



**High Peak Performance and Customer Feedback Report: Q4 2022/2023 (Year-end outturn)**

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



P1 repairs completed within 24 hours

95%

P2 repairs completed within 5 days

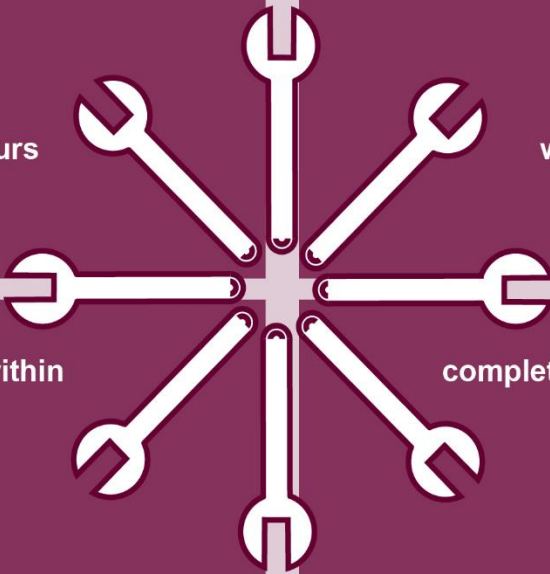
91%

P3 repairs completed within 21 days

90%

P4 repairs completed within 16 weeks

98%



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



Major development applications processed in time 100%



Minor & other developments allowed on Appeal

1.2%

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



IT network availability

IT system availability



Number and % of assisted contacts

73,699 51% | 69,888 49%

Phone & face to face

Web

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



422.77

KG's of residual waste per household



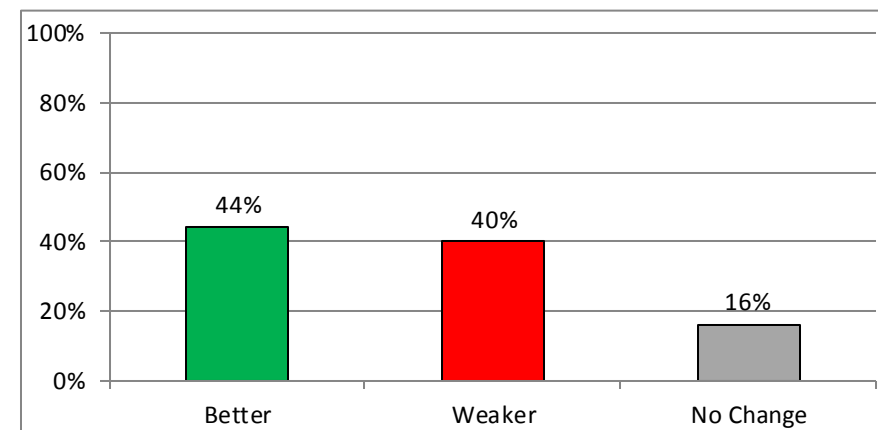
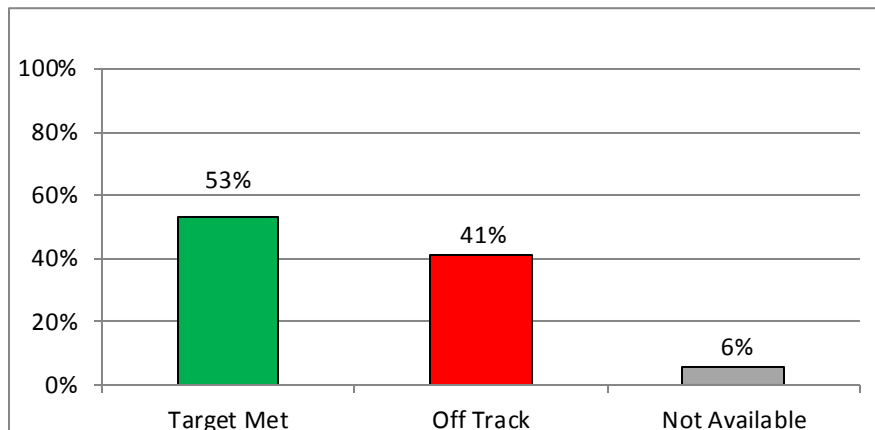
Paper consumption (reams)  
(Joint Alliance measure)

## High Peak Q4 Summary

The following report provides an overview of performance at High Peak for the period April 2022 to March 2023 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 81 targeted measures to report against at year end, of which 5 were not available. The charts below show the results for Q4 in terms of both attainment and trend data. At the end of the fourth quarter, the council had met 53% of its targets and has improved upon or maintained its performance level compared to this point last year in 60% of measures. The full framework 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. There was no change in the number of complaints closed during 2022-23 compared to last year: 108. There have been no repeat complaints reported and the council responded to 96% of all complaints in time, just missing the 97% target.

## ***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 just over 9 days , change of circs processed in under 7 days
- ✓ % Housing Benefit cases determined correctly
- ✓ % active housing register applicants in priority need registered over 6 months
- ✓ No gas safety checks were overdue in council homes
- ✓ % P1, P2, P3 and P4 and overall repairs completed within timescale
- ✓ % first time fix repairs ,
- ✓ % appointments made and kept
- ✓ % voids completed within target

***Areas for improvement:*** The Right To Buy measure (number of transactions and % within timescales) was affected by the delay during Q1 but improved during subsequent quarters. At the end of March, the council had 24 households in temporary accommodation for over six weeks , none of which were families. The continued slow turnover of stock and the reduced availability / high cost of private sector housing continues to affect the council's ability to achieve settled accommodation outcomes for a proportion of prevention and relief homelessness duty discharges. 53% of homelessness applications were opened at the prevention stage against a target of 60%. 91 % of tenants were satisfied with the housing repairs service against a target of 95%

#### *Accelerated housing delivery programme:*

*Fairfield Roundabout* – The work is substantively complete. Feedback from Homes England regarding the Deed of Variation is still awaited.

*Granby Road* –Fisher German are seeking agreement in principle from the Council to the Waterswallows Developer pursuing / developing a solution to the nutrient neutrality in the absence of a credit scheme. The Developer proposes the direct provision of a water treatment works as the most expedient solution for the delivery of the Waterswallows scheme. The Developer evaluated four potential locations for this, their preference is the land off Dew Pond Lane site (owned by the Council) which is designated within a Primary Employment Zone. The use of this site for a water treatment works would result in the loss of a potential employment use and it has been unclear to date what area of the Dew Pond Lane Site would be required, and what consideration would be paid to the Council.

## Work with partners

Carelink Service:

- ✓ 97.2 % of emergency calls responded to within 45 minutes

**Areas for improvement:** 90.4 % of referrals were installed within 15 days missing the the 95% target. The delays are being caused by a number of factors including delayed hospital discharges, medical equipment installation and house removals

## High quality leisure facilities

- ✓ £3,079,469 in external sports funding secured (6 successful bids)
- ✓ 5 priority areas where placed – based work to reduce inactivity is being undertaken

## High quality public amenities, clean streets and environmental health

- ✓ 236 community clean up campaigns
- ✓ 10 pest control contracts
- ✓ 98.8% food premises compliant with FSA criteria

**Areas for improvement:** The % of high risk premises (A-C) inspected per annum and the % routine permitted process premises inspected were close to target and have shown an improvement compared to last year. The % of the sampling programme completed for private water supplies had been affected by access issues for some properties. Additional measures have been put in place to ensure that targets can be met for 2023/24.

## Practical support of Community Safety Arrangements

**Areas for improvement:** 90% of the actions in the Community Safety Partnership Plan were delivered to timescale against a target of 100%. Outstanding actions will be completed in the coming year.

**Aim 1 areas for improvement and Priority Action updates can be viewed [here](#)**





## ***Aim 2: Meet financial challenges and provide value for money***

### **Financial resilience and value for money**

- ✓ Improving collection rates across business rates, rent and sundry debt
- ✓ 97% of invoices paid on time
- ✓ 96.38% of internal audit recommendations were implemented in time

**Areas for improvement:** The council tax collection rate of 97.87% missed the 98.2% target due to problems caused by software implemented to deliver the energy rebates. It caused a delay in producing recovery documents.

### **Available services provided 'right first time'**

- ✓ 5104 Facebook followers
- ✓ 49% of contacts made via the web
- ✓ no repeat complaints
- ✓ 53,576 OneVu Portal accounts

**Areas for improvement:** The increase in the number of Twitter followers has plateaued out as other forms of social media become more popular. Complaints handled within timescale just missed the 97% target at 96%. FOI response times have missed target due to the number and complexity of requests (848 of which 610 were within timescale). The Sitemorse Index compliance rating of 8 missed the target of 7. The score is largely down to the website provider and will be replaced with a more appropriate measure.

### **High performing and motivated workforce**

- ✓ Sickness absence : 6.55 days per FTE
- ✓ Only 7 workplace accidents (target 20)

**Areas for improvement:** There was only 1 RIDDOR reportable/lost time accidents involving injury to an operative's lower back. The employee had received manual handling and lifting training.

A new programme is in place to implement the Council's Efficiency and Rationalisation Programme with savings requirements effective from 2024/25. Working groups have been set up to progress the programme themes : Income, Recruitment, Assets, Council controlled costs.

## Effective use of assets

**Areas for improvement:** It took an average of 41.4 days to re-let council stock during April 2022 to March 2023. 246 properties have been let year to date, delays have been caused by external contractors and the amount of work required. Rent loss from vacant properties was 1.03 % against a target of 0.86%. The majority of the losses come from Marian Court, Church View and The Bungalow. Only 2% of properties had nil void loss against the target of 15%. 70% of Council owned business units were occupied, missing the target of 85%. 3 properties on Victoria Park Road and 3 on Winster Mews were vacant.

## Procurement with a focus on local business

✓ 94% of contract spend was part of the gross expenditure budget

### **Areas for improvement:**

50% of procurement activity was included on the forward, below the 70% target and is still lower than last year. On plan activity has dropped due to a number of influences during 2022/23. A high number of individual exercises have been completed off plan in relation to Central Government funding applications, special events and more complex capital projects to source specialist consultancies. Procurement are liaising with heads of service to ensure the 2023/24 plans are fully reflective of known future sourcing requirements. 7.5% of supplier spend came from within the local area, close to the 8% target. Local supply chain business is one of the key priorities in the Procurement Strategy for 2022-25.

## Technology and innovation

✓ 100% of system and network availability

SOCITM have led an in-person workshop to discuss the branding and approach to launch the new digital strategy which has been presented to AMT. Next steps : prioritise service areas, confirm internal communications, complete application maps and resource planning

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

## *Asset Management Plan Update:*

The draft Asset Management Plan has been produced and circulated for comment. A number of workshops have taken place with leisure, regeneration, assets, communities and waste to review each service area. A workstream summary page will be presented to AMT with a view to producing an overarching plan summary report for adoption in the summer.

## **Aim 3: Support economic development and regeneration**



### **High quality development with an open for business approach**

- ✓ 100% of major applications processed in time
- ✓ 1.2% of minor & other developments allowed on appeal
- ✓ 10% major developments allowed on appeal
- ✓ 85% planning enforcement cases resolved in 13 weeks
- ✓ Housing land supply 6.28 years

**Areas for Improvement:** The % of minor and other development applications determined in time both missed target. This has partly been due to the backlog of applications being cleared leading to a number being determined out of time. 2.6 % of planning applications had pre-application enquiries against a target of 10%. 2 priority 1 planning enforcement cases were received of which only 1 was visited within the target of 24 hours . 52% of agents were satisfied with the planning service missing the target of 80%. The planning improvement project has now been implemented which should improve customer service and communication across all areas of the development service.

### **Flourishing Town Centres and Business Support**

- ✓ 7.8% of empty town centre shops , national average 11.8%

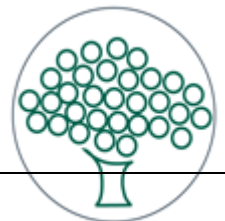
#### ***Glossop Halls Development:***

**Market/Town Hall complex:** After open publication of the Concession contract notice, the Council were successful in receiving three tender submissions. Each of which detailed innovative future business plans for the complex including in scope the Market Hall, outdoor market, Town Hall, Arcade and Municipal Buildings. The Council is currently finalising the evaluation stage of the procedure to identify and recommend a preferred operator to present to Members in June.

**Victoria Hall:** The LUF2 bid was unsuccessful but conversations about a potential LUF Bid 3 have started. Discussions have taken place with architects to carry out works in the short-term to improve the usability of the ground floor. A draft licence has been shared with the Friends of Victoria Hall, which will be discussed further.

**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

- ✓ Green flag award maintained

*Areas for improvement:* the number of volunteer hours for friends/community groups was 592 against a target of 700. The effects and risks of Covid have still been a factor. Number have increased compared to last year, and additional new groups have been established which will increase number further.

The new play facility at Jodrell Road is complete and open to the public. Some small-scale reinstatement works are required (soil and seed). The ROSPA inspections are complete - there are a few very low risk issues that need resolving but these did not prevent opening.

Wetpour is being completed at the Simmondley play area in April with ROSPA inspections to follow.

## Effective recycling and waste management

- ✓ 423 kg of residual household waste (estimated data)

*Areas for improvement:* The estimated recycling rate for 2022-23 is 48.66 % against a target of 50% but confirmed tonnages are awaited from partners. There were 37.3 missed bins per 100,000 collections against a target of 36. Collections have been affected by operational issues over the Christmas period, additional measures are being put in place to improve the results.

## Meeting the challenge of climate change

- ✓ 655 reams of paper consumption
- ✓ Air quality : 100% compliance against national reporting requirements

*Areas for improvement:* 14% households are living in fuel poverty against a target of 10.35%. This equates to 5,657 households which is above the national average .



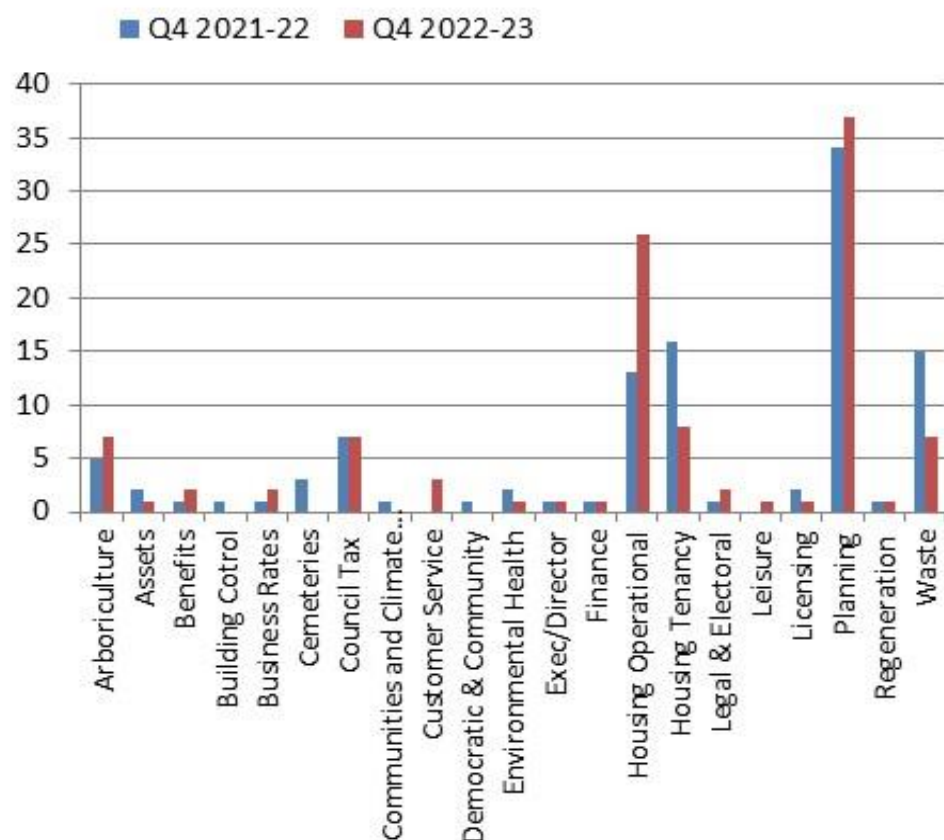
**Developing a climate change strategy and an action plan of response to a declared climate emergency:** The actions for 2023 all have overarching principles which will ensure we are well placed to access opportunities and include: mapping the pathway to retrofit for housing and explore means to stimulate upscaling activity (including engaging with suppliers to explore opportunities for private home owners) ; publicise energy saving schemes; target housing that are eligible for funding; ensure websites signpost to energy saving advice and information; develop a strategy for council owned housing; engage with solar panel supplier to scope the potential for a bulk buying programme in partnership with other local authorities. The strands of the plan are overseen by the Climate Change and Biodiversity Delivery Group with Heads of Service working together.

We have around £1.5m funding through various energy schemes plus potential to facilitate households to access others. Funding comes through Dept Energy Security and Net Zero, Mayoral Combined Authority, Shared Prosperity and Supplier obligation schemes.. Working with DCC we have participated in the renewable Energy Spatial Strategy <https://www.derbyshire.gov.uk/environment/planning/planning-policy/renewable-energy-study/renewable-energy-study.aspx>. We are also working with them to deliver Electric Vehicle infrastructure programmes. A Plan for Nature will be launched later in the year with Derbyshire wildlife trust, we also have an engagement programme with Wilder High Peak.

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

## Customer Feedback Complaints

The Council closed a total of 108 stage one complaints across 17 service areas during the period April 2022 to March 2023. No change compared to the same period last year. Planning received the greatest proportion (34%) with 37 complaints.



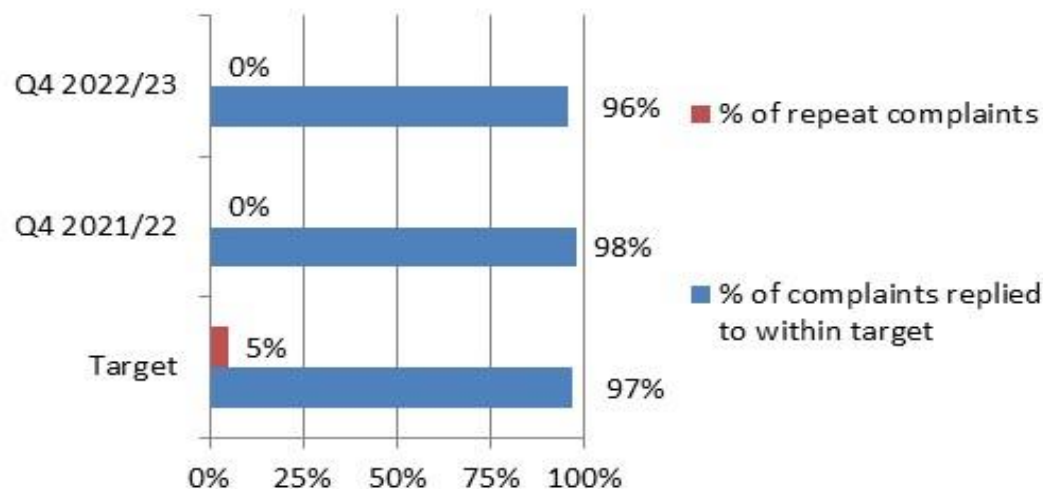
## Stage 2 Complaints

In Quarter 4 we received 9 Stage 2 complaints:

Service Area	Complaint	Conclusion
<b>Stage 2</b>		
2022/23-01120 Assets	Vandalised bus shelter	Ongoing
2022/23-01347 Benefits	Council Tax reduction	Not upheld- accepted no fault
2022/23-01529 Housing Tenancy	Damp in property	Ongoing
2022/23-01653 Planning	Application refusal	Ongoing
2022/23-01656 Housing Tenancy	Adaptations	Ongoing
2022/23-01331 Planning	Planning application	Not upheld- accepted no fault
2022/23-01618 Council Tax	Delay in dealing with issue	Ongoing
2022/23-01266 Planning	Lack of response	Not upheld- accepted no fault
2022/23-01268 Waste & Recycling	Bin storage	Not upheld- accepted no fault

## Performance

This table shows the current performance together with the performance for the same period last year. The response rate of 96% just missed the target of 97%, there have been no repeat complaints this quarter.



**Ombudsman Decisions** 1 case was referred to the Ombudsman in Quarter 4: HPCOM2022/23-060 regarding planning enforcement.

**Compliments and Comments** The Council has also captured 458 comments, 59 compliments and 851 MP comments through its feedback system :

