



**High Peak Borough Council Performance Framework 2022-2025: Targeted**



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

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
<b>Objective: Fit for purpose housing that meets the needs of tenants and residents</b>							
Housing Benefits Processing: Time taken to process a) new claims b) change of circumstances	Monthly	a)11 days b)5.04 days	a)9.35 days b) 9.65 days Jan 2022	a) 13 days b) 7 days	a) 13 days b) 7 days	a) 13 days b) 7 days	a) 13 days b) 7 days
% of initial homelessness applications opened at the prevention and relief duty stages	Monthly	53% 47%	65% 35% Q3	60%:40%	60%:40%	70%:30%	70%:30%
% of prevention duty discharges resulting in a settled accommodation outcome	Monthly	73.00%	64% Q3	74%	75%	76%	76%
% of relief duty discharges resulting in a settled accommodation outcome.	Monthly	48%	49% Q3	72%	72%	72%	72%
Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	21 (1 family)	21 (0 ) Q3	5	0	0	0
% of properties with a current gas safety certificate (Housing)	Monthly	0	0 Q3	0	100%	100%	100%
<i>Amended definition from number of gas safety checks overdue</i>							
a) Number and b) % of Right to Buy transactions completed within statutory timescales	Quarterly	a)50 b) 48/50 96%	a)55 b) 52/55 = 94.5% Q3	95%	95%	95%	95%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
% of active housing register applicants in priority need (classes A and B) who have been registered in excess of 6 months	Annual	19.23%	N/A	30%	15%	15%	15%
Housing Benefits Processing: % of cases determined correctly	Annual	99.9%	N/A	99.5%	99.5%	99.5%	99.5%
Average time from request to repair by priority	Monthly	P1 -0.57 days P2 3.61 days P3 8.58 days P4 14.44 days	P1-0.25 days P2-2.31 days P3-6.41 days P4-15.08 days Q3	P1 24 hr P2 10 days P3 28 days P4 182 days	<b>Rollover of targets until June 2022 when they will be superseded by the measures below</b>		
Average Number of jobs completed per operative per day	Monthly	4.42	4.11 Q3	4.2			
NEW: % first time fix repairs	Monthly	New			75%		
NEW: % P1 repairs completed within 24 hours (Housing repairs) Monthly	Monthly	NEW			95%		
NEW: % P2 repairs completed within 5 days (Housing repairs) Monthly	Monthly	NEW			85%		
NEW: % P3 repairs completed within 21 days (Housing repairs)	Monthly	NEW			80%		
NEW: % P4 repairs completed within 16 weeks (Housing repairs)	Monthly	NEW			75%		
NEW: % appointments made & kept (Housing repairs)	Monthly	NEW			70%		
NEW: % Repairs completed on time (Housing repairs)	Monthly	NEW			80%		

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
NEW: Tenants satisfied with the repairs service	Annual	New			95%		
NEW: % Voids completed within target (Housing)	Monthly	NEW			80%		
<b>Objective: Provision of high-quality leisure facilities both in formal leisure centres and swimming pools and out in our communities</b>							
Level of external funding awarded to support the physical activity and sport strategy (include no of bids made & won)	Quarterly	£188,809 (49)	£50,000 (2) Q3	33% success rate, Min £60k	33% success rate, Min £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	3	N/A	4	5	5	5
<b>Objective: Effective provision of high- quality public amenities, clean streets and environmental health</b>							
Number of community clean-up campaigns	Annual	130	N/A	65	150* (from 70 )	160* (from 75)	170*
Number of pest control contracts	Annual	3	N/A	10	10	10	10
Street and environmental cleanliness inspection results (% achieving top grades for cleanliness)	Annual	96.6%	N/A	93%	93%	93.5* (from 93%)	94%*
% 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 (plus numbers as context)	Annual	80%	N/A	98%	98%	98%	98%
Private water supplies - % of sampling programme completed	Annual	60%	N/A	75%	100%	100%	100%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
<b>Objective: Work with our partners and the community to address health inequality, food and fuel poverty, mental health and loneliness</b>							
% Carelink emergency calls responded to within 45 minutes	Monthly	99.41%	97.87% (Q3)	95%	95%	95%	96%
Carelink: % referrals installed within 15 days	Quarterly	99.7%	85% (Q3)	95%	95%	95%	95%
<b>Objective: Practical support of community safety arrangements</b>							
Delivery of the Community Safety Partnership Plan (% actions delivered on time)	Annual	79%	N/A	100%	100%	100%	100%



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

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
<b>Objective: Ensure our future financial resilience can be financially sustainable whilst offering value for money</b>							
Collection rates: Business rates	Monthly	98.12%	81.65% Q3	97%	98.2%	98.2%	98.2%
Collection rates: Council Tax	Monthly	97.84%	83.3% Q3	97.2%	98.2%	98.2%	98.2%
Collection rates: Rent	Monthly	98.64%	96.04% Q3	98%	98.5%	98.5%	98.5%
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	£182,978	£209, 689 Q3	Match 2019/20	2% reduction	2% reduction	2% reduction
% of invoices paid in line with contract	Monthly	95%	96% Q3	96%	96%	96%	96%
% of internal audit recommendations implemented within timescale (snapshot of year to date)	Quarterly	96.09%	93.75% Q3	93%	94% (from 95% )	95% (from 96%)	96%
External Audit Opinion	Annual	Unqualified	N/A	Unqualified	Unqualified	Unqualified	Unqualified

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
% of corporate efficiency savings met	Annual	82%	N/A	75% of Target	100% of target	n/a (no Efficiency target in MTFP)	n/a (no Efficiency target in MTFP)
<b>Objective: Ensure our services are readily available to all our residents in the appropriate channels and provided 'right first time'</b>							
Number of twitter followers	Quarterly	4816	4972 Q3	Increase by 240	Increase by 240	Increase by 240	Increase by 240
Number of Facebook followers	Quarterly	3850	4315 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) 70240 51% b) 67316 49%	a)49307 48% b)52994 52% Q3	a)61% b)39%	a)59% b)41%	a)58% b)42%	a)55% b)45%
Complaint handling: % dealt with within target	Monthly	99%	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	36111	43276 Q3	33,500	40,000	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 numbers received	Quarterly	58.57% (526/898)	66% (457/690) Q3	95%	95%	95%	95%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Sitemorse Index compliance rating (out of 10)	Annual	6	N/A	6	7	8	8
<b>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.</b>							
% of Appraisals completed across the workforce (of those due- Joint Alliance measure))	Annual	Not available	N/A	100%	100%	100%	100%
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
<b>Objective: More effective use of Council assets to benefit our communities</b>							
% of rent lost due to vacant stock	Monthly	0.88%	1.27% Q3	1.03%	0.86%	0.86%	0.86%
Average time taken to re-let Council homes	Monthly	38.2 days	46.3 days Q3	30 days	25 days	25 days	30 days
% properties with nil void loss	Annual	5.6%	N/A	0%	15%	15%	15%
% and number of council owned business units occupied	Annual	91%	N/A	73% (19/26)	73% (19/26)	73% (19/26)	73%
<b>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</b>							
IT- % network availability	Monthly	100%	99.67% Q3	99%	99%	99%	99%
IT- % system availability	Monthly	100%	99.62% Q3	99%	99%	99%	99%



Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
<b>Objective: Effective procurement with a focus on local business</b>							
Supplier (creditor) spend within the local area as a % of total spend	Annual	7.71%	N/A	Re-establish Baseline	HP: 8%	HP: Review in 22-23	HP: Review in 23-24
Use of Contracts register - annual contract spend as % of gross expenditure budget	Quarterly	90.58%	92% 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: Protect and create jobs by supporting economic growth, development and regeneration

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
<b>Objective: Work to create flourishing town centres and thriving high streets that support the local economy</b>							
% of empty town centre shops	Annual	Glossop 6.3%; Buxton 12.4%; New Mills 9.1%; chapel 6.9%; Whaley 4.7%; Hadfield 8.3%; Borough average: 9%	N/A	<national average	<national average	<national average	<national average
<b>Objective: High quality development and building control with an 'open for business' approach</b>							
Planning processing times a) Majors b) Minors c) Others	Monthly	a)100% b)93% c)96%	a)100%Q3 b)88% Q3 c)93% 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	10%	N/A	10%	10%	10%	10%
% of major developments allowed on Appeal	Monthly	0%	0% Q3	10%	10%	10%	10%

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
% of minor and other developments allowed on appeal	Monthly	2.29%	0.78% Q3	10%	10%	10%	10%
Agent satisfaction with Planning Service (survey)	Annual	58%	N/A	80%	80%	80%	80%
% of planning enforcement cases resolved in 13 weeks	Annual	62%	N/A	80%	80%	80%	80%
% of priority 1 planning enforcement cases visited within 1 working day	Annual	100%	N/A	90%	90%	90%	90%
Housing land supply	Annual	N/A	N/A	N/A	5+ years	5+ years	5+ years



#### Aim 4: Protect and improve the environment including responding 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
<b>Objective: Effective recycling and waste management</b>							
Recycling rates	Quarterly	50.78%	48.05% Q3	50.5%	50%* (from 51%)	50.5%* (from 51%)	51%*
Residual waste per household	Quarterly	460kg	338.86kg Q3	475kg	470kg*	465kg*	460kg*
Missed bins per 100,000 collections (exc. customer error, bad weather and blocked access)	Monthly	28.5	31.75 Q3	36	36*(from 35)	35* (from 34)	34*
<b>Objective: Effective Provision of quality parks and open spaces</b>							
Green Flag awards maintained	Annual	1	N/A	1	1	1	1
Friends / Community Groups – no. of volunteer hours	Annual	236	N/A	600	700	825	950
<b>Objective: Meeting the challenge of climate change and working with residents and businesses across the High Peak to implement the climate change action plan</b>							
Paper consumption across the alliance (Joint Alliance Measure)	Monthly	755 reams	510 Q3	1700	1700	1700	1500

Measure	Reported	2020-21 Result	2021-22 Result (YTD)	2021-22 Target	2022-23 Target	2023-24 Target	2024-25 Target
Pollution measures - air quality: % compliance against national reporting requirements in relation to air quality	Annual	90%	N/A	100%	100%	100%	100%
NEW : % of households living in fuel poverty (0% by 2030)	Annual	HP: 10.5%		N/a	HP: 10.35%	HP:10.15%	10% 2025
NEW: Mortality attributable to PM2.5 pollution across the Borough/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%	HP: 17-18%	HP 18-19%	HP: 18.5-20%

### Deleted/Amended Performance Indicators 2022/23

#### Aim 1:

Performance Indicator	Reason for proposed deletion/new/amendment
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.
Level of external funding 2023-34	Amend: Increased to reflect anticipated emerging projects which could secure funding
% Completed Asbestos Management checks: Housing	Delete: compliance measure to be monitored via Norse
Processing times for Benefit Claims	Amend: target tightened from 18 days to 13 days in line with top quartile performance

#### Aim 2:

Performance Indicator	Reason for proposed deletion/new/amendment
% of internal audit recommendations implemented within timescale (snapshot of year to date)	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 b) Income variance to budget HRA & GF	Delete: These are contrived indicators of questionable value – the variance is always caused by unforeseen (often unforeseeable) external influences outside of our control. Unsure what they indicate or what action the service can take to mitigate or control them.

**Aim 4:**

<b>Performance Indicator</b>	<b>Reason for proposed deletion/new/amendment</b>
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

Key to PIs
Indicators reported from the Norse Joint Venture Company- to be measured from Q2 2022-23
Indicators reported for Climate Change and Biodiversity
Indicators in the existing framework