

Appendix 1: Amended Performance Targets 2020/21



High Peak Performance Framework 2020/21: Amended



Aim 1: Supporting our communities to create a healthier, safer, cleaner High Peak

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Objective: Fit for purpose housing that meets the needs of tenants and residents					
NEW: % of initial homelessness applications opened at the prevention and relief duty stages	Monthly	NEW	44%:56% May 2020	65%:35%	60%: 40%
NEW: Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	NEW	22 (1 family) May 2020	0	5
% of gas safety checks overdue	Monthly	0	0 2019-20 0 May 2020	0	<1%
% of active housing register applicants in priority need (classes A and B) who have been registered in excess of 6 months	Annual	15%	13.19%	15%	30%
NEW: Average time from request to repair by priority	Monthly	NEW	NEW P1's - 0.45 P2's - 2.76 P3's - 1.82 P4's - 21.17 May 20	P1 24 hr P2 7 days P3 21 days P4 112 days	P1 24 hr P2 10 days P3 28 days P4 182 days
Average Number of jobs completed per operative per day	Monthly	4.7	4.63 2019-20 3.59 May 2020	4.75	3.75
Objective: Effective provision of high- quality public amenities, clean streets and environmental health					
Number of community clean-up campaigns	Annual	75	82	80	60

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Number of pest control contracts	Annual	14	14	16	14
% 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 (plus numbers as context)	Annual	98%	98%	98%	95%
Private water supplies - % of sampling programme completed	Annual	100%	100%	100%	75%



Aim 2: A responsive, smart, financially resilient and forward-thinking council

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Objective: Ensure our future financial resilience can be financially sustainable whilst offering value for money					
Collection rates: Business rates	Monthly	98.1%	98.39% 2019-20 17% May 2020	98.2%	96%
Collection rates: Council Tax	Monthly	98.1%	98.41% 2019-20 19.28% May 2020	98.2%	96.2%
Collection rates: Rent	Monthly	98.5%	98.66% 2019-20 89.34% May 2020	98.5%	98%
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	5% reduction	£162,980	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 (snapshot of year to date)	Quarterly	97.5%	98.08%	98 %	92%
% of corporate efficiency savings met	Annual	100% of target	90.23% (2018-19)	100% of target	50%
a) Expenditure variance to budget b) Income variance to budget (GF)	Annual	Net Budget +/- 5% variance	a) (0.82%) (Q3 2019-20) b) 0.25% (Q3 2019-20)	Net Budget +/- 5% variance	Net Budget +/- 25% variance

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Objective: Ensure our services are readily available to all our residents in the appropriate channels and provided 'right first time'					
Number of twitter followers	Quarterly	4050	4387	4400	4500
Number of Facebook followers	Quarterly	1600	2771	2200	2800
No./% of interactions: a) phone b) face to face c) web	Monthly	a) 37% b) 23% c) 40%	a) 67171 41% b) 38059 23% c) 58411 36% 2019-20 a) 9196 44% b) 0 0% c) 11923 56% May 2020	a)39% b) 24% c)37%	Refocus the PI: a) % of assisted contact (phones and face to face) b) % of web TARGETS a) 61% b) 39%
Avoidable contact (number taken from customer portal)	Annual	12%	Not available	12%	15%
Objective: More effective use of Council assets to benefit our communities					
% of rent lost due to vacant stock	Monthly	0.86%	0.85% 2019-20 0.62% May 20	0.86%	1.03%
Average time taken to re-let Council homes	Monthly	25 days	28.6 2019-20 40.3 May 2020	25 days	30 days
% properties with nil void loss	Annual	15%	19.7%	15%	0%
% and number of council owned business units occupied	Annual	86% (25/29)	85% (22/26)	89.6% (26/29)	19/26 (73%)
Objective: Use innovation, technology and partnerships with others to help improve the efficiency of services, improve customer satisfaction and reduce our impact on the environment					
NEW: Number of Onevu (customer portal) accounts	Quarterly	NEW	NEW	28,000	27,000



Aim 3: Protect and create jobs by supporting economic growth, development and regeneration

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Objective: High quality development and building control with an 'open for business' approach					
% of planning applications with pre-application enquiries	Annual	10%	15%	10%	5%



Aim 4: Protect and improve the environment including responding to the climate emergency

Measure	Reported	2019-20 Target	2019-20 Result	2020-21 Target	Revised Target
Objective: Effective Provision of quality parks and open spaces					
Friends / Community Groups – no. of volunteer hours	Annual	750	1019	775	600