracts Register: annual contract spend as % of gross expenditure budget		Head of Finance	2% improvement to 18/19	80%	The forward plan details a pipeline of activity to address the current category areas identified as off contract arrangements which will be reviewed and delivered during 19/20 to aim to meet target

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2019/20	Result June 2019	Service Manager Commentary (reasons for performance / SMART actions to improve)
FOI requests: % responded to within statutory time frame	Aim 2: Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'	Head of Legal and Elections	95%	82.53% (137/166)	We are reviewing response times with service areas. We will also be reminding Managers of their responsibility to meet the guidelines around FOI response times.
Number of fly tipping incidents collected by the Council (exc sec 46 waste)	Aim 4: Provision of high quality public amenities, clean streets and environmental health	Head of Service Commissioning	295	90	Although showing as off track for the year and weaker than Q1 last year (87) the reporting procedure is probably more accurate now. New procedure = all jobs integrate into flare & need to be closed and commented on by streets. 27 jobs cleared this month.
KG's of residual waste per household	Aim 4: Effective recycling and waste management	Head of Service Commissioning	365kg	98.9kg (estimate)	Results are estimated. A large number of key figures used to calculate this figure have been estimated based on last year's performance.
Joint Alliance Measures					
% of Procurement activity on forward plan (Joint Alliance Measure)	Aim 2: Effective use of financial and other resources to ensure value for money	Head of Finance	72%	50%	Q1 reviews are in progress with Service areas to capture any non recurring procurement requirements for the remainder of 19/20. Performance in Q1 outturn evidences the impact of a rise of Single Source requests which have not been included as planned exercises on the Procurement Forward Plan. We will continue to work with Services areas through regular communication regarding future spend requirements to be passed through to the Procurement team in advance

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2019/20	Result June 2019	Service Manager Commentary (reasons for performance / SMART actions to improve)
Ave days sickness per FTE (include short & long term absence per FTE). Joint Alliance Measure	Aim 2: A high performing and well motivated workforce	Head of OD & Transformation	9 days	2.27 days	Average days sickness per FTE: short term absence 0.68 days; long term absence 1.59 days. The result has been affected by long term sickness in High Peak

For a full list of all performance measures and the Q1 results please visit the Performance Management page on the Intranet or click on this [link](#).