



**Staffordshire Moorlands Performance Framework 2020-21**



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

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
<b>Objective: Increased supply of good quality affordable homes</b>					
NEW: % of initial applications opened at the prevention and relief duty stages.	Monthly	NEW	60%: 40% May 2020	65%:35%	<b>60%:40%</b>
NEW: Number of TA placements (including B&B made for families ) placed over 6 weeks	Monthly	NEW	15 (no families) May 2020	0	<b>5</b>
% of active housing register applicants in priority need (classes A and B) who have been registered in excess of 6 months	Annual	15%	7.69%	15%	<b>30%</b>
<b>Objective: Provision of sports facilities and leisure opportunities focused upon improving health</b>					
NEW: Number of priority areas, where place-based work to reduce inactivity, is being undertaken.	Annual	NEW	NEW	2	<b>1</b>



## Aim 2: To use resources effectively and provide value for money

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
<b>Objective: Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'</b>					
No. / % of interactions: a) phone b) face to face c) web	Monthly	a) 37% b) 23% c) 40%	a) 39253 39% b) 20595 20% c) 41526 41% 2019-20 a) 6438 40% b) 0 0% c) 9820 60% May 2020	a)38% b)23% c)39%	<b>Refocus the PI : a) % of assisted contact (phones and face to face ) b) % of web TARGETS a) 59 % b) 41 %</b>
Avoidable contact (number taken from customer portal)	Annual	12%	N/A	12%	<b>15%</b>
<b>Objective: More effective use of Council assets</b>					
% & number of council owned business units occupied	Annual	92.1% (35/38)	95% (37/39)	92.1% (35/38)	<b>33/39 (85%)</b>
<b>Objective: Effective use of ICT</b>					
NEW: Number of Onevu (customer portal) accounts	Quarterly	NEW	NEW	22,000	<b>21,000</b>
<b>Objective: Effective use of financial and other resources to ensure value for money</b>					
Number of twitter followers	Quarterly	1875	1974	1975	<b>2000</b>
Number of Facebook followers	Quarterly	800	1923	1150	<b>2000</b>

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
Collection rates: Business rates	Monthly	98.1%	99.3% 2019-20 16.68% May 2020	98.2%	<b>96%</b>
Collection rates: Council Tax	Monthly	98.1%	98.55% 2019-20 19.82% May 2020	98.2%	<b>96.2%</b>
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	5% reduction	£70,729	2% Reduction	<b>Match 2019/20</b>
% of procurement activity on the Procurement Forward Plan (Joint Alliance measure)	Quarterly	72%	67.38%	65%	<b>60%</b>
% of internal audit recommendations implemented within timescale	Quarterly	97.5%	98.28%	98%	<b>92%</b>
% of corporate efficiency savings met	Annual	100% of target	49% 2018-19	100% of Target	<b>50%</b>
a) Expenditure variance to budget b) Income variance to budget	Annual	Net Budget +/- 5% variance	a)(0.05%) b)1.43% Q3 2019-20	Net Budget +/- 5% variance	<b>Net Budget +/- 25% variance</b>



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

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
<b>Objective: High quality development and building control with an open for business approach</b>					
% of planning applications with pre-application enquiries	Annual	10%	10%	10%	5%



### Aim 4: Protect and improve the environment and respond to the climate emergency

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
<b>Objective: Provision of high-quality public amenities, clean streets and environmental health</b>					
% of 'high risk' premises (A-C) inspected per annum	Quarterly	100%	100%	100%	75%
% of routine permitted process premises inspected	Quarterly	100%	85%	100%	75%
% food premises compliant with FSA criteria	Annual	98%	98%	98%	95%

<b>Measure</b>	<b>Reported</b>	<b>2019-20 Target</b>	<b>2019-20 Result</b>	<b>2020-21 Target</b>	<b>Target Review</b>
Number of community clean-up campaigns	Annual	75	67	80	<b>60</b>
Number of pest control contracts	Annual	54	54	56	<b>54</b>
Private water supplies - % of sampling programme completed	Annual	100%	100%	100%	<b>75%</b>