



High Peak Performance and Customer Feedback Report: 2021/ 2022 (Q3)

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



Average time from request to repair by priority



% of initial homelessness applications opened at the prevention and relief duty stages



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



Collection rates: Business rates

(% Business rates collected as a % of business rates due)

81.65%

Collection rates: Rent

(rent collected as a % of rent due)

96.04%



Collection rates: Council Tax

(% Council tax collected as a % of Council tax due)

83.30%

Collection rates: Sundry Debt

(value of SD over 60 days)

£209,689.14

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

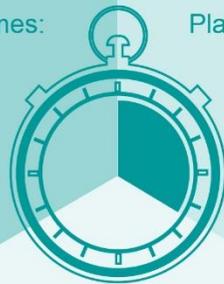


Planning processing times: Major applications determined within 13 weeks

100%

Planning processing times: Minor applications determined within 8 weeks

88%



93%

Planning processing times: % of 'Other' applications determined within 8 weeks

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



338.86

KG's of residual waste per household



31.75

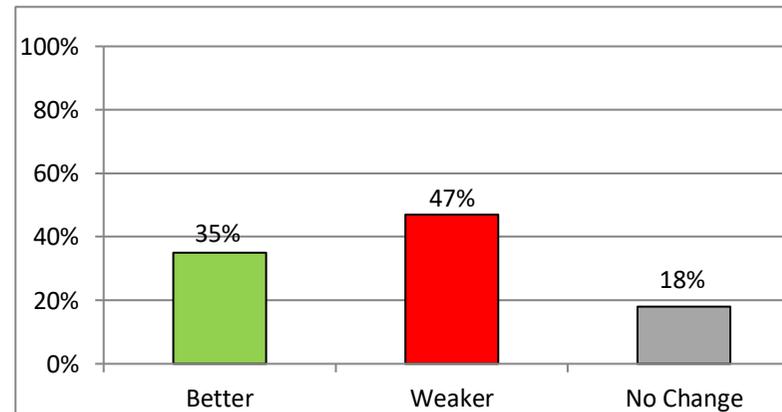
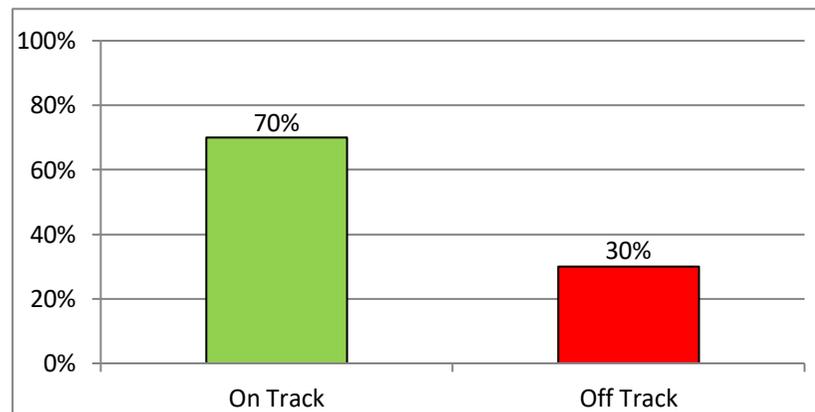
Missed bins per 100,000 collections (exc customer error, bad weather and blocked access)

High Peak Q3 Summary

The following report provides an overview of performance at High Peak for the period April to December 2021 in relation to the Council's corporate plan priorities. As well as the summary below, the report also provides insight into the council's performance against each of its four strategic aims, including both successes and areas for further improvement.

Performance Overview

There are 44 targeted measures to report against at the close of Q3, with the remaining measures in the council's performance framework being considered contextual in nature and featuring in the Annual Report. The charts below show the results for the first nine months of the year in terms of both attainment and trend data. At the end of December the council was on track to meet 70% of targets and had improved upon or maintained its performance level compared to last year in 53% of measures. The full framework and the actions being taken to address the 'off track' measures can be accessed [here](#).



Customer Feedback Overview

This report also provides an overview of the results from the Council's customer feedback system in terms of complaints, comments and compliments. The number of complaints closed during Q3 this year was higher than last year's very low level, with 72 stage 1 complaints. There have been no repeat complaints reported and the council responded to 98% of complaints in 20 working days, ahead of its 97% target. 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

Fit for purpose housing

- ✓ New housing benefit claims processed in 9 days against a target of 18 days
- ✓ No gas safety checks were overdue in council homes
- ✓ 65% of homelessness applications opened at the 'prevention' stage
- ✓ Average response times for requests for repair



Areas for improvement: The time taken to process benefit changes remains above the target due to a number of factors including an increase in the volume of Universal Credit changes and new self isolation payments. Right to buy transactions are now just marginally below target and should make target by year end. There have been a large number of repair jobs taking a whole day or longer, which have affected productivity targets this quarter but the service expects performance to even out over the year.

At the end of December the council had 21 households in temporary accommodation for over six weeks but none of the households are families. There are currently 145 active homeless cases and the council is also working with partners and the Home Office with regard to Afghan resettlement with two properties offered up. Although still off track, there are improvements in settled accommodation outcomes for both prevention and relief duty discharges.

Accelerated housing delivery programme:

Fairfield Roundabout – Paper submitted to Homes England panel seeking approval for DoFV 3 amendments regarding the delivery strategy, milestones and reduction in housing numbers. No further expenditure to occur on the project until DoFV 3 is acceptable. This will impact on project delivery.

Granby Road – HoT have been prepared, Freeths instructed to prepare disposal contract. Discussions are on-going with Freeths and Fisher German regarding capping or price reduction mechanism. Assets are preparing IED disposal report but cannot seek approval to dispose until S106 developer contributions have been confirmed. Highways have provided initial pre-app comments but seeking clarification on a number of outstanding issues.

Aim 2: Meet financial challenges and provide value for money



Financial resilience and value for money

- ✓ Improving collection rates across business, council tax, rent and sundry debt
- ✓ 96% of invoices paid on time
- ✓ Over 93% of internal audit recommendations were implemented in time



Available services provided 'right first time'

- ✓ 52% of contacts made via the web
- ✓ Over 9000 social media followers
- ✓ Complaint handling and no repeat complaints
- ✓ 43,267 OneVu Portal accounts

Areas for improvement: FOI response times have increased due to the demand on resources caused by the pandemic but performance has improved again in Q3 with 66% issued on time.

A new Access to Services Strategy is being prepared with the help of the Institute of Customer Services, which will both influence and reflect the new Digital IT Strategy also being prepared this year with professional expertise provided by SOCITM.

High performing and motivated workforce

Areas for improvement: Sickness absence has risen to 6.62 days across the Alliance against a tightened target of 6 days for the whole year. This is due to an increase in long term cases, which make up almost three quarters of the total days lost.

A leadership development programme is underway with Heads of Service and a new Organisational Development Strategy should be presented at the February Committee cycle, which will bring together and provide direction for the workstreams that underpin employee and business performance.

Positive Legacy Project Update:

The retention of agile working and access to flexible working arrangements is currently being reviewed, and new policies are currently being developed. Alongside this, the council is identifying the benefits of reduced mileage, virtual access to meetings and training.

Asset Management Plan Update:

Slight delays to Stock Condition and Energy Audits due to staff sickness (Covid-19 related). Unlikely to get the surveys and data back before the end of January. Asset Management update report for High Peak has been delayed until the February cycle.

Capital programme - Next year's budget confirmed. Overall, most projects are on track and few project will progress into next year.

Glossop Cemetery - The construction works are now on hold until the weather improves. This will be monitored closely to be able to start works again as soon as possible. Close liaison is being kept with the service to monitor pressure on graves through the interim period.

Effective use of assets

Areas for improvement: It took an average of 46 days to re-let council stock during Q3, a small improvement on Q2. Performance is impacted by the inclusion of four hard to let sheltered properties that had been vacant for some time. Rent loss from vacant properties now stands at 1.27% against a target of 1.03%. The majority of the losses come from Marian Court, Church View and The Bungalow.

Procurement with a focus on local businesses

✓ 92% on-contract spend

Areas for improvement: 50% of procurement activity during Q3 was included on the forward plan. This was due to an increase in commissioning activity in response to external funding being awarded on various schemes. This resulted in reactive procurements to source consultancies and other providers to support the delivery of the schemes

and to meet the increased shortened timescales relating to allocation and spending of funding. We are continuing to work with Services to capture as much detail from service plans to ensure the Procurement forward plan is current in identifying forthcoming activity.

Technology and innovation

✓ 99% of system and network availability

There are future opportunities from a wider digital workspace yet to be fully realised and there are likely to be outcomes from the new Digital IT Strategy that will rely on this virtual platform. Socitm has been engaging widely with stakeholders across the Council as well as reviewing our existing digital landscape. These sessions will identify opportunities to leverage the existing investments in technology, as well as providing insight into areas of opportunity to inform the future roadmap. The Strategy is expected at the February 2022 cycle of Committees.

Aim 2 areas for improvement and Priority Action updates can be viewed [here](#)

Aim 3: Support economic development and regeneration

High quality development with an open for business approach

- ✓ all planning processing targets on track, including 100% of major applications in time
- ✓ no major developments allowed on appeal and less than 1% of minor developments



The Council successfully defended three planning application appeals in December. The service will be utilising some external capacity to help reduce the application backlog. We have been working on a new Communications protocol for development control to improve contact with our customers, including production of “Triage Reports” which will be provided to applicants part way through the application process to advise of any issues arising with the application.

Flourishing Town Centres and Business Support

There were 905 hits on the council’s business page during the first nine months of 2021/22. The monthly council business newsletter now has 1338 subscribers and includes details of funding opportunities, training events and other relevant business news.

Spend proposals for the remaining ARG 3 funding have been agreed and are in progress. Foodie guides are in production and the vacant property grant and market trader support grant are both now live.

The Council is also progressing with its search for a commercial partner to manage and operate the re-developed Glossop Halls complex once building work is complete. The ground floor plans for the Market Hall include seven food and drink retail units and space for pop-ups and events, whilst the new mezzanine level will have eleven units for non-food retail and creative and start-up businesses. The refurbished Town Hall will offer modern, flexible office accommodation in a key heritage space. And following the recent call out for expressions of interest for potential future operators for the complex, the Council was encouraged by the positive response from the market sector and will now be progressing to the next stage of the competitive tender process. Discussions with market traders are continuing with the Council offering 12 month leases in cabins on the outdoor market site and actively exploring grants to help business owners customise their cabins.

Growth Strategy Update:

Buxton future high street fund - All Member briefing held on 6/12/21.

Approval to start negotiation for site acquisition. FHSF stakeholder group will commence in January 22 to facilitate engagement on public realm aspects. Project Board to reconvene in the New Year.

Buxton HAZ - Uplift funding of £19,535 has been awarded for development phase works in respect of the former White Lion (total grant offer to date £46,722). Roadside banners have been designed. Continuing to support property owners in the preparation of grant applications expected in the new year.

Aim 3 areas for improvement and Priority Action updates can be viewed [here](#)

Aim 4: Protect and Improve the Environment



Quality Parks and Open Spaces

The Canals and River Trust have appointed Wicksteed to install the new ‘temporary’ play area in Whaley Memorial Park later this month at the top of the park near to the pavilion and football field. This facility will support the loss of the main play area in the park whilst works to repair the Toddbrook dam are underway.

Parks Development Plans: The Parks Strategy has now been approved by The Executive and design work on the finished document is underway, ahead of its formal launch. A play and outdoor sports facilities investment and delivery plan has also been approved by The Executive and an implementation plan is now being finalised.

Bankswood Park Improvement Plan – The tender to construct the new pump track in Bankswood Park been awarded to Bike Track. The start on site date is likely to be February 2022.

Officers have been working with Derbyshire County Council to review 18 potential planting location for trees on parks and open spaces including cemeteries. DCC have secured national funding for the project, with over 165 trees potentially due to be planted in the coming year.

Effective recycling and waste management

- ✓ 339kg of residual household waste (estimated data)
- ✓ Only 31.75 bins missed per 100,000 collections

The estimated recycling rate for Q3 is 48.05% against a target of 50.5% but is expected to improve as the year progresses.

Meeting the challenge of climate change

- ✓ Paper consumption is on track at 510 reams across the alliance

Developing a climate change strategy and an action plan of response to a declared climate emergency: Part 2 of the Climate Change Plan was published in late 2021. The next steps include publication of ‘plain english’ approved summaries of our Climate Change strategies and two explainer videos on the website providing information on the steps individuals can take to help reduce their carbon footprint.

Further Carbon Literacy training is scheduled for the end of March 2022 and Anthesis will be delivering workshops with businesses, residents and others in January 2022. The Council is looking to introduce a monitoring tool for recording its own emissions, which also has the opportunity to facilitate benchmarking with other local authorities. The Q4 update will report progress against the council’s plans.

Aim 4 areas for improvement and Priority Action updates can be viewed [here](#)

Customer Feedback

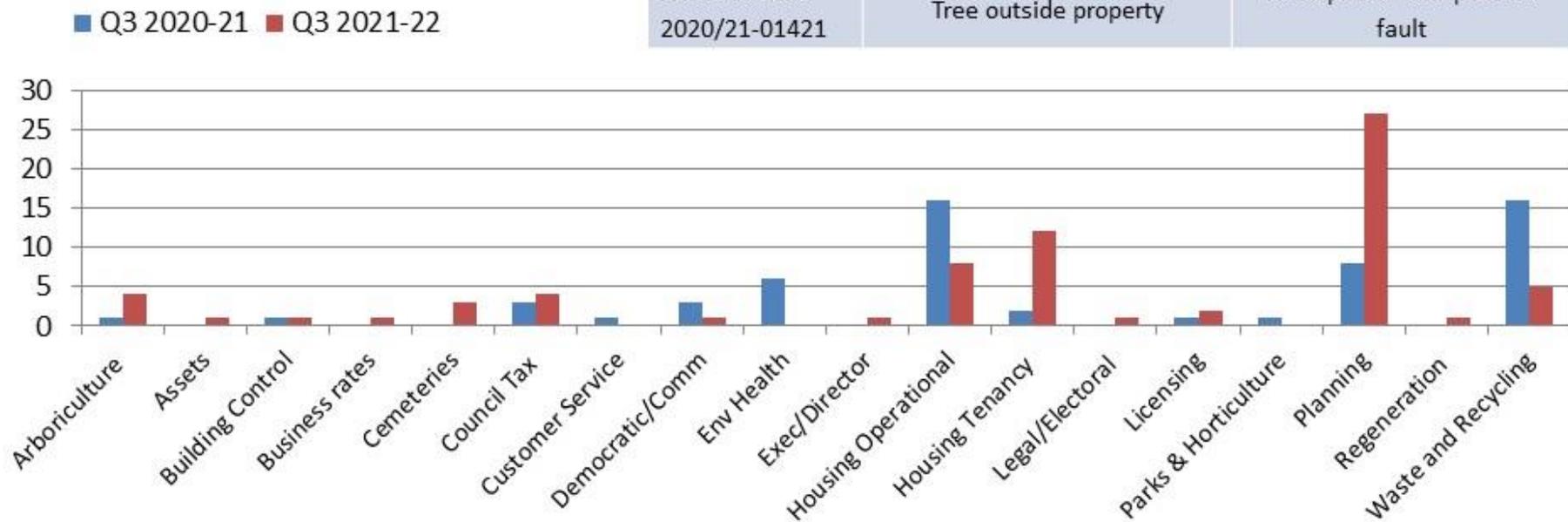
Complaints

The Council closed a total of 72 stage one complaints across 15 service areas during the period April to December 2021. This is an increase in the total number of complaints compared to the same period last year when we closed 59. Planning received the greatest proportion (37.5%) with 27 complaints.

Stage 2 Complaints

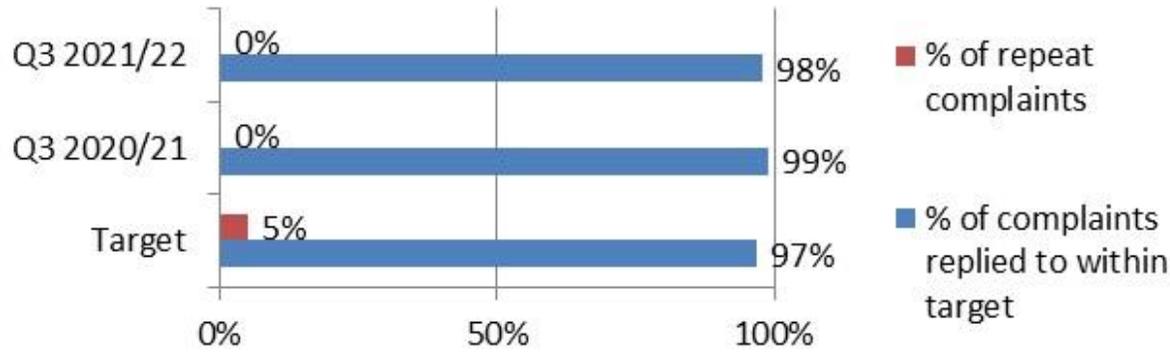
In Quarter 3 we received 6 Stage 2 complaints:

Service Area	Complaint	Conclusion
Stage 2		
Planning 2020/21-0969	Planning approval/pending planning permission	On hold: referred back by LGO for further investigation
Planning 2021/22-01001	Planning application	Ongoing
Business Rates 2021/22-01023	Court Summons	Ongoing
Planning 2021/22-0840	GDPR breach	Partially upheld. Accepted some responsibility
Arboriculture 2021/22-01098	Tree damaging property	Ongoing
Arboriculture 2020/21-01421	Tree outside property	Not upheld- accepted no fault



Performance

The table below shows the current performance together with the performance for the same period last year. The response rate is currently on track, there have been no repeat complaints this quarter.



Key Outcomes:
None

Repeat issues for Qtr. 3:
None

Ombudsman Decisions 2 cases were referred to the LGO in Quarter 3: HPCOM2021/22-0929 LGO will not investigate; HPCOM2020/21-0969 service area to respond to LGO

Compliments and Comments The Council has also captured 331 comments, 510 MP comments and 49 compliments through its feedback system from April to December :

