



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
Objective: Increased supply of good quality affordable homes					
NEW: % of initial applications opened at the prevention and relief duty stages.	Monthly	NEW	60%: 40% May 2020	65%:35%	60%:40%
NEW: Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	NEW	15 (no families) May 2020	0	5
% 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%	30%
Objective: Provision of sports facilities and leisure opportunities focused upon improving health					
NEW: Number of priority areas, where place-based work to reduce inactivity, is being undertaken.	Annual	NEW	NEW	2	1



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

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Target Review
Objective: Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'					
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%	Refocus the PI : a) % of assisted contact (phones and face to face) b) % of web TARGETS a) 59 % b) 41 %
Avoidable contact (number taken from customer portal)	Annual	12%	N/A	12%	15%
Objective: More effective use of Council assets					
% & number of council owned business units occupied	Annual	92.1% (35/38)	95% (37/39)	92.1% (35/38)	33/39 (85%)
Objective: Effective use of ICT					
NEW: Number of Onevu (customer portal) accounts	Quarterly	NEW	NEW	22,000	21,000
Objective: Effective use of financial and other resources to ensure value for money					
Number of twitter followers	Quarterly	1875	1974	1975	2000
Number of Facebook followers	Quarterly	800	1923	1150	2000

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



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
Objective: High quality development and building control with an open for business approach					
% 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
Objective: Provision of high-quality public amenities, clean streets and environmental health					
% 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%

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