



Staffordshire Moorlands Performance Framework 2022-2025



Aim 1: Help create a safer and healthier environment for our communities to live and work

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Objective Increased supply of good quality affordable homes							
Housing Benefits Processing: Time taken to process a) new claims b) change of circumstances	Monthly	a) 8 days b) 4.5 days	a) 8.4 days b) 8.1 days Jan 2022	a) 18 days b) 7 days	a) 13 days (from 18) b) 7 days	a) 13 days (from 18) b) 7 days	a) 13 days (from 18) b) 7 days
% of initial applications opened at the prevention and relief duty stages.	Monthly	48%: 52%	63:37% Q3	60%:40%	60%:40%	70%:30%	70%:30%
% of prevention duty discharges resulting in a settled accommodation outcome	Monthly	72%	56% Q3	64%	65%	66%	66%
% of relief duty discharges resulting in a settled accommodation outcome.	Monthly	59%	49% Q3	62%	62%	62%	62%
Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	5 (0)	8 (0) Q3	5	0	0	0
% of active housing register applicants in priority need (classes A and B) who have been registered in excess of 6 months	Annual	13.95%	N/A	30%	15%	15%	15%
Housing Benefits Processing: % of cases determined correctly	Annual	98.8%	N/A	99.5%	99.5%	99.5%	99.5%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Objective Provision of sports facilities and leisure opportunities focused upon improving health							
Level of external funding awarded to support the physical activity and sport strategy and number of bids	Quarterly	£134,566 (16)	£575,000 (2) Q3	33% success rate. Minimum £60k	33% success rate. Minimum £60k	33% success rate, Min £70k (from £60k)	33% success rate, Min £70k
Number of priority areas, where place-based work to reduce inactivity, is being undertaken.	Annual	2	N/A	3	4	4 (from 6)	4
Objective: Effective support of community safety arrangements including CCTV							
Delivery of the Community Safety Partnership Plan (% actions delivered on time)	Annual	20%	N/A	100%	100%	100%	100%



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

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Objective: Effective use of financial and other resources to ensure value for money							
Collection rates: Business rates	Monthly	97.35%	76.34% Q3	97%	98.2%	98.2%	98.2%
Collection rates: Council Tax	Monthly	98.17%	83.07% Q3	97.2%	98.2%	98.2%	98.2%
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	£65,089	£46,726 Q3	Match 2019/20	2% reduction	2% reduction	1% reduction
% of invoices paid in line with contract	Monthly	95%	97% Q3	96%	96%	96%	96%
% of internal audit recommendations implemented within timescale	Quarterly	95.48%	93.67% Q3	93%	94% (from 95%)	95% (from 96%)	96%
External Audit Opinion	Annual	Unqualified		Unqualified	Unqualified	Unqualified	Unqualified
% of corporate efficiency savings met	Annual	26%		75% of Target	100% of target	n/a (no Efficiency target in MTFP)	n/a (no Efficiency target in MTFP)
Objective: Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'							

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Number of twitter followers	Quarterly	2297	2445 Q3	increase by 240	increase by 240	increase by 240	increase by 240
Number of Facebook followers	Quarterly	3547	4041 Q3	Increase by 480	Increase by 480	Increase by 480	Increase by 480
No./% of assisted contacts a) phones & face to face b) web	Monthly	a) 40722 46% b) 48466 54%	a) 26874 41% b) 39380 59% Q3	a)59% b)41%	a)57% b)43%	a)56% b)44%	a)55% b)45%
Complaint handling: % dealt with within target	Monthly	98%	98% Q3	97%	97%	97%	97%
Complaint handling: % of repeat issues (compares previous month only)	Monthly	0%	0% Q3	5%	5%	5%	5%
Number of OnevU (customer portal) accounts	Quarterly	29,164	35,114 Q3	26,500	30,000	TBD	TBD
<i>Targets to be determined following changes to the software/ systems used to measure this indicator</i>							
FOI requests: % responded to within statutory time frame and number of requests	Quarterly	71.88% (455/633)	64% (260/405) Q3	95%	95%	95%	95%
Sitemorse Index compliance rating (out of 10)	Annual	6	N/A	6	7	8	8
Objective: A high performing and well- motivated workforce							
% of Appraisals completed across the workforce (of those due)(Joint Alliance measure)	Annual	Not available	N/A	100%	100%	100%	100%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Number of a) workplace accidents and b) RIDDOR reportable / Lost Time (7days) accidents	Annual	a)3 b) 0	N/A	a)<20 b) 0	a)<20 b) 0	a)<13 b) 0	a)<13 b) 0
Average days sickness absence per FTE across the Alliance (Joint Alliance measure)	Monthly	4.61 days	6.62 days Q3	6 days	7 days (from 6)	7 days (from 6)	7 days
Objective: More effective use of Council assets							
% & number of council owned business units occupied	Annual	98%	N/A	92.1% (35/38)	92.1% (35/38)	92.1% (35/38)	92.1%
Objective: Effective use of ICT							
IT- % network availability	Monthly	100%	99.67% Q3	99%	99%	99%	99%
IT- % system availability	Monthly	100%	99.62% Q3	99%	99%	99%	99%
Objective: Effective procurement with a focus on local business							
Supplier (creditor) spend within the local area as a % of total spend	Annual	N/A	N/A	Establish Baseline	6.5%	Review in 22-23	Review in 23-24
Use of Contracts register - annual contract spend as % of gross expenditure budget	Quarterly	91.92%	93.77% Q3	2% improvement to 20/21	2% improvement to 21/22	2% improvement to 22/23	1% improvement to 23/24
% of procurement activity on the Procurement Forward Plan (Joint Alliance measure)	Quarterly	62%	50% Q3	68%	70%	70%	70%



Aim 3: Help create a strong economy by supporting further regeneration of towns and villages

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Objective: Flourishing town centres that support the local economy							
% of empty town centre shops	Annual	Leek 6.8%; Cheadle 12.9%; Biddulph 9.5%; District average: 8.7%	N/A	<national average	<national average	<national average	<national average
Objective: High quality development and building control with an 'open for business' approach							
Planning processing times a) Majors b) Minors c) Others	Monthly	a)100% b)88% c)90%	a)100% b)86% c)92% 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	8%	N/A	10%	10%	10%	10%
% of major developments allowed on Appeal	Monthly	0%	0% Q3	10%	10%	10%	10%
% of minor/other developments allowed on appeal	Monthly	1.5%	1.9% Q3	10%	10%	10%	10%
Agent satisfaction with the Planning Service (survey)	Annual	56%	N/A	80%	80%	80%	80%
% of planning enforcement cases resolved in 13 weeks	Annual	46%	N/A	80%	80%	80%	80%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
% of priority 1 planning enforcement cases visited within 1 working day	Annual	100%	N/A	90%	90%	90%	90%
NEW: Housing land supply	Annual	N/A	N/A	N/A	5+ years	5+ years	5+ years



Aim 4: Protect and improve the environment and respond to the climate emergency

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Objective: Effective recycling and waste management							
Recycling rates	Quarterly	57%	56.31% Q3	57.5%	57%* (from 58%)	57.5%* (from 58%)	58%*
Residual waste per household	Quarterly	456 kg	328.74kg Q3	440kg	435kg *	430kg*	425kg*
Missed bins per 100,000 collections (exc. customer error and bad weather)	Monthly	28.7	32.85 Q3	36	36*(from 35)	35* (from 34)	34*
Objective: Provision of high-quality public amenities, clean streets and environmental health							
% of 'high risk' premises (A-C) inspected per annum	Quarterly	75%	60% Q3	75%	100%	100%	100%
% of routine permitted process premises inspected	Quarterly	60%	60% Q3	75%	100%	100%	100%
% food premises compliant with FSA criteria	Annual	76%	N/A	98%	98%	98%	98%
Street and environmental cleanliness inspection results (% achieving top grades for cleanliness)	Annual	95.42%	N/A	90%	SM: 90%*	SM: 90%*	SM: 90.5%*

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Number of community clean-up campaigns	Annual	160	N/A	65	130* (from 70)	140*(from 75)	150*
Number of pest control contracts	Annual	50	N/A	58	60	62	62
Private water supplies - % of sampling programme completed	Annual	60%	N/A	75%	100%	100%	100%
Objective: Provision of quality parks and open spaces							
Green Flag awards maintained	Annual	1	N/A	1	1	1	1
Objective: Meeting the challenges of climate change							
Paper consumption across the alliance(Joint Alliance Measure)	Monthly	755 reams	510 Q3	1700	1700	1700	1500
Pollution measures - air quality: % compliance against national reporting requirements in relation to air quality	Annual	90%	N/A	100%	100%	100%	100%
NEW: Mortality attributable to PM2.5 pollution across the District	Annual	NEW		NEW	Below national average	Below national average	Below national average
NEW: Increase tree cover : % urban canopy cover (24% by 2030)	Annual	NEW		NEW Baseline 17-19%	SM: 17-18%	SM 18-19%	SM:18.5-20%

Key to PI's
Indicators reported for Climate Change and Biodiversity
Indicators in the existing framework

Deleted/Amended Performance Indicators 2022/23

Aim 1:

Performance Indicator	Reason for proposed deletion/new/amendment
Housing Benefit: new claims processing	Amend: target tightened in line with top quartile performance
Level of external funding 2023-24	Amend: Increased to reflect anticipated emerging projects which could secure funding
Number of priority areas to reduce inactivity	Amend: Reduced to reflect anticipated no of priority areas we are likely to be working in

Aim 2:

Performance Indicator	Reason for proposed deletion/new/amendment
% of internal audit recommendations implemented within timescale (snapshot of YTD)	Amend: 94% to 95%. Amendment to allow for aspirational incremental improvement
Average days sickness absence per FTE across the Alliance	Amend: From 6 to 7 days. Sickness rates have risen to pre-pandemic levels in the last year. Despite the anticipated reduction due to the Norse transfer, absence due to covid/ long covid will be included in the calculation following the lifting of restrictions (Feb 22).
Supplier (creditor) spend within the local area as a % of total spend	Review: Targets will be reviewed each year and only proposed for 22-23 as the impact of service transfers i.e. Norse are as yet unknown in regard to any potential reductions in local supplier expenditure.
Expenditure variance to budget/ Income variance to budget	Delete: budget variances are reported within the financial reports.

Aim 4:

Performance Indicator	Reason for proposed deletion/new/amendment
Indicators marked with an * (i.e. Waste/recycling)	*Targets should all be treated as provisional until they are discussed and agreed with our contractors/partners
Number of community clean-up campaigns	Amend: Numbers in current year had been reduced due to the anticipated impact of the pandemic. We are seeing numbers increases again now that covid restrictions are being lifted. Targets have been amended to reflect this.