



High Peak Performance Framework 2021-2024



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

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Effective relationship with strategic partners							
To be measured through an Annual Report from Democratic and Community Services covering strategic partnerships, community support arrangements and councillor initiative fund allocations.							
Objective: Fit for purpose housing that meets the needs of tenants and residents							
Housing Benefits Processing: Time taken to process a) new claims b) change of circumstances	Monthly	a)18 b)8.99	a)6.61 b)6.26 Q3	a)18 days b) 7 days	a) 18 days b) 7 days	a) 18 days b) 7 days	a) 18 days b) 7 days
% of initial homelessness applications opened at the prevention and relief duty stages	Monthly	NEW	49%:51% Q3	60%:40%	60%:40% (from 70%)	70%:30%	70%:30%
<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>							
% of prevention duty discharges resulting in a settled accommodation outcome	Monthly	NEW	73% Q3	72%	74%	76%	76%
% of relief duty discharges resulting in a settled accommodation outcome.	Monthly	NEW	50% Q3	67%	72%	72%	72%
Total TA placements including number of B&B placements made for families	Monthly	NEW	29 (no families) Q3	Contextual			
Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	NEW	13 (no families) Q3	5	5 (from 0)	0	0
<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>							

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Number of gas safety checks overdue	Monthly	0	0 Q3	<1%	0	0	0
a) Number and b) % of Right to Buy transactions completed within statutory timescales	Quarterly	a)56 b)96.4%	a)35 b)33/35 94% Q3	95%	95%	95%	95%
% of active housing register applicants in priority need (classes A and B) who have been registered in excess of 6 months	Annual	13.19%		30%	30% (from 15%)	15%	15%
<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>							
Housing Benefits Processing: % of cases determined correctly (as measured by the LA error rate)	Annual	99.5%		99.5%	99.5%	99.5%	99.5%
Average time from request to repair by priority	Monthly	NEW	P1 - 0.67 Days P2 - 3.01 Days P3 - 6.44 Days P4 - 8.51 Days Q3	P1 24 hr P2 10 days P3 28 days P4 182 dys	P1 24 hr P2 10 days (from 7) P3 28 days (from 21) P4 182days (from 112)	P1 24 hr P2 7 days P3 21 days P4 112days	P1 24 hr P2 7 days P3 21 days P4 112 days
Average Number of jobs completed per operative per day	Monthly	4.63	4.37 Q3	3.75	4.2 (from 4.8)	4.8	4.8
<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>							
% of Housing Stock recorded on the Asbestos Register	Annual	NEW		Baseline	Baseline (From contextual)	10% of all archetypes	10% of all archetypes
% of Decent Homes	Annual	NEW		Baseline	Baseline	TBD	TBD

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Housing Benefits processing: % of overpayments recovered	Annual	77.10 %			Contextual		
Disabled adaptations – average end to end time in council stock	Annual	152 days			Contextual		
Disabled adaptations – average end to end time in non-council stock (and numbers for each type of adaptation)	Annual	NEW			Contextual		
Landlord Accreditation Scheme - Numbers signed up to scheme	Annual	9			Contextual		
The number of empty homes	Annual	1035			Contextual		
Number of affordable homes delivered	Annual	23			Contextual		
Capital Programme delivery targets: Number of new kitchens and bathrooms delivered	Annual	NEW			Contextual		
Revenue costs of private sector housing function	Annual	NEW			Contextual		
Number of category 1 hazard properties (descriptor of types)	Annual	NEW			Contextual		
Number of category 2 hazard properties (descriptor of types)	Annual	NEW			Contextual		
Number of complaints received in relation to private sector rented accommodation conditions	Annual	NEW			Contextual		

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Enforcement action undertaken: Number of improvement notices served (prohibition, advisory etc.)	Annual	NEW		Contextual			
Objective: Provision of high-quality leisure facilities both in formal leisure centres and swimming pools and out in our communities							
Level of external funding awarded to support the physical activity and sport strategy (include no of bids made & won)	Quarterly	£170,825	£179,809 (47) Q3	33% success rate. Min £60k	33% success rate, Min £60k	33% success rate, Min £60k	33% success rate, Min £60k
Costs of leisure centre provision per household	Annual	£4.85		Contextual			
Levels of inactivity among local population groups	Annual	15,300 20% (Nov 18-19)		Contextual			
Number of volunteers within local sports clubs (Sport England's Active Lives Survey)	Annual	13,600 17.8% (Nov 18-19)		Contextual			
Number of priority areas, where place-based work to reduce inactivity, is being undertaken.	Annual	NEW		3	4	5	5
Objective: Effective provision of high- quality public amenities, clean streets and environmental health							
Number of community clean-up campaigns	Annual	82		60	65 (from 85)	70 (from 90)	75
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
Number of fly tipping incidents collected by the Council (exc sec 46 waste)	Monthly	302	480 Q3	Contextual			
Number of pest control contracts	Annual	14		14	10 (from 18)	10 (from 20)	10
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Street and environmental cleanliness inspection results (% achieving top grades for cleanliness)	Annual	95.35%		93%	93%	93%	93%
% of 'high risk' premises (A-C) inspected per annum	Quarterly	100%	60% Q3	75%	75% (from 100%)	100%	100%
% of routine permitted process premises inspected	Quarterly	85%	60% Q3	75%	75% (from 100%)	100%	100%
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
% food premises compliant with FSA criteria (plus numbers as context)	Annual	98%		95%	98%	98%	98%
Private water supplies - % of sampling programme completed	Annual	100%		75%	75% (from 100%)	100%	100%
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
Cost measures: Street Cleansing	Annual	£520,000		Contextual			
Cost measures: Env Health Service	Annual	£231,000		Contextual			
Number of premises in each of the 6- star rating gradings (from 0 to 5)	Annual	5 Star 582 4 Star 114 3 Star 39 2 Star 3 1 Star 9 0 Star 0		Contextual			
Anti-Social Behaviour enforcements by type (including behaviour adversely affecting the environment) Number of fixed penalty notices issued (include description)	Annual	61		Contextual: annual report to be produced that will indicate the level of activity			

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Anti-Social Behaviour enforcements by type (including behaviour adversely affecting the environment) Number of prosecutions (include description)	Annual	0		Contextual: annual report to be produced that will indicate the level of activity			
Objective: Work with our partners and the community to address health inequality, food and fuel poverty, mental health and loneliness							
% Carelink emergency calls responded to within 45 minutes	Monthly	NEW	99.27% Q3	95%	95%	95%	95%
Carelink: % referrals installed within 15 days	Quarterly	NEW	91.39% Q3	95%	95%	95%	95%
% households in the borough who are fuel poor	Annual	NEW		Contextual			
Health indicators in Annual Report	Annual	NEW		Contextual			
Number of Food bank referrals / fuel vouchers	Annual	NEW		Contextual			
Objective: Practical support of community safety arrangements							
Delivery of the Community Safety Partnership Plan (% actions delivered on time)	Annual	NEW		100%	100%	100%	100%
CCTV Monitoring	Annual	NEW		Contextual			
Levels of Crime (by type)	Annual	NEW		Contextual			

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Levels of ASB	Annual	NEW		Contextual			

The following Priority Actions will be monitored and reported on during 2021/2022:

- ❖ Complete the review of the CCTV system and implement the agreed recommendations 2021
- ❖ Develop and implement an ongoing leisure facilities improvement plan : 2021-22
- ❖ Implement the accelerated housing delivery programme : 2022
- ❖ Review the Councils community support arrangements : April 2021
- ❖ Review the Community Safety Strategy : April 2021
- ❖ Implement the Homelessness Strategy : 2021
 - ❖ Review the delivery of services to older persons : Sept 2021
 - ❖ Develop a Private Sector Housing Strategy : 2021
- ❖ Review the Sport and Physical Activity Strategy : 2021-22
- ❖ Implement the Covid 19 Community Recovery Plan : Ongoing

We will also monitor and report on the following Influencing Actions, which rely on effective partnership working:

- Maintaining the provision of accessible health and social care
- Dealing with ASB



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

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Ensure our future financial resilience can be financially sustainable whilst offering value for money							
Number of press releases and % taken up in local media: Delete	Annual	42 issued 93% take up		94%	To be deleted		
Collection rates: Business rates	Monthly	98.39%	79.12% Q3	96%	97% (from 98.2%)	98.2%	98.2%
Collection rates: Council Tax	Monthly	98.41%	83.54% Q3	96.2%	97.2%(from 98.2%)	98.2%	98.2%
Collection rates: Rent	Monthly	98.66%	94.93% Q3	98%	98% (from 98.5%)	98.5%	98.5%
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	£162,980	£236,579 Q3	Match 2019/20	Match 2019/20	2% reduction	2% reduction
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
% of invoices paid in line with contract	Monthly	97%	94% Q3	96%	96%	96%	96%
Use of Contracts register - annual contract spend as % of gross expenditure budget	Quarterly	85.13%	92% Q3	2% improvement to 19/20	2% improvement to 20/21	2% improvement to 21/22	2% improvement to 22/23
% of procurement activity on the Procurement Forward Plan (Joint Alliance Measure)	Quarterly	67.38%	68% Q3	60%	68%	70%	70%

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
% of internal audit recommendations implemented within timescale (snapshot of year to date)	Quarterly	98.08%	86.99% Q3	92 %	93% (from 98.5%)	95% (from 99%)	96%
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
External Audit Opinion	Annual	Unqualified		Unqualified	Unqualified	Unqualified	Unqualified
% of corporate efficiency savings met	Annual	132%		50% of target	75% of target (from 100%)	100% of target	n/a
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
a) Expenditure variance to budget b) Income variance to budget (GF)	Annual	-5% 3%		Net Budget +/- 25% variance	Net Budget +/- 15% variance (from +/- 5%)	Net Budget +/- 5% variance	Net Budget +/- 5% variance
a) Expenditure variance to budget b) Income variance to budget (HRA)	Annual	-13% 1%		Net Budget +/- 10% variance	Net Budget +/- 15% variance (from +/- 10%)	Net Budget +/- 10% variance	Net Budget +/- 10% variance
	<i>Variance amended to +/- 15% . Possible overspend against budget due to Covid related pressures, possible reduction in income receipts.</i>						
% income generated against net budget	Annual	78%		Contextual			
Amended: External funding levered annually in support of projects that meet corporate	Annual	£21,068,000		Contextual			

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
plans aims							
Unit cost per transaction within finance and procurement	Annual	NEW			Contextual		
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	4387	4660 Q3	4500	Increase by 240	Increase by 240	Increase by 240
Number of Facebook followers	Quarterly	2771	3640 Q3	2800	Increase by 480	Increase by 480	Increase by 480
Number of twitter re-tweets	Annual	397		Contextual	Contextual	Contextual	Contextual
No./% of: a) assisted contacts (phones & face to face) b) web	Monthly	a) 67171 41% b) 38059 23% c) 58411 36%	a) 51379 50% b) 51494 50% Q3	a)61% b)39%	a)61% b)39%	a)59% b)41%	a)58% b)42%
Avoidable contact (number taken from customer portal)	Annual	Not Available		15%	17%	TBD	TBD
Complaint handling: % dealt with within target	Monthly	98%	99% Q3	97%	97%	97%	97%
Complaint handling: % of repeat issues (compares previous month only)	Monthly	1%	0% Q3	5%	5%	5%	5%
FOI requests: % responded to within statutory time frame and numbers received	Quarterly	81.86%	74.34% Q3	95%	95%	95%	95%
Delete: Website Quality: Socitm Better Connected assessment	Annual	3 stars		4 stars	To be deleted		

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
NEW: Sitemorse Index compliance rating	Annual	NEW	Q1 2020 4.7	NEW	6	7	8
% of FOI requests diverted to the website / publication scheme	Annual	15.75%		Contextual			
Cost of FOI requests (including dedicated post, system costs and staff time)	Annual	£27,915		Contextual			
Complaint handling: Number received	Annual	149		Contextual			
Objective: Invest in our staff to ensure we have the internal expertise to deliver our plans by supporting our high performing and well motivated work force.							
% of Appraisals completed across the workforce (of those due- Joint Alliance measure))	Annual	N/A		100%	100%	100%	100%
Number of a) workplace accidents and b) RIDDOR reportable / Lost Time (7days) accidents	Annual	a) 12 b) 4		a) <20 b)0	a) <20 b)0	a) <20 b)0	a) <13 b)0
Average days sickness absence per FTE across the Alliance	Monthly	9.28 days	3.17 Q3	7 days	6 days (from 7)	6 days (from 7)	6 days
	<i>Reduce from 7 days to 6 days: home working due to Covid has seen a decrease in sickness, the introduction of the agile working policy should maintain this trend.</i>						
Staff Climate Survey results	Annual	N/A		Contextual			
% Staff turnover rate (Joint Alliance measure)	Annual	7.6%		Contextual			
Number of apprentices by type (i.e. higher/ trade) (Joint Alliance Measure)	Annual	NEW		Contextual			
Number of apprentices completing the apprenticeship (Joint Alliance Measure)	Annual	NEW		Contextual			

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Number of apprentices retained by the council (Joint Alliance Measure)	Annual	NEW			Contextual		
% of apprentice levy spent within year (Joint Alliance Measure)	Annual	NEW			Contextual		
Objective: More effective use of Council assets to benefit our communities							
% of rent lost due to vacant stock	Monthly	0.85%	0.78% Q3	1.03%	1.03% (from 0.86%)	0.86%	0.86%
Average time taken to re-let Council homes	Monthly	28.6	34.4 Q3	30 days	30 days (from 25)	25 days	25 days
% properties with nil void loss	Annual	19.7%		0%	0% (from 15%)	15%	15%
% and number of council owned business units occupied	Annual	85% (22/26)		73% (19/26)	73% (19/26) from 89.6% (26/29)	73% (19/26)	73% (19/26)
	<i>Amended targets for 2021-22 due to the ongoing effects of Covid 19</i>						
IT- % network availability	Monthly	100%	100% Q3	99%	99%	99%	99%
IT- % system availability	Monthly	100%	100% Q3	99%	99%	99%	99%
Average time taken to re-let Council homes excluding hard to let	Annual	16.5 days			Contextual		
Annual cost of energy across key operational assets	Annual	NEW			Contextual		
Capital receipt from minor asset disposals	Annual	NEW			Contextual		

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
annually							
Amount of energy used across key Corporate Buildings (Buxton Town Hall)	Annual	NEW			Contextual		
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							
Satisfaction with customer services (Joint Alliance Measure)	Annual	N/A		92%	TBD	TBD	TBD
Number of Onevu (customer portal) accounts	Quarterly	NEW	32,694 Q3	27,000	33,500	TBD	TBD
Customer Feedback: Level of compliments	Annual	119			Contextual		
Delete: Socitim user satisfaction measures (Joint Alliance Measure)	Annual	NEW		Establish Baseline	To be deleted		
Objective: Effective procurement with a focus on local business							
Delete:% of expressions of interest that come from businesses within the local area (over £5,000)	Quarterly	NEW	Not yet available Q3	Establish Baseline	To be deleted		
% of contracts awarded to local suppliers following submission of expression of interest (over £5,000)	Quarterly	NEW	Not yet available Q3	Establish Baseline	Change to Contextual		
<i>A target here could be viewed as a non-compliant incentive to award more contracts locally.</i>							
Supplier (creditor) spend within the local area as a % of total spend	Quarterly	NEW	7.5% Q3	Establish Baseline	Establish Baseline	TBD	TBD
Number of local business training/ supplier engagement events facilitated	Quarterly	NEW	184 Q3	Establish Baseline	Establish Baseline	TBD	TBD
<i>Unable to establish a satisfactory baseline in 20/21: establish baseline in 21/22</i>							

The following Priority Actions will be monitored and reported on during 2021/2022:

- ❖ Provide advice and support for residents affected by the rollout of Universal Credit : April 2022
- ❖ Develop and implement a plan to identify new and innovative ways of generating income : 2021
- ❖ Refresh and implement the Asset Management Plan : April 2022
- ❖ Develop an Access to Services Strategy :2021
- ❖ Implement the Council's Efficiency and Rationalisation Programme : 2022-23
- ❖ Develop a new Organisational Development Strategy :2021
- ❖ Develop a new procurement strategy : 2021-22
- ❖ Develop a new ICT strategy : April 2021
- ❖ Refresh the council's Communication Strategy :June 2021
- ❖ Conduct a review of democratic processes and scrutiny arrangements : May 2021
- ❖ Review the council's Diversity Policies : June 2021
- ❖ Implement the agreed Housing Revenue Account Business Plan : 2021
- ❖ Implement the Covid 19 : Reinstating Service Plan; Financial Recovery Plan; Positive Legacy Plan : Ongoing



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

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Encouraging business start-ups and enterprises							
Local Plan Delivery: a) Number of completions for homes b) sqft of employment space delivered	Annual	a)305 b)6181.9m2			Contextual		
Number of enterprises operating in the area (considering business starts as well as deaths as recorded through ONS stats)	Annual	3965			Contextual		
Objective: Work to create flourishing town centres and thriving high streets that support the local economy							
% of empty town centre shops	Annual	Glossop 3.3%; Buxton 7.8%; New Mills 10.2%; Chapel 6.3%; Whaley 8%; Hadfield 2.8%. Borough average 7.4%		<national average	<national average	<national average	<national average

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Promote tourism to maximise local benefit							
Visitor spend in area	Annual	£274.83m (2018/19)			Contextual		
TIC: online hits	Annual	197			Contextual		
Total tourist bed spaces	Annual	8,011 (2018/19)			Contextual		
Total tourist overnight stays	Annual	1.52m (2018/19)			Contextual		
Objective: High quality development and building control with an 'open for business' approach							
Planning processing times a) Majors b) Minors c) Others	Monthly	a)95% b)91% c)93%	a)100% b)93% c)97% Q3	a)90% b)85% c)90%	a)90% b)85% c)90%	a)90% b)85% c)90%	a)90% b)85% c)90%
% of planning applications with pre-application enquiries	Annual	15%		5%	10%	10%	10%
% of major developments allowed on Appeal	Monthly	0%	0% Q3	10%	10%	10%	10%
% of minor and other developments allowed on appeal	Monthly	2.3%	2.3% Q3	10%	10%	10%	10%
Agent satisfaction with Planning Service (amended survey)	Annual	57%		80%	80%	80%	80%
% of planning enforcement cases resolved in 13 weeks	Annual	69%		80%	80%	80%	80%

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
% of priority 1 planning enforcement cases visited within 1 working day	Annual	100%		90%	90%	90%	90%
Planning application processing costs	Annual	£8.00		Contextual			
Costs awarded against the council from lost planning appeals	Annual	£0		Contextual			
Numbers attending the planning surgeries	Annual	263		Contextual			
Objective: Car parking arrangements that meet the needs of residents, businesses and visitors							
Net income per car parking space	Annual	£635.21		Contextual			
Number of parking PCNs issued and % collected	Annual	2381, 81.85%		Contextual			
% of car park spaces accredited with Park Mark	Annual	56.4%		Contextual			
Number & % of disabled bays within car parks	Annual	109 6.6%		Contextual			
Objective: Working to support existing local businesses, both large and small across the High Peak as they respond to future challenges							
Number of businesses supported by the growth hub (fair proportion across partnership)	Annual	N/A		Contextual			
Cost of business support activity	Annual	NEW		Contextual			
Number of business reached through the monthly Business Newsletter	Annual	NEW	1203 Q3	Establish baseline	Establish baseline	TBD	TBD
Business webpage- number of hits	Quarterly	NEW	3987 Q3	Establish baseline	Establish baseline	TBD	TBD

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Supporting the development of innovative green jobs and businesses across the High Peak							
Number of hits on our website: improving your energy performance	Quarterly	NEW	207 Q3	Establish baseline	Establish baseline	TBD	TBD
Number of newsletters x subscriber numbers featuring funding for green growth	Quarterly	NEW	3 issues this quarter - 9 monthly business newsletters year to date (1203 subscribers) Q3	Establish baseline	Establish baseline	TBD	TBD
Amount of B1/B2 floor space delivered	Annual	NEW		Establish baseline	Establish baseline	TBD	TBD
<i>Unable to establish a satisfactory baseline in 20/21: establish baseline in 21/22</i>							

The following Priority Actions will be monitored and reported on during 2021/2022:

- ❖ Review the implementation of the Local Plan : 2021
- ❖ Support the development of Glossop Halls : Aug 2022
- ❖ Implement the accelerated business growth and employment programme : Ongoing
- ❖ Develop a Cultural Strategy : June 2021
- ❖ Review the Council's Growth strategy : 2020-24
- ❖ Establish a developer open space contributions plan : 2023
- ❖ Implement the Covid 19 Economic Recovery Plan : Ongoing

We will also monitor and report on the following Influencing Actions, which rely on effective partnership working:

- Work with the private sector on regeneration schemes including The Crescent and Torr Vale Mill
- Ensure the best use of public assets across the borough by working via the One Public Estate project
- Pressing for more regular and faster rail links, public transport links and essential road infrastructure
- Completion of the off- road route for the Trans Pennine Trail and access to the Monsal and Tissington trails
- Bringing additional funding into the Borough
- Enabling high- speed internet across the Borough
- Work with regional partners to extend the Greater Manchester rail offer



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

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Objective: Effective recycling and waste management							
Recycling rates	Quarterly	50.5%	50.99% Est Q3	50%	50.5% (from 51%)	51%	51%
Residual waste per household	Quarterly	406.66kg	338.5 kg Est Q3	435kg	475kg (from 430kg)	470kg (from 425kg)	465kg
<i>Targets should all be treated as provisional until they are discussed and agreed with our contractors/partners</i>							
Missed bins per 100,000 collections (exc. customer error, bad weather and blocked access)	Monthly	30.3	28.1 Q3	37	36	35	34
Cost per household of waste and recycling service	Annual	£51.99		Contextual			
Objective: Effective Provision of quality parks and open spaces							
Green Flag awards maintained	Annual	1		1	1	1	1
Friends / Community Groups – no. of volunteer hours	Annual	1019		600	600 (from 800)	700 (from 825)	825
<i>Amended target for 2021-22 due to the ongoing effects of Covid 19</i>							

Measure	Reported	2019-20 Result	2020-21 YTD Result	2020-21 Target	2021-22 Target	2022-23 Target	2023-24 Target
Cost of parks and open spaces per capita	Annual	£6.39			Contextual		
Objective: Meeting the challenge of climate change and working with residents and businesses across the High Peak to implement the climate change action plan							
Paper consumption across the alliance (Joint Alliance Measure)	Monthly	1740	500 Q3	2000 reams	1700 reams (from 2000)	1700 reams (from 2000)	1700
	<i>Amended target for 2021-22 due to the ongoing effects of Covid 19</i>						
NEW: Emissions per capita	Annual	NEW			Contextual		
Pollution measures - air quality: % compliance against national reporting requirements in relation to air quality	Annual	100%		100%	100%	100%	100%

The following Priority Actions will be monitored and reported on during 2021/2022:

- ❖ Develop a Parks Development Plan : 2021
- ❖ Develop a climate change strategy : Oct 2021
- ❖ Review the Environmental Enforcement Policy: 2021
- ❖ Review the Council's waste and recycling arrangements : 2023-24

We will also monitor and report on the following Influencing Actions, which rely on effective partnership working:

- 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

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

Performance Indicator	Reason for proposed deletion
None	

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

Performance Indicator	Reason for proposed deletion
Delete: Number of press releases and % taken up in local media	This indicator is difficult to measure as it involves manually checking newspapers to count the number of take ups and doesn't reflect the shift towards social media. We will look to incorporate an evaluative measure within the new communications strategy that reports on the team's breadth of work and the effectiveness of communication campaigns.
Delete: Website Quality: Socitm Better Connected assessment	The Socitm assessment is made by one individual and can therefore be subjective and inconsistent. We are proposing a new measure based on the Sitemorse index
Delete: Socitm user satisfaction measures	The Socitm sessions were a one off piece of work that were used to assess where we are now. The results will be taken forward in the IT strategy
Delete : % of expressions of interest that come from businesses within the local area (over £5,000)	Unable to extract the required data from the Pro Contract system as initially thought. Manual analysis would be untenable: time consuming and onerous. If the appropriate technology becomes available in future years, this measure can be reinstated

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

Performance Indicator	Reason for proposed deletion
None	

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

Performance Indicator	Reason for proposed deletion
None	