

Appendix 2: New Performance Measures / Gap Analysis

Corporate Aim	Objective	How will we measure this
Aim 1	Effective relationship with strategic partners	This objective will be measured through the specific work of each partnership based on its purpose. A Partnership Register is being coordinated by Democratic and Community Services.
Aim 1	Effective / Practical support of community safety arrangements / CCTV	<ol style="list-style-type: none"> 1. Levels of crime by type (contextual) 2. Levels of Anti social behaviour (ASB) (contextual) 3. Delivery of the Community Safety Partnership Plan: 100% of actions delivered on time 4. CCTV Monitoring – a suite of PIs from the new monitoring system will be developed
Aim 1 HIGH PEAK	Work with our partners and the community to address health inequality, food and fuel poverty, mental health and loneliness	<ol style="list-style-type: none"> 1. BEIS figs (2 years in arrears) % of households in the district / borough who are fuel poor (10.8% SMDC 8.5% at HPBC) Contextual PIs 2. Health indicators in Annual Report 3. New suite of carelink PIs 4. Foodbank usage / fuel voucher distribution G52
Aim 1 HIGH PEAK	Improved private sector housing conditions – THIS IS A PRIORITY OUTCOME	<ol style="list-style-type: none"> 1. The number of complaints received in relation to private sector rented accommodation conditions 2. The number of Category 1 hazard properties (descriptors of types) 3. The number of Category 2 hazard properties 4. Enforcement action undertaken: The number of improvement notices served 5. Revenue costs of private sector housing function
Aim 2	Effective procurement with a focus on local business	<ol style="list-style-type: none"> 1. % of expressions of interest that come from businesses within the local area (to be defined) 2. % of contracts awarded to local suppliers following submission of expression of interest 3. Supplier (creditor) spend within the local area (% of total) 4. Number of local business training / supplier engagement events facilitated
Aim 2 HIGH PEAK	Use innovation, technology and partnership with others to help improve the efficiency of services, improve customer satisfaction and reduce our impact on the environment	<ol style="list-style-type: none"> 1. Number of Onevu (Customer Portal) accounts (2019/20 target 22000 at HP and 17000 at SM) 2. % of services available online 3. Socitm user satisfaction measures
Aim 2 HIGH	Provision of more apprenticeships – THIS IS A PRIORITY	<ol style="list-style-type: none"> 1. No. of apprentices by type i.e. higher / trade 2. No. of apprentices completing the apprenticeship

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PEAK	OUTCOME	<ol style="list-style-type: none"> 3. No of apprentices retained by the council 4. % of apprentice levy spent within year
Aim 3 High Peak	Supporting the development of innovative green jobs and business across the High Peak	<ol style="list-style-type: none"> 1. Number of hits on our website 'improving your energy performance' 2. Number of newsletters (subscriber reach) featuring funding for green growth 3. B1/B2 floor space delivered
Aim 3 High Peak	Working to support existing local businesses, both large and small across the High Peak as they respond to future challenges	<ol style="list-style-type: none"> 1. Number of businesses reached through the monthly Business Newsletter 2. Business webpage – number of hits 3. Cost of business support activity
Aim 4	Meeting the challenges of climate change	<p>Overarching target is to be carbon neutral by 2030. Suite of PIs to be developed as part of the 2030 plan.</p> <ol style="list-style-type: none"> 1. Emissions per capita (use national statistics).