



**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<br>b)5.04 days | a)9.35 days<br>b) 9.65 days<br>Jan 2022 | a) 13 days<br>b) 7 days | a) 13 days<br>b) 7 days | a) 13 days<br>b) 7 days | a) 13 days<br>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<br>96%     | a)55 b) 52/55<br>= 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<br>P2 3.61 days<br>P3 8.58 days<br>P4 14.44 days | P1-0.25 days<br>P2-2.31 days<br>P3-6.41 days<br>P4-15.08 days<br>Q3 | P1 24 hr<br>P2 10 days<br>P3 28 days<br>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%<br>b) 67316 49% | a)49307 48%<br>b)52994 52%<br>Q3 | a)61%<br>b)39%  | a)59%<br>b)41%  | a)58%<br>b)42%                     | a)55%<br>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%<br>(526/898)          | 66%<br>(457/690)<br>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<br>b) 0    | N/A                  | a) <20<br>b)0  | a) <20<br>b)0   | a) <13<br>b)0   | a) <13<br>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%<br>b)93%<br>c)96%   | a)100%Q3<br>b)88% Q3<br>c)93% Q3 | a)90%<br>b)85%<br>c)90% | a)90%<br>b)85%<br>c)90% | a)90%<br>b)85%<br>c)90% | a)90%<br>b)85%<br>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%                     |

| <b>Measure</b>  | <b>Reported</b> | <b>2020-21<br/>Result</b> | <b>2021-22<br/>Result<br/>(YTD)</b> | <b>2021-22<br/>Target</b> | <b>2022-23<br/>Target</b> | <b>2023-24<br/>Target</b> | <b>2024-25<br/>Target</b> |
|---|-----------------|---------------------------|-------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| % 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<br>b) Income variance to budget<br>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 |

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| 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   |