

Appendix A: Performance Targets 2024/25



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

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Increased supply of good quality affordable homes							
% of initial applications opened at the prevention and relief duty stages.	Monthly	55%	41%	60%	60%	60%	60%
Number of TA placements (including B&B made for families) placed over 6 weeks	Monthly	12(1)	11(3)	0	0	0	0
Objective: Provision of sports facilities and leisure opportunities focused upon improving health							
Attendance Numbers : swimming/ exercise classes.	Annual	New	New	Contextual			
	As we are going through a transition period with the Parkwood contract ending on 30/09, service specification and associated outcomes and outputs are yet to be agreed. New suite of indicators to be agreed 2025-26.						
Objective: Effective support of community safety arrangements including CCTV							
Delivery of the Community Safety Partnership Plan (% actions delivered on time)	Annual	80%	90%	100%	100%	100%	100%
Objective: Improve residents' access to benefits and financial support							
Housing Benefits Processing: Time taken to process a) new claims b) change of circumstances	Monthly	a) 8.53 b) 5.2	a) 8.17 b) 6.59	a) 13 days b) 7 days	a) 13 days b) 7 days	a) 13 days b) 7 days	a) 13 days b) 7 days

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Housing Benefits Processing: % of cases determined correctly	Annual	99.84%	99.86%	99.5%	99.5%	99.5%	99.5%



Aim 2: Use resources effectively and provide value for money

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Effective use of financial and other resources to ensure value for money							
Collection rates: Business rates	Monthly	98.8%	99.2%	98.2%	98.2% from 98.3%	98.2% from 98.3%	98.2% from 98.3%
	The target has been reduced from 98.3% to 98.2% as due to the cost of living and any changes that could happen to current reliefs/discounts would make achieving a slightly higher target more challenging.						
Collection rates: Council Tax	Monthly	98.3%	98.54%	98.2%	98.2%	98.2%	98.2%
Collection rates: Sundry Debt (value of SD over 60 days old)	Quarterly	£29,808	£27,589	2% reduction	Reduce the number of invoices over 60 days old	Reduce the number of invoices over 60 days old	Reduce the number of invoices over 60 days old
	The % to reduce the arrears of sundry debt has been removed as the level of arrears over 60 days is significantly lower than in previous years, therefore making the target to reduce the amount of arrears more challenging. The target going forward has now been set to reduce the number of invoices that fall into the 60 day category, with the main aim of recovering the debt between 0-60 days.						
% of invoices paid in line with contract	Monthly	96%	96%	96%	96%	96%	96%
% of internal audit recommendations implemented within timescale	Quarterly	96.03%	95.17%	95%	95%	95%	95%
External Audit Opinion	Annual	Unqualified 2021-22		Unqualified	Unqualified	Unqualified	Unqualified

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'							
No./% of assisted contacts a) phones & face to face b) web	Monthly	a) 40334 47% b) 45856 53%	a)47% b)53%	a)56% b)44%	a)55% b)45%	a)55% b)45%	a)55% b)45%
Complaint handling: % dealt with within target	Monthly	96%	90%	97%	97%	97%	97%
FOI requests: % responded to within statutory time frame and number of requests	Quarterly	63% (399/633)	75% (582/776)	95%	90% from 95%	93% from 95%	95%
	Target reduced for the next 2 years but still challenging considering the volume and complexity of FOI cases.						
Satisfaction with customer services (Joint Alliance Measure)	Annual	63.3%	63.3%	TBA	TBA	TBA	TBA
Objective: A high performing and well- motivated workforce							
% of Appraisals completed across the workforce (of those due)(Joint Alliance measure)	Annual	n/a	n/a	100%	100%	100%	100%
Number of a) workplace accidents and b) RIDDOR reportable / Lost Time (7days) accidents (Joint Alliance measure)	Annual	a)7 b) 1	a)6 b) 1	a)<13 b) 0	a)<13 b) 0	a)<13 b) 0	a)<13 b) 0
Average days sickness absence per FTE across the Alliance (Joint Alliance measure)	Monthly	6.55 days	5.45 days	7 days	7 days	7 days	7 days
Objective: More effective use of Council assets							
% & number of council owned business units occupied	Annual	92% (36/39)	90%	92.1% (35/38)	92%	92%	92%
Objective: Effective procurement with a focus on local business							
Supplier (creditor) spend within the local area as a % of total spend	Annual	5.09%	7.3%	7.5%	8.5%	9.5%	10.5%

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Use of Contracts register - annual contract spend as % of gross expenditure budget	Quarterly	94.86%	94%	2% improvement to 22/23	1% improvement to 23/24 (out-turn)	1% improvement to 24/25 (out-turn)	1% improvement to 25/26 (out-turn)



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

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Flourishing town centres that support the local economy							
% of empty town centre shops	Annual	Leek 7.9%, Cheadle 17.6%, Biddulph 8.8%. District Average is 10.5%. The national average stands at 11.8%	Leek 9.6%, Cheadle 12.5%, Biddulph 14.9%. District Average is 11.4%. The national average 11.8%	<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) 89% c) 90%	a)100) % b) 91% c)90%	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 major developments allowed on Appeal	Monthly	6.6%	0%	10%	10%	10%	10%
% of minor/other developments allowed on appeal	Monthly	2.4%	2%	10%	10%	10%	10%
% of planning enforcement cases resolved in 13 weeks	Annual	35%	82%	80%	80%	80%	80%
New: Trees : Implementation of tree surveying programme: % surveys completed to timescale	Annual	n/a	n/a	New	100%	100%	100%
Objective: Maintain and deliver an effective Local Plan							
Housing Land Supply	Annual	3.71	3.58	5+ years	5+ years	5+ years	5+ years



4: Protect and improve the environment

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Effective recycling and waste management							
Recycling rates	Quarterly	53.2%	62% est.	57.5%	58%	58.5%	58.8%
Residual waste per household	Quarterly	386.67	400kg	430kg	425kg	430kg	430kg
Missed bins per 100,000 collections (exc. customer error and bad weather)	Monthly	28.24	30.81	35	34	33	33
NEW: % waste collections fulfilled	Monthly	n/a	n/a	99.96%	99.96%	99.96%	99.96%
Objective: Provision of high-quality public amenities, clean streets and environmental health							
% of 'high risk' premises (A-C) inspected per annum	Quarterly	100%	100%	100%	100%	100%	100%
% of routine permitted process premises inspected	Quarterly	83%	75%	100%	100%	100%	100%
% food premises compliant with FSA criteria	Annual	98.4%	98.77%	98%	98%	98%	98%
Street and environmental cleanliness inspection results (% achieving top grades for cleanliness)	Annual	94.17%	87.10%	90%	90.5%	90.5%	90.5%
Number of community clean-up campaigns	Annual	282	284	140	150	160	170
Private water supplies - % of sampling programme completed	Annual	93%	96%	100%	100%	100%	100%

Measure	Reported	2022-23 Result	2023-24 Result	2023-24 Target	2024-25 Target	2025-26 Target	2026-27 Target
Objective: Provision of quality parks and open spaces							
Green flag awards maintained	Annual	1	1	1	1	1	2
	PI retained as there are aspirations to increase the number of green flag parks for both authorities						
Objective: Meeting the challenges of climate change							
Pollution measures - air quality: % compliance against national reporting requirements in relation to air quality	Annual	100%	100%	100%	100%	100%	100%
Reduce the PM 2.5 (<i>highest maximum reading across the district / borough</i>) to 12ugm ³ by 2028 and to 10 ug ^m ³ by 2040	Annual	n/a	10.8ug/m ³	Baseline 10.7µg/m ³	TBA	TBA	Reduce to 12ugm ³ by 2028
Reduce NO ₂ levels to below current national Air Quality objective (40 ug ^m ³) across the district by 2026 and below 36 ug ^m ³ by 2030	Annual	n/a	SM (39 Sites) 100% < 40 ug/m ³ ; 100% < 36% um ³	SM (39 Sites) 100% < 40 ug ^m ³ 79% <36 ug ^m ³	TBA	TBA	< national Air Quality objective (40 ug ^m ³)
% of EV's	Annual	n/a		Establish baseline	TBA	TBA	TBA
Reduce vehicle related emissions	Annual	150.3 2020		Establish baseline	TBA	TBA	TBA
Reduce emissions from Council buildings (net zero by 2030)	Annual	1,604 MWh, 311 tCO ₂ e 2021/22		Establish baseline	TBA	TBA	TBA



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

- New: % residents that feel very/fairly strongly that they belong to the local area
- Total temporary accommodation placements including the number of B & B placements for families
- Number of empty homes
- Number of a)homes delivered and b) affordable homes delivered
- Revenue cost of the private sector housing function
- Number of category 1 and category 2 hazard properties
- Number of complaints received in relation to private sector rented accommodation conditions
- Enforcement action undertaken: number of improvement notices
- Level of external funding awarded to support the physical activity and sport strategy
- Levels of inactivity among local population groups
- Levels of inactivity among Sec 5-8 socio economic groups
- Levels of inactivity among people with long term health conditions
- New: CCT Monitoring- number of incidents monitored
- New: CCTV monitoring- Data released to the police
- Levels of crime
- Levels of ASB
- ASB fixed penalty notices issued/Number of prosecutions
- HB processing: % overpayments recovered



Aim 2: Use resources effectively and provide value for money

- Complaint handling: number received (including number upheld by the Ombudsman per 10,000)
- Staff turnover rate
- Number of apprentices by type
- % apprentice levy spent within the year
- New ICT measure : NEC-3 highest incident /system type logged per month
- New: Debt servicing as a proportion of core spending power
- New: Non-ringfenced reserves as a percentage of net revenue expenditure
- New: Non-ringfenced reserves as a percentage of service spend
- New: Total core spending power per dwelling
- New: Council tax revenue per dwelling
- New: Level of Band D Council Tax rates
- New: Total debt as a percentage of core spending power



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

- Number of enterprises operating in the area
- New: number of new business start ups
- New: footfall measure
- Planning application processing costs
- Costs awarded against the council from lost planning appeals
- Numbers attending the planning surgeries
- New: Trees- Number of incidents, accidents and claims
- New: Trees- TPO/Conservation area applications responded to within deadline
- Visitor spend in the area
- Tourist bed spaces

- Tourist overnight stays
- Local plan delivery: Number of completions for homes; sqm employment space
- Local plan: date formally adopted



4: Protect and improve the environment

- Number of fly tipping incident collected (exc sec 46 waste)
- Number of premises in the 6 star rating gradings
- New: residents vary/satisfied with parks and green spaces
- Emissions per capita
- New: Achieve Silver Carbon Literate Organisation status
- Net income per car parking space
- Number of parking PCN's issued and % collected
- % car park spaces accredited with Park Mark
- Number & % disabled bays within car parks
- New: Recycling contamination rate (%)