



**High Peak Performance and Customer Feedback Report: 2020/ 2021 (Q2)**

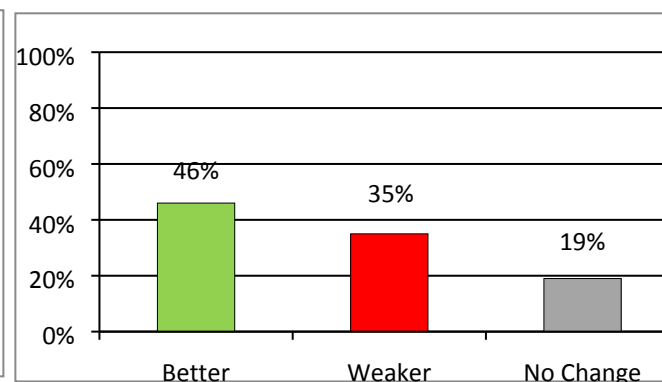
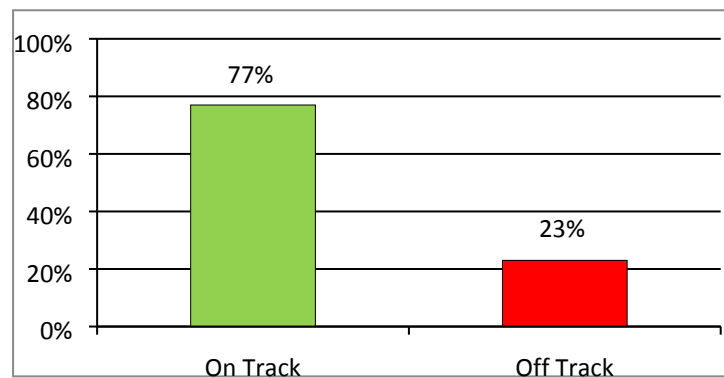
## High Peak Q2 Summary

The following report provides Councillors with an overview of performance at High Peak for the period April to September 2020 in relation to the Council’s corporate plan priorities and the associated performance targets and projects. 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 152 ‘monthly’, ‘quarterly’ and ‘annual only’ reported performance measures at High Peak (31 more than last year). The chart below shows the results for the first half of 2020/21 against the monthly and quarterly measures only, which make up approximately a third of the performance framework. The Q2 results reflect the revised performance framework that was agreed in response to the assessed impact of the pandemic on this year’s operational performance targets. At 77% ‘on track’ the results are 20% higher than this point last year, and the trend shows that 65% of measures are performing in line with or better than last year. 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 Corporate Plan. The table below right explains the colour coding used to describe the status of these actions / projects.

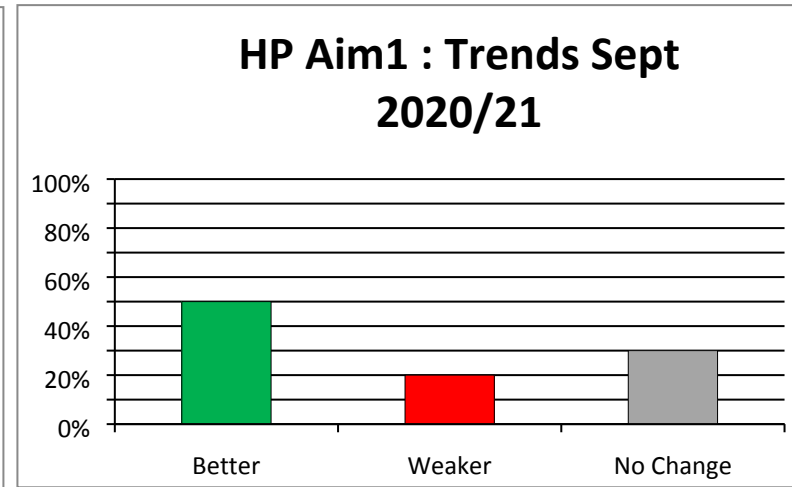
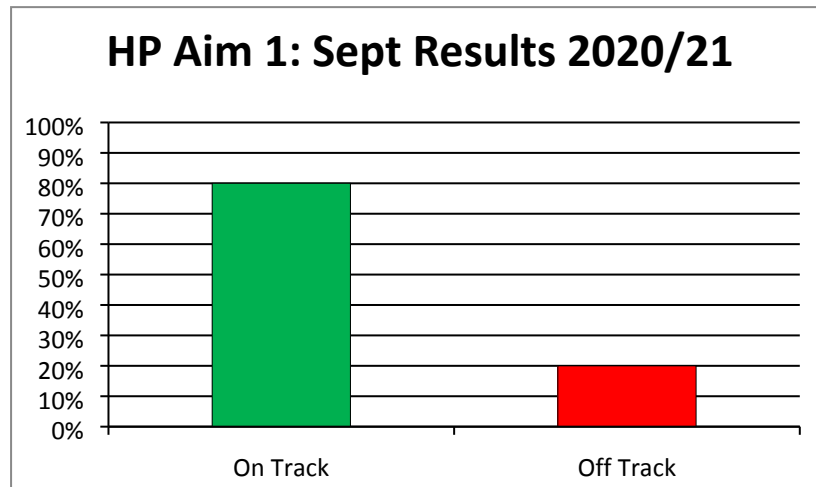


	Off Track
	In danger of going off Track
	On Track
	Not yet started / decision awaited
	Complete / Closed

### Customer Feedback Overview

The number of complaints closed during Quarter Two (31) was much lower than last year (74). There have been no repeat complaints and the council is on track for responding to complaints in 10 days. This report includes further details of the lessons learned from complaints and any repeat issues, where relevant.

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



Overall performance is strong against aim one with only three 'off track' measures. Despite the reduction in the target for initial homelessness cases opened at the prevention stage, this remains 'off track' although settled accommodation outcomes are showing some improvement. The council is also 'off track' for right to buy applications processed within statutory timescales, with two delayed transactions due to wait times for property valuations. Environmental health inspections are now back on track having recommenced in July.

### **Celebrating Success:**

At the end of Q2 the following performance indicators are outstripping their targets:

- ✓ external sports funding secured
- ✓ carelink response times
- ✓ processing benefit new claims and change of circs
- ✓ settled accommodation outcomes from homelessness prevention duty
- ✓ repairs performance

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – September
Complete the review of the CCTV system and implement the agreed recommendations		The upgrade of the control room has started. A progress meeting was arranged with the contractor at the end of September. Should start replacing the cameras this month.
Develop and implement an ongoing leisure facilities improvement plan focused on improving the health and well-being of residents		Stage 2 project documentation supplied. Consultancy spec is out to tender, deadline is 2.10.20. Evaluation and meetings scheduled to occur in October.
Implement the accelerated housing delivery programme		<p>Consultants have been appointed to manage the procurement of phase 2 site surveys. Individual project updates within the programme:</p> <p>3.1 Fairfield Roundabout: The advanced design works have provided a revised estimate for management and construction costs and reports will be provided for Executive and Economy &amp; Growth in October. The report advises on updated costs and seeks approval to accept the Homes England grant advance to support the detailed roundabout design and golf course mitigation works. Homes England made proposals for a deed of variation to the Grant Funding Agreement- Freeths asked for a view on residual risks. The Hogshaw's disposal report is going to Executive, Barratt's have asked for a redesign of the scheme in line with members wishes: they have submitted new plans that remove some of the issues that have arisen, details are still being defined.</p> <p>3.2 Granby Road- CBRE sales brochure awaiting sign off, to be followed by 6-8 weeks of active marketing. Final site survey report will be available before the bid deadline. Phase 1 GI identified depressions/dolines, Phase 2 geo-physical works undertaken and will focus on the anomalies targeting key areas. Final GI report expected in November.</p>
Develop a Private Sector Housing Strategy to improve conditions for private renters		The strategy is being produced and will incorporate links with the Climate Change agenda
Review the Council's community support arrangements in order to maintain strong partnerships with community groups		<p>1.1 review of community support arrangements- No update: will start looking at a grant review to support in 2021/2022.</p> <p>1.2 Review community sports grants- To be moved to project 17 (review the Sport &amp; Physical Activity Strategy).</p>

Review the Community Safety Strategy to ensure that the Council is supportive in fighting crime and anti- social behaviour		Review of CSS at both Councils to be completed by April 2021 along with proposals for the future. Initial discussions have taken place with partners at High Peak and a follow-up meeting is being arranged. A discussion is underway to split High Peak from Derbyshire Dales, a report will be produced.
Review the Sport and Physical Activity Strategy in order to integrate communities and sports clubs into the delivery of its objectives		<p>Next steps:</p> <ul style="list-style-type: none"> <li>• Undertake scoping work including review of current data/statistics, review of Sport England, Active Derbyshire and SASSOT's strategy position, engage stakeholders/partners</li> <li>• Formulate draft strategy for circulation/comments</li> <li>• Member review/approvals</li> </ul> <p>Individual project updates within the action: Active Communities Plan - This plan was ready to be launched in March 2020 but put on hold due to the closure of leisure centres. Parkwood's outreach staff not due to be brought back until the end of October so at present it is unclear when this will recommence and whether the focus of the plan is still appropriate/realistic.</p>
Implement the Homelessness Strategy effectively to ensure that voluntary groups and social enterprises that work to tackle the issue are supported effectively		The Homelessness Strategy Update is to be released as an 'Information Digest' report - ideally in September, we need to focus on current levels of funding / annual committed funding / how we are using this to meet Housing Strategy objectives. We also now need reference to Covid impact / Next Steps Accommodation Programme.
Review the delivery of services to older persons to ensure that they are effective		Head of Service writing a report about Carelink – this will need input from Finance. We also need to look at the wider provision of services to older people, the provision of designated accommodation and the equality element.

### Continuing Influencing actions

Maintaining the provision of accessible health and social care	High Peak: Nothing to report in Q2 2020 in terms of health scrutiny.
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**New Influencing Actions** – The following actions are new to the 2019-2023 Corporate Plans. The project delivery mechanism for each is being set up through the Transformation Board and updates will begin as each project launches.

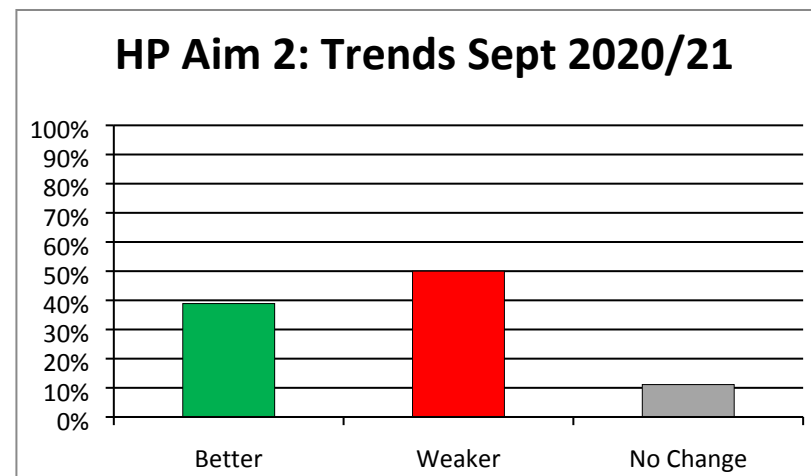
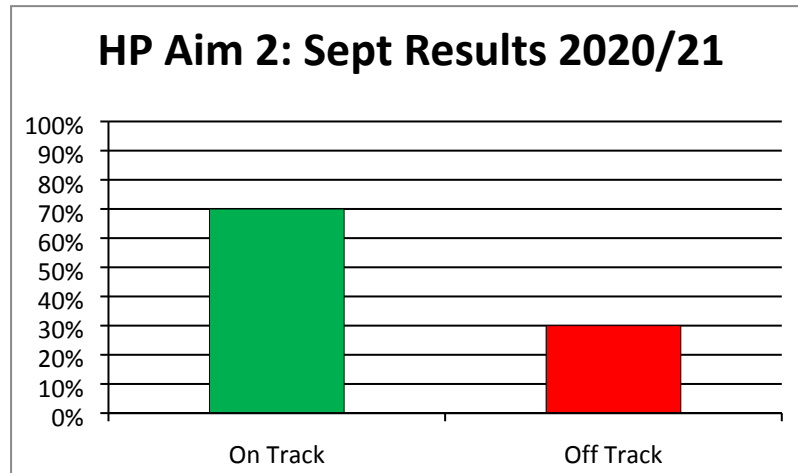
- Dealing with ASB

## **Managing our strategic risks**

The Council has identified, assessed, and is mitigating the following strategic risks under Aim One:

- Meeting the increased and changing demands on council services caused by demographic changes in the local population (including an aging population)
- The ability to effectively engage with our communities
- Safeguarding Children and Vulnerable Adults (meeting the legal duty)
- Influencing strategic relationships at county and regional level in support of local area objectives

## ***Aim 2: Meet financial challenges and provide value for money***



The council remains 'off track' for sundry debt collection rates despite a reduction in the target. There has been a significant increase in audit recommendations implementation, but FOI response times remain down. High Peak's performance in re-letting voids remains above its increased target of 30 days because of continuing Covid restrictions. The amended targets for council tax and business rates collection have brought the Q2 results back on track although weaker than last year.

### **Celebrating Success:**

At the end of Q2, the following performance indicators are outstripping their targets:

- ✓ rent loss
- ✓ sickness absence
- ✓ IT systems and network availability
- ✓ repeat complaints, customer interactions and portal accounts
- ✓ social media followers
- ✓ procurement activity on the forward plan

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – September
Provide advice and support for residents affected by the rollout of Universal Credit		<p>Firstly, we need to explore the Civica 'automation' for UC changes - this may reduce workload associated with current LCTR scheme.</p> <p>Look into the LCT support scheme regarding banding arrangements etc.</p>
Develop and implement a plan to identify new and innovative ways of generating income		<p>Individual project updates within the action:</p> <p>3.1 Advertising/Sponsorship- need to look at the work already done and review timescales. We are unlikely to be able to focus on this until later in the year. Priority focus being to review current income levels / prospects for the MTFP period. On hold.</p> <p>3.2 Fees &amp; Charges- Work on 2021/22 fees and charges to commence Oct in preparation for formal presentation in Feb.</p> <p>3.3 Empty properties- The Empty Property review commenced July 2020; we will review the actions during 2020/21. The team have been issuing letters to empty properties.</p> <p>3.4 Building Control- we are awaiting information back from the Derbyshire consortium (latest financials etc); a meeting will be arranged with finance to progress this.</p> <p>3.5 Trade Waste - need to determine an approach with AES. Finance to pick this up in October after initial review of the MTFP.</p>
Continue to embed good information management practices through the ASSURED framework		<p>The IGG met on September 23rd, 2020 where the revised Terms of Reference for the Group were agreed. IAR challenge sessions were held with Assets and Democratic / Community Services and all IARs will now be stored centrally to facilitate shared access and a single master copy. A large proportion of the IGG action plan is now complete and will be refocused on the remaining actions</p>
Refresh and implement the Asset Management Plan, including a review of public estate, and ensure adequate facilities management arrangements are in place		<p>Individual project updates within the plan:</p> <p>14.1 Asset Management Plan- Further training being undertaken with CIPFA to deliver AMP. Report to be created for corporate select (Incl. Asset management working group. Once the database is complete, a policy / strategy will be created.</p> <p>14.2 Capital program- New R/A/G status programme in place to aid quick reporting</p> <p>14.3 HRA Capital program- New R/A/G status programme in place to aid quick reporting.</p> <p>14.4 Land Disposal strategy- Programme reviewed as part of Aug MTFP reintegration. Hogsaw report to Exec 8th October.</p> <p>14.5 Norse Contract Options FMA – Norse to work up business case. Meeting undertaken 22/23 September to set scene. Visits to Essex to be arranged. Potential scope of the project to be agreed</p> <p>14.5.1 Facilities Management Arrangements- Awaiting budget review from Vertas. DCC still undertaking works.</p>



Priority Actions	Status	Commentary – September
		14.5.2 Housing Repair service delivery model- to be reviewed with Norse options
Develop an Access to Services Strategy to ensure that Council services are accessible to all		Process for the Access to Services Strategy completed and released to Information Digest.
Implement the Council's Efficiency and Rationalisation Programme (This will focus on several projects including procurement, income generation, trading, advertising, and sponsorship, etc.)		<p>To be reviewed in light of COVID-19 as part of the review of the MTFP – Will be reviewed every year. Individual project updates within the action:</p> <p>2.1 Parish Grants- Part of the 2021/22 MTFP update - to be discussed with Executive prior to first draft of MTFP (Nov) - schedule for October Exec ALT</p> <p>2.2 Refresh Efficiency &amp; Rationalisation programme- Within the medium-term financial plan. Possible upfront funding required to implement the programme. The initial review is to be presented in September 2020, the formal review as part of MTFP for March 2021. An early review will be undertaken as part of the MTFP update - to be presented to September Committee cycle</p> <p>2.3 Hybrid mail- This will be complete once fully rolled out, SD and Rents now being picked up. We are now entering into a 2-year contract with PSL following roll out of the pilot in 2017/18. 'high volume' Service Areas are now live on Hybrid Mail; this equates to approx. 80% of our outgoing mail. 273,019 items of mail were posted in 2019/20. 30% posted via Hybrid Mail, making savings of £10,548. We predict the use of Hybrid Mail for 2020/21 increases to 60%. We continue to roll this out across services, Customer Services training taking place, completion Oct 2020.</p>
Develop a new Organisational Development Strategy to ensure workforce development and use of apprenticeships		Information Digest has been completed and circulated to members. The strategy will identify several projects for delivery. Camburg have met with AMT and we are aiming to get this finalised for the next committee meeting.
Develop a new procurement strategy with a focus on spending money locally		<p>New strategy to go to Cabinet/Exec/ALT, information digest report to go to all members. Formal strategy to be presented in the autumn, which will result in an action plan over the next 3 to 4 yrs.</p> <p>Draft Procurement Strategy Discussion Paper presented to Executive ALT and feedback provided. Based on this, there are some further amendments / information to include prior to release. Executive ALT would like further sight of the paper before release. HPBC Climate Change working group would also like this on the next agenda for discussion.</p>
Develop a new ICT strategy to enhance and support the delivery of services		<p>A report is going to ALT/Exec. Also, an information digest report will be sent to members. Socitim review commenced. Individual project updates within the strategy:</p> <p>2.1 Housing management -delayed due to Covid19 and will be picked up as soon as possible.</p>

Priority Actions	Status	Commentary – September
		<p>Feedback required around IT and Norse.</p> <p>2.2 Meetings AV equipment- On hold due to Covid.</p> <p>2.3 ILAP/Assure - reached testing stage but the software is not ready, on hold until IIAP is fit for purpose</p> <p>2.4 Civica Pay- Project board has met, migration to commence May 2021.</p> <p>2.5 Civica Open Revenues- Executive approval granted, project board set up.</p> <p>2.6 Env Health/Licencing- no roadmap for flare implementation, collective needs to be completed first.</p> <p>2.7 Asset Management-Concerto: PC pilot study is up and running, timeline for completion is the end of this year. Training planned for the full team, go live is planned for Jan 2021.</p> <p>2.8 Collective- delayed due to Covid 19, resources to be allocated and will get back on track as soon as possible. The data cleanse exercise has progressed slowly but should be signed off in the coming weeks. A test data migration exercise is complete, and this will be tested in September. We are aiming for a go live date in High Peak of end of Oct/Nov. Work is underway with the developers re the intuitive web forms and our web provider have developed a solution for displaying the calendars online- this will be ready for go live date for HP residents. Vehicle installs at HP have taken place and the training approach for users in the office and drivers has been agreed. Further work required on the trade collections; this has been agreed. A new timeline has been created and we await a response from Bartec. Current go live date is 10th November.</p> <p>2.9 Committee Management- looking at production of the forward plan and the quality of reports. Training to be implemented.</p> <p>2.10 ICT upgrade- M365 is ongoing, Teams has been made a priority and is nearing completion, 131 users are now enabled on a corporate device. RDSW10- super users are testing the main systems, live staff migrations will commence 24/08 and will be handled by the NPS onsite team. IT requirements are being evaluated to enable a more agile approach between home/office working. The intention is to evaluate our IT requirement needs using the outcomes of the staff IT / homeworking survey and the deliverables from PLA1 Reinstating Services work &amp; Positive Legacy workstreams, where new ways of working are being considered, (e.g. laptops/docking stations etc). When Northgate have a clear idea what route we want to take with hardware, they will cost that solution for us.</p>
Refresh the council's Communication Strategy in order to ensure there is a more effective		A report is going to ALT/Exec/Cabinet. Also, an information digest report will be sent to members. A meeting has been held with comms to start on the corporate narrative and select key individuals to take part

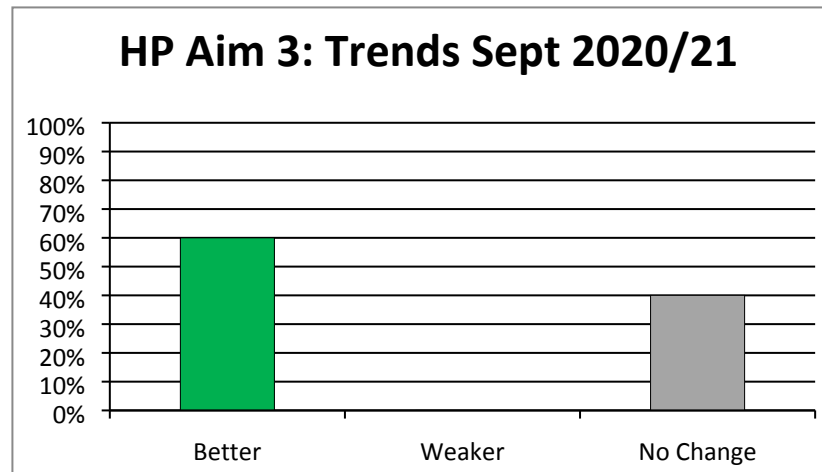
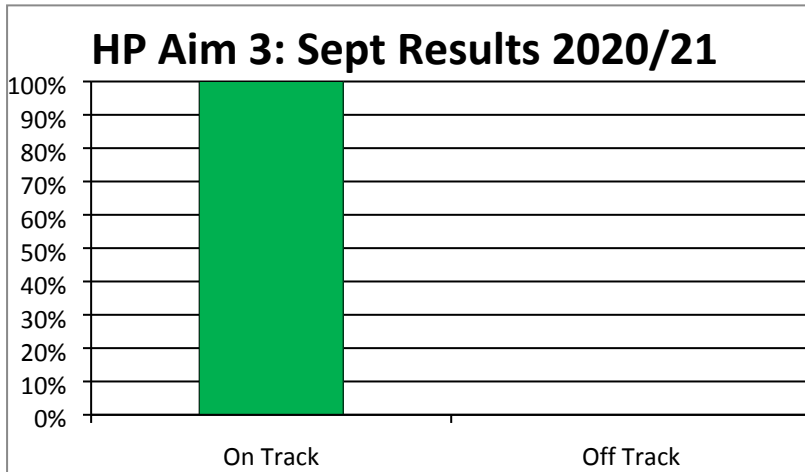
Priority Actions	Status	Commentary – September
dialogue and engagement with residents		
Conduct a review of democratic processes and scrutiny arrangements to make the Council as open and transparent as possible.		This will be reviewed before the next municipal year, project delayed due to COVID 19. Recording of meetings can be provided for review.
Review the council's Diversity Policies including working with faith and cultural groups to celebrate the traditions and diversity of our community		To be reviewed and refreshed in the next 12 months. Considering a survey for staff to support this review including housing tenants, external agency to be appointed.
Implement the agreed Housing Revenue Account Business Plan		Refreshed plan required, business plan to be updated before February. Individual project updates within the action: 4.1 Environmental Improvement Program-Funding for Energy efficiency in social housing needs to be reviewed. Assets to assist 4.2 Tenant Engagement Arrangements- Tenant engagement plan required 4.3 Review of HRA Business Plan-HRA business plan refresh require by Feb 2021. Current action plan has a few outstanding issues, meeting arranged for November.

## Managing our strategic risks

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Two:

- Delivery of MTFP through the Efficiency and Rationalisation Strategy
- Staff resources and retention
- Effective contract management
- Effective Information Governance arrangements (breach of data protection regulations)
- Maintenance of Council's portfolio of public buildings assets
- Investment into council assets and long-term planning
- Financial and Legislative impacts from world events e.g. Brexit
- Cyber risk and IT Security

### ***Aim 3: Support economic development and regeneration***



High Peak currently has a perfect record under Aim Three with all targets 'on track' as at the end of September, including 100% of major planning applications determined on time.

#### **Celebrating Success:**

At the end of Q2 the following performance indicators are outstripping their targets:

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

#### **Managing our strategic risks**

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Three:

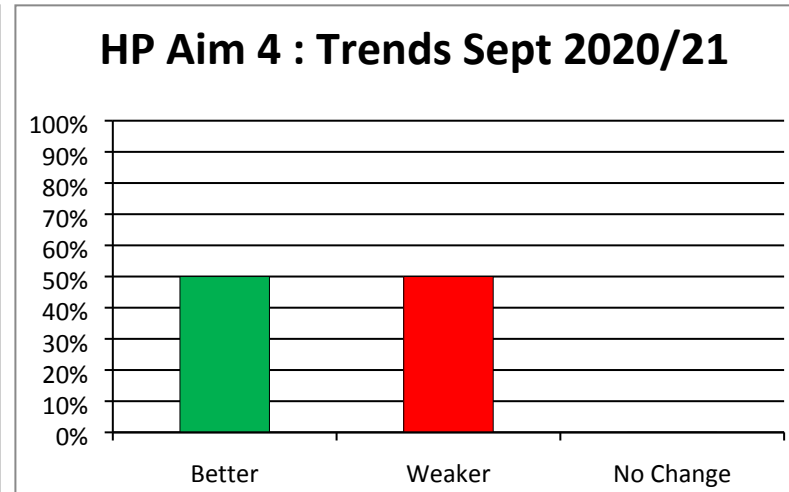
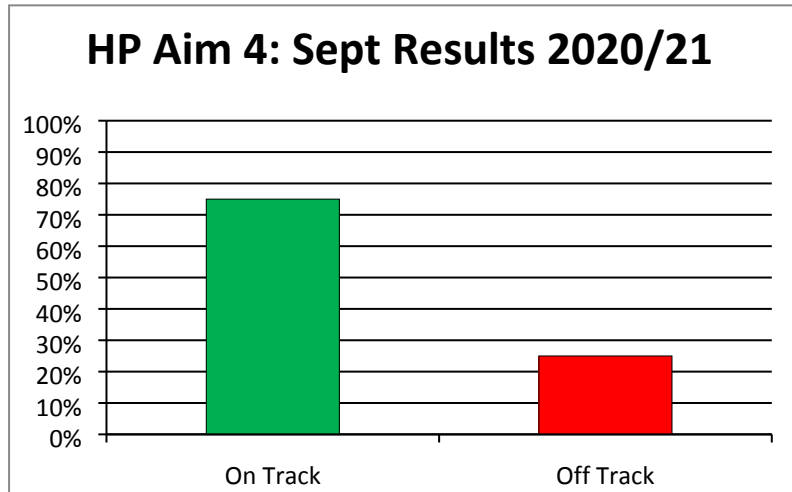
- External funding for growth / regeneration schemes

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – September
Support the development of Glossop Halls		A business case is to be developed in September. Individual project updates within the action: 6.1 Market hall tenant’s relocation- tenant relocation is underway. Trades to be moved on 1st Oct and can start trading 8th. 6.2 Market hall roof- completion expected within 12 months 6.3 Plan for new operating model for market/town hall complex- a new operating model will be produced after the roof has been completed 6.4 Plan for new operating model for Victoria Hall- a new operating model will be produced after the roof has been completed 6.5 Trust arrangements- Town Hall- work is in progress 6.6 Trust arrangements- Victoria Hall - work is in progress
Implement the accelerated business growth and employment programme		Review of projects has been undertaken in house to see what needs to be prioritised and ensure we are ready to proceed. Individual projects within the programme: 5.1 Chapel Masterplan: Ongoing- no specific update. 5.2 Dinting Employment Site-Ongoing, no specific update. Additional budget support required if this is to be considered a priority
Establish a developer open space contributions plan.		This will form part of the Developer Contributions SPD which is intended to incorporate guidance on all forms of contributions to be sought via S106. The SPD will be commissioned once the ongoing consideration of the viability and merits of the Community Infrastructure Levy has concluded. A Viability Study for CIL is due for completion in Summer 2020 (a further draft report is due in June). The Council is also reviewing the wider implications of adopting a levy such as back-office staffing and administration requirements. The Development Services and Service Commissioning teams will need to collaborate on the open space aspects of the SPD which is intended to be commissioned to provide sufficient resource to take it forward. Update -Head of Development Services to advise Corporate Select committee
Develop a Cultural Strategy to support and celebrate the rich history and culture of the Borough		Strategy to be produced by December, work should progress from now to do a COVID Health Check to identify implications and produce a plan. Discussions have taken place on how to process this. A survey should be sent out soon.
Review the Council’s Growth strategy to ensure that it is focused		Individual project updates within the strategy: High Peak: 6.1 Buxton future high street fund-Await outcome of bid Autumn 2020

<p>on the effective regeneration of our towns and rural communities</p>		<p>6.2 Buxton HAZ- DCC agreed conservation advice staff time over 3 1/2 years in lieu of budget contribution. Scheme re-profiled in line with HE guidelines. Appointment of full time Project Officer complete, post runs to March 2024. The initial role of the project officer is to focus on the cultural programme. Proposals for a cultural pilot project awarded grant funding. Delivery and timescales to be agreed.</p> <p>6.3 Buxton VES - Revised group structure circulated to VES board members for comment.</p> <p>6.4 Buxton Crescent-Arrangements in hand for signing and sealing the head lease at the start of October. Release of 66 under croft car park spaces to Hotel, with separately metered supply for electric gate and CCTV. Approval of signage and barriers required. Anti-social behaviour to be addressed by enclosing entire under croft with security fencing. Agreement over Hotel managing locking and unlocking of public gate to be included in lease.</p> <p>6.5 Glossop &amp; Gamesley OPE- Issues have arisen around the bid-loan ratio. we have received interest from the police in GMB. OPE meeting with Members, DCC, Police, Fire, Ambulance and CCG to consider progress and next steps to be rearranged.</p> <p>6.6 OPE depot review-Regen involvement complete, to be handed to Service Commissioning.</p> <p>6.7 Refreshed growth strategy-Currently on hold.</p>
<p>Review the implementation of the Local Plan to ensure that the requirements for affordable housing and developer contributions are being met</p>		<p>4.1 Internal consultation complete. The Council will need to carefully consider the implications of the White Paper and timescales for its implementation when drawing conclusions on whether to update the Local Plan</p>
<p><b>Influencing Actions</b></p>		
<p>Work with the private sector on regeneration schemes including The Crescent and Torr Vale Mill</p>		<p>The Crescent: The regeneration team are continuing to engage with the project via progress meetings and Buxton Crescent Communications plan</p>
<p>Ensure the best use of public assets across the borough by working via the One Public Estate project</p>		<p>OPE meeting with Members, DCC, Police, Fire, Ambulance and CCG to consider progress and next steps to be rearranged</p>
<p><b>New Influencing Actions</b> – The following actions are new to the 2019-2023 Corporate Plans. The project delivery mechanism for each is being set up through the Transformation Board and updates will begin as each project launches.</p>		
<p>➤ Pressing for more regular and faster rail links, public transport links and essential road infrastructure</p>		
<p>➤ Work with regional partners to extend the Greater Manchester rail offer</p>		
<p>➤ Completion of the off- road route for the Trans Pennine Trail and access to the Monsal and Tissington trails</p>		
<p>➤ Bringing additional funding into the Borough</p>		
<p>➤ Enabling high speed internet across the Borough</p>		

## Aim 4: Protect and Improve the Environment



At High Peak there is just one 'off track' measure under at the end of Q2: the kg of residual waste. We measure this quarterly using estimates until the tonnages are confirmed but the amounts collected during lockdown were higher than the previous year. Fly tipping is now a contextual measure but the 2020/21 data reveals significant increases compared to last year, which is believed to be a national issue and is being addressed through a comms strategy in addition to ongoing enforcement activity.

### Celebrating Success:

At the end of Q2, the following performance indicators are outstripping their targets:

- ✓ missed bins
- ✓ reduced paper consumption
- ✓ estimated recycling rates

## 2019-2023 Corporate Plan Priority Actions – Progress Highlights

Priority Actions	Status	Commentary – September
<p>Successfully deliver Phase 3 of the transfer of services to Alliance Environmental Services Ltd, 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>COMPLETED Phase 3 (streets and ground maintenance) transfer completed 1st April 2020. Awaiting return of IT equipment. Closure/lessons learnt report has been provided. Project completed.</p>
<p>Develop a climate change strategy &amp; an action plan of response to a declared climate emergency</p>		<p>Plans to be produced by the end of the year. Ongoing projects will come out of this piece of work. Meeting arranged with subgroups in September (HP).</p>
<p>Develop a Parks Development Plan to support the widest community use of parks and support community/friends' groups</p>		<p>Stage 1 documents received – Next steps:</p> <ul style="list-style-type: none"> <li>• Finalise draft strategy and management plans for agreed parks</li> <li>• Plan and undertake consultation with stakeholders/community/friends groups/AES</li> <li>• Finalise ready to obtain Member approval</li> </ul> <p>Individual project updates within the plan:</p> <p>12.1 Parks development plan-Team meeting due on 14.10.20 to determine progress and to plan next steps inc.</p> <p>12.2 Whitfield Play area- Closure report being drafted. Play area had further ROSPA inspection on 24.9.20. Awaiting confirmation from Exec members re. revised grand opening media coverage.</p> <p>12.3 Play Strategy- Assessment of play area quality will be undertaken by the SC team using the OSS 2017 study to provide a baseline. This assessment will feed into the wider parks strategy and set clear aspirational targets for play improvements in the coming yrs.</p>
<p>Review the Council's waste and recycling arrangements to increase recycling and to respond to the emerging national strategy</p>		<p>On hold- Await consultation and communications from the Government. Individual projects within the action:</p> <p>14.1/14.2 Covid has delayed central Gov't progress, expectations not expected to be known until 2021 14.2 TEEP has not started.</p>



Priority Actions	Status	Commentary – September
Review the Environmental Enforcement Policy in order to take steps to further reduce dog fouling and littering		Policies to be reviewed and updated in the next 12 months
<b>New Influencing Actions</b> - The following actions are new to the 2019-2023 Corporate Plans. The project delivery mechanism for each is being set up through the Transformation Board and updates will begin as each project launches.		
➤ Develop more cycle routes whilst working with the County Council and residents to ensure harmony amongst road users		
➤ Encourage local organisations and businesses to reduce their carbon footprint		

## Managing our strategic risks

The Council has identified, assessed, and is mitigating the following strategic risks under Aim Four:

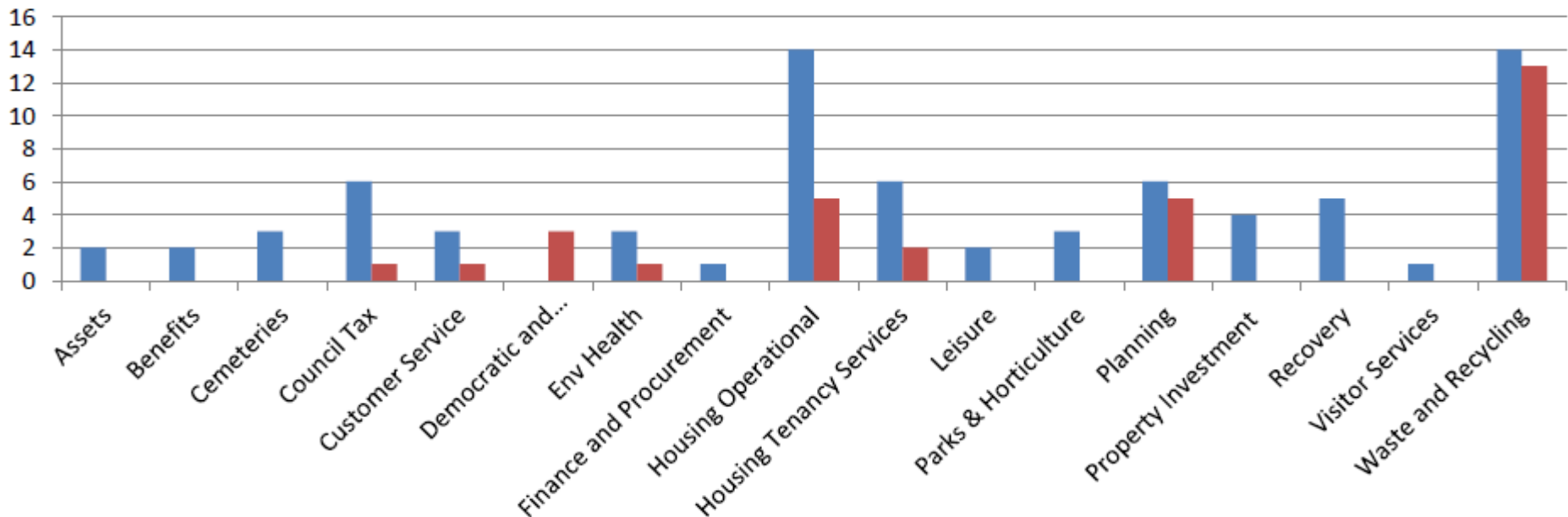
- Meeting the environmental regulatory framework (e.g. air quality and waste regs)
- Energy supply (inc fuel)
- Our ability to protect Buxton's natural thermal spring water



## Customer Feedback Complaints

The Council closed a total of 31 stage one complaints across 8 service areas during the period April to September 2020. This is a decrease in the total number of complaints compared to the same period last year when we received 74. Waste & recycling received the greatest proportion (42%) with 13 complaints.

■ Q2 2019-20 ■ Q2 2020-21



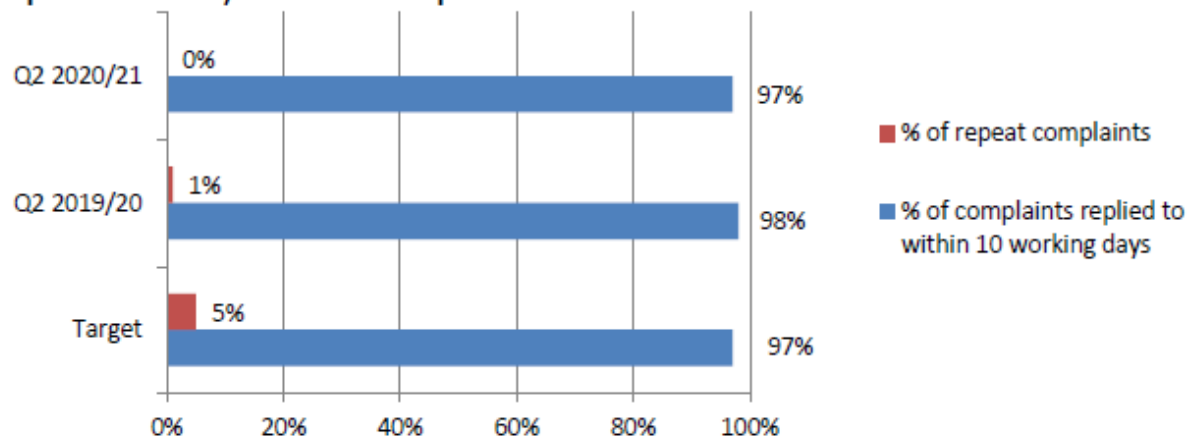
## Stage 2 Complaints

In Quarter 2 we received 5 Stage 2 complaints:

Service Area	Complaint	Conclusion
<b>Stage 2</b>		
Planning-0185	Otter Controls Buxton	Partially upheld-accepted some responsibility
Planning- 0376	Planning Enforcement	Not upheld- accepted no fault
Assets -0644	Glossop Town Hall Scaffolding	Not upheld- accepted no fault
Council Tax-0702	Empty property strategy	Ongoing
Planning- 0769	Glossop Town Hall	Not upheld- accepted no fault

## Performance

Shown in the table below is the current performance together with the performance for the same period last year. The response rate is on track at 97% and there have been no repeat complaints.

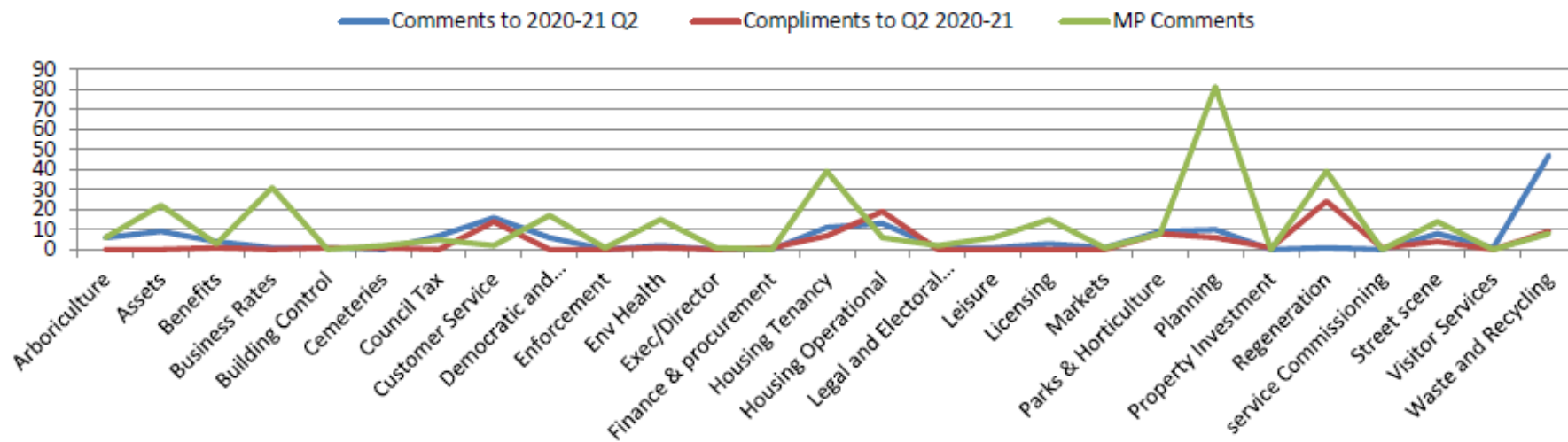


**Outcomes for Qtr 2:**  
**None**

**Repeat issues for Qtr 2:**  
**None**

**Ombudsman Decisions** The Council received 2 Local Government Ombudsman decisions in Quarter 2: Case ref 2020/21- 0169: LGO will not investigate complaint as insufficient evidence of fault from council. Case ref -2019/20- 0627 – LGO have not yet responded with a decision.

**Compliments and Comments** The Council has also captured 158 comments, 324 MP comments and 98 compliments through its feedback system this quarter:



## Areas for Improvement: September 2020

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result September 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
% of initial homelessness applications opened at the prevention and relief duty stages	Aim 1: Fit for purpose housing stock that meets the needs of tenants & residents	Head of Housing	60% prevention	47% prevention 53% relief	We are seeing a higher number of presentations at relief stage due to relationships and sofa surfing arrangements breaking down, however settled accommodation rates have improved significantly.
% of relief duty discharges resulting in a settled accommodation outcome			67%	45%	Slower turnover of stock has led to this result; however, the result still exceeds the national average.
a) Number of RTB transactions (applications) & b) % completed within statutory timescales (RTB2)		Head of Legal & Elections	95%	a)20 b) 18/20 90%	2 accepted over the 28-day timescale due to delays with valuations.
FOI requests: % responded to within statutory time frame (include numbers in commentary)	Aim 2: Ensure our services are readily available to all our residents in the appropriate channels and provided 'right first time'	Head of Legal & Elections	95%	74.28% 205/276	Response timescales have been affected by the impact of Covid 19.
Average time taken to re-let Council homes	Aim 2: More effective use of Council assets to benefit our communities	Head of Housing	30 days	36.5 days	Average time excluding hard to let (inc properties affected by Covid restrictions) – 15.9 days (Apr - Sep). This month we had four voids that were over target due to Covid 19 restrictions. This resulted in an additional 34 weeks in total. All other voids this month were delayed by 3 days due to Covid 19, as all voids are now left locked up for 72 hours before entering.

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result September 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
Collection rates: Rent (rent collected as a % of rent due)	Aim 2: Ensure our future financial resilience can be financially sustainable whilst offering value for money	Head of Housing Services	98%	94.11%	The ban on possession proceedings from 26/3/20 to 20/9/20 has meant that discussion and negotiation have been the only method of recovering debt. We have been unable to take formal possession proceedings against non-payers resulting in the reduction in collection rates compared with the same time last year. We will continue to monitor rent arrears, as although the possession stay has been lifted on 20/9/20, we can no longer take proceedings on the same basis that we did previously due to coronavirus. We have amended our arrears recovery procedures to reflect this and now include the use of formal mediation services as a recovery tool, until such time as possession proceedings are a viable option again.
Collection rates: Sundry Debt (value of SD over 60 days)		Head of Revenues and Benefits	Match 2019/20	£238,848.36	There is over £100k outstanding due to business rates on hold and many trade waste accounts which may be cancelled if the businesses were not trading due to the Covid 19 lockdown.

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2020/21	Result September 2020	Head of Service Commentary (reasons for performance / SMART actions to improve)
% Invoices paid in line with terms of contract		Head of Finance	96%	83%	We are currently working to bring this back on track and specifically supporting Operational Services Housing Repairs, through the wider Finance team to process invoices which there has been a noticeable increase over the last few weeks due to COVID recovery of business. In addition to this during this period key resources in the Housing repairs team responsible for goods receipting of orders was limited and therefore did affect the number of invoices that were paid over 30 days. Measures have been put in place through additional E-series training for support officers in the Service from Procurement to mitigate any future gaps in resource availability.
% of Internal Audit recommendations implemented within timescale (snapshot at end of each quarter)		Head of Internal Audit	92%	80.61%	The usual audit recommendation follow-up process was suspended during April-June but has been slowly reintroduced from July with performance improving.
KG's residual waste per household	Aim 4: Effective recycling and waste management	Head of Service Commissioning	435kg	221.45kg (estimate)	Q2 results are estimated as disposal tonnage and green waste data is not yet available from DCC, similarly recycling tonnage data for September is awaited from our contractors. Tonnages collected during lockdown in quarter 1 were 368 tonnes higher than during the same months last year, this will have on our results in 2020-21.

For a full list of all performance measures and the Q2 results please visit the Performance Management page on the Intranet or click on this [link](#)