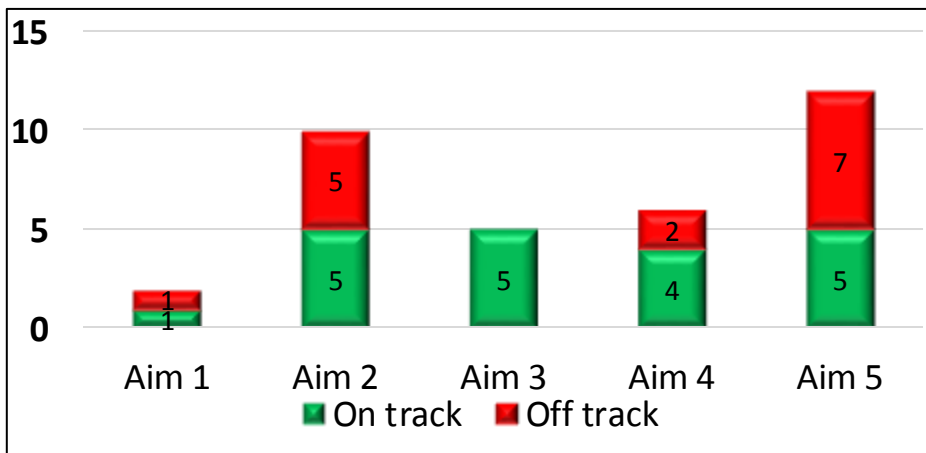
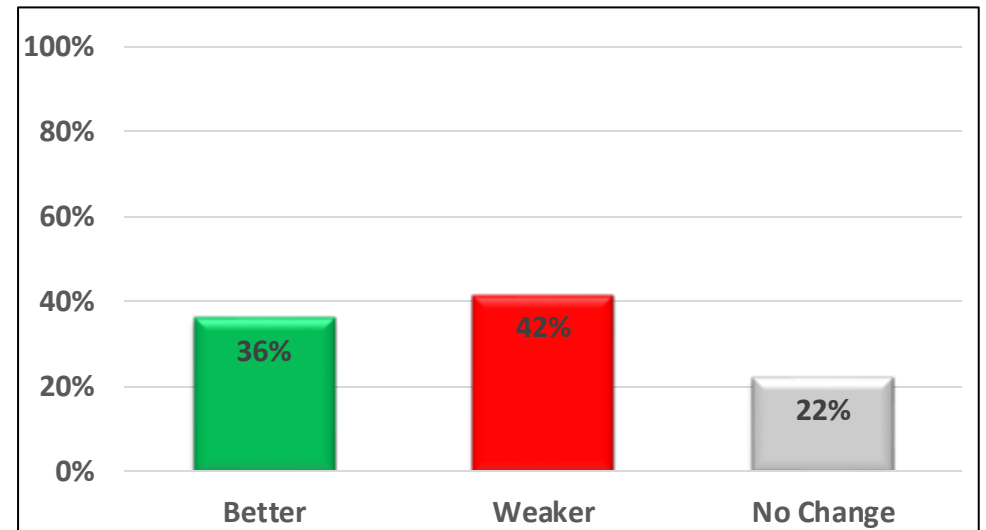
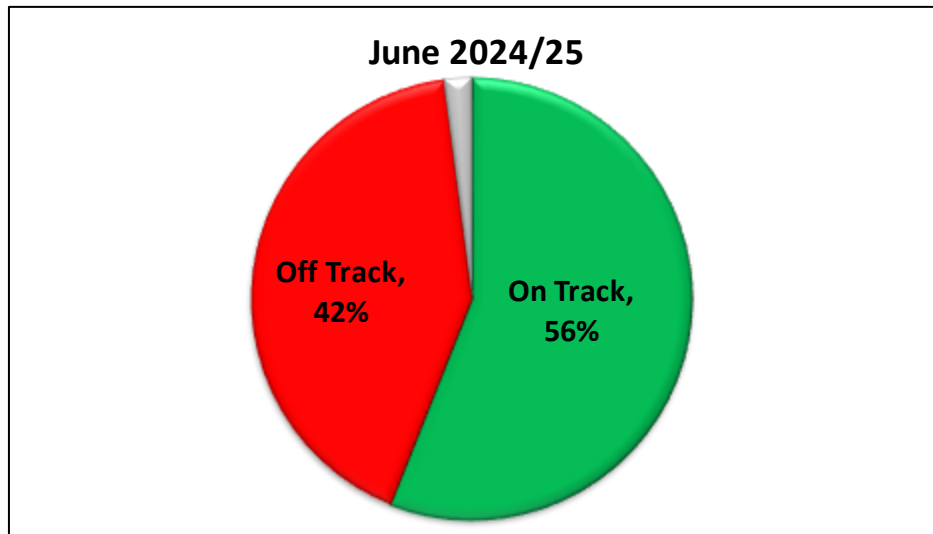


High Peak Performance and Customer Feedback Report: Q1 2024/2025

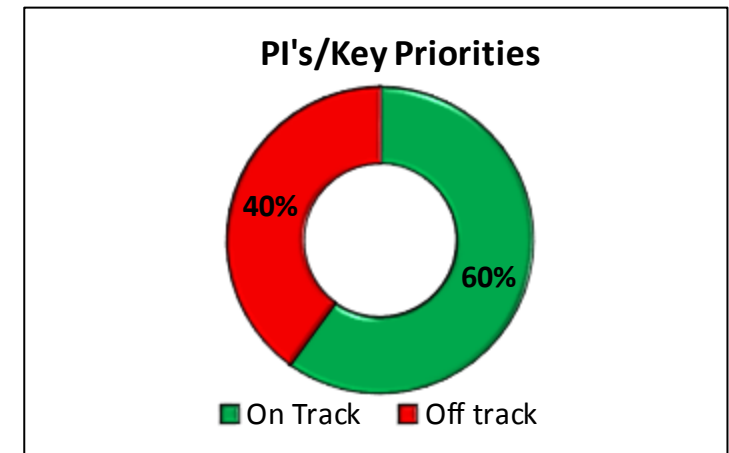


Performance Dashboard 01/4/2024-30/06/2024

The following report provides an insight into the council's performance against each of its five strategic aims, including both successes and areas for improvement. There are 36 targeted monthly and quarterly measures across the framework which link to the new borough plan priorities and their associated performance targets and projects. At the end of June 2024, 56% of indicators were 'on track' to meet target (the Q1 result for the FOI processing measure was unavailable) . 58% of measures have improved upon or maintained performance levels compared to this point last year:



60% of indicators linked to our key priorities were on track at the end of June.



Highlights:

- ✓ Housing Benefit new claims processing
- ✓ Planning processing times: major, minor, other
- ✓ Housing repairs & voids completed on time; appointments made & kept (key priorities)

Areas for focus:

- Housing Benefit Change of Circumstances processing
- Temporary Accommodation (key priority)
- Complaint handling (key priority)
- Council homes re-lets/rent loss from voids
- Cost of housing repairs
- Fire door compliance
- Estimated recycling rate (key priority)
- Sundry debt collection (key priority)

**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 an increase in the number of complaints closed during Q1 (43) compared to the same period last year (23). The council responded to 95% of all complaints within timescale, which just missed the 97% target. Further details are included in the table at the end of this report.

The full performance framework for Q1 can be viewed [here](#)



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

Improve residents access to benefits and financial support

✓ New housing benefit claims were processed in an average of 8.09 days

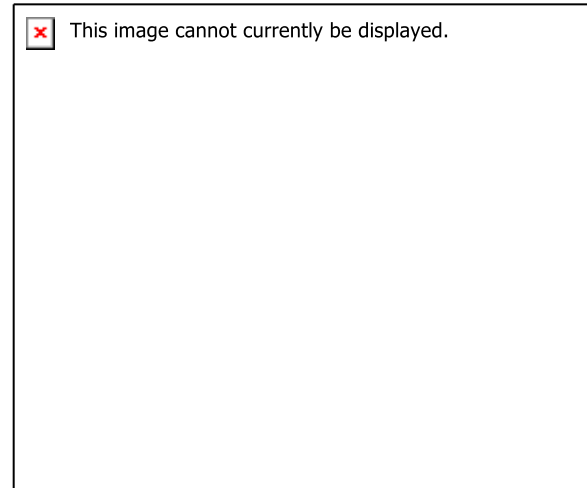
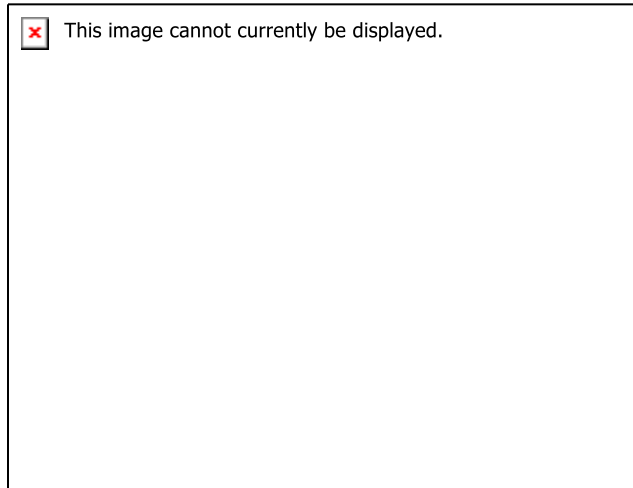
Areas for improvement: Housing benefit change processing days are off track at 8.67 days against a target of 7 days

Provision of sports facilities and leisure opportunities focused upon improving health

❖ 1 bid of £44,640 has been won to support the physical activity and sport strategy .

Priority Action highlights:

Leisure Transformation Plan: *The Public Sector Decarbonisation project at Buxton Swimming Pool is well underway, with the solar panels now installed and the conventional gas boilers being replaced with state of the art air source heat pumps. Officers have presented proposals for New Mills Leisure centre to Executive in June, consultation to take place during June to September .*



Details of the off-track PI's under Aim 1 can be viewed in the table below. Aim 1 Priority Action updates can be viewed [here](#)

| Measure of Success (PI) | Aim / Objective | Service Lead | Target 2024/25 | June 2024 Result | Head of Service Commentary (reasons for performance / SMART actions to improve) |
|--|---|-----------------------------|----------------|------------------|---|
| Housing Benefits Processing: Time taken to process change of circumstances | Aim 1: Improve residents access to benefits and financial support | Head of Revenues & Benefits | 7 days | 8.67 days | Changes have been made to the way we received information reporting changes in circumstance. However we are still working through the backlog of work from the Dept Work & Pensions and are waiting for a system release which will allow better batch processing to be done. Once this is in place we hope to reduce workloads allowing for faster processing times. |

Aim 2: Future-Proof Housing

Increased supply of good quality homes

- ✓ 10 Right to Buy transactions were processed, and all were completed within timescale during Q1.

Areas for improvement: Temporary accommodation placements and homelessness applications opened at prevention stage are both off track: this is reflective of the national shortage of affordable housing and continued down-turn in properties becoming available

Fit for purpose housing stock that meets the needs of High Peak tenants

- ✓ 100% of properties hold a current gas safety certificate
- ✓ 94% of housing repairs appointments were made and kept
- ✓ 98% repairs were completed on time
- ✓ 98% voids were completed within target

Areas for improvement: The average cost of housing repairs exceeded target, the % of homes meeting the decent homes standard is off track and the programme of fire door replacement has not yet commenced and is therefore currently also off track.

Priority Action highlights:

Maintain an effective HRA Business Plan

The initial business plan baseline has been established which is consistent with the adjusted 2024-25 Mid- Term Financial Plan. The plan is based on previous stock condition surveys, however updates on stock condition will be implemented into the plan. Updates are provided to the Housing Board along with performance information.



Details of the off-track PI's under Aim 2 can be viewed in the table below. Aim 2 Priority Action updates can be viewed [here](#)

| Measure of Success (PI) | Aim / Objective | Service Lead | Target 2024/25 | June 2024 Result | Head of Service Commentary (reasons for performance / SMART actions to improve) |
|--|---|--------------------------|----------------|------------------|---|
| Number of TA placements ((including B&B made for families) placed over 6 weeks | Aim 2: Increased supply of good quality homes | Head of Housing Services | 0 | 21 (0) | Market pressures continue to affect placements. |
| % of initial homelessness applications opened at the prevention and relief duty stages | | | 60% | 47% | Market pressures continue to affect the results, however we are still exceeding revised national baseline of 45.1%. |
| Average cost of repairs order (Housing repairs) | Aim 2 : Fit for purpose housing stock | Head of Assets | £215 | £221 | We are continuing to improve costs by carrying out more self-delivery of works and less reliance on sub-contractors |
| % properties that meet the decent homes standard: (Housing) | | | 95% | 91.14% | |
| NEW: % Fire doors compliant with the Fire Safety Act 2021 | | | 50% | 0% | The fire door replacement plan is in place but has not yet commenced |



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

High quality development and building control with an open for business approach

- ✓ Major, minor and other planning applications processed in time
- ✓ Major, Minor & other developments allowed on appeal

Priority Action highlights:

Supporting local Businesses/Tourism strategy

A Business support toolkit for the [Great Outdoors campaign](#) has been distributed to all businesses in the area. Local creators and makers are being supported to attend the Chatsworth Country Fair. An online training webinar is now available. Part of the UKSPF Funding been allocated to supporting local business growth which includes a programme of support for local Visitor Economy Business.



All Aim 3 Priority Action updates can be viewed [here](#)



Aim 4: Protect and Improve the Environment by responding to the climate emergency

Effective recycling and waste management

- ✓ 105kg residual waste per household (estimated data)
- ✓ % waste collections fulfilled

Areas for improvement: An estimated 50% of household waste was sent for recycling against the target of 51%, there were 42.96 missed bins per 100,000 collections against a target of 34.

Provision of high quality public amenities, clean streets and environmental health

- ✓ % of 'high risk' premises (A-C) inspected
 - ✓ % routine permitted premises inspected
- ❖ 112 fly tipping incidents have been collected by the Council in Q1, an increase from 80 compared to last year.

Priority Action highlights:

Review the Councils waste and recycling arrangements

The High Peak report is being reviewed by the Community Select Committee on 26th June . Bartec modelling is progressing, reports via AES are due in September / October.



Details of the off track PI's can be viewed in the table below. Aim 4 Priority Action updates can be viewed [here](#)

| Measure of Success (PI) | Aim / Objective | Service Lead | Target 2024/25 | June 2024 Result | Head of Service Commentary (reasons for performance / SMART actions to improve) |
|---|---|--------------------------|----------------|------------------|---|
| % of household waste sent, recycling KEY PRIORITY | Aim 4: Effective recycling and waste management | Head of Housing Services | 51% | 50% | Data is estimated until confirmed figures are available from DCC |
| Missed bins per 100,000 collections | | | 34 | 42.96 | The increase in missed bin from the previous month was due to a vehicle breakdown and not having a spare 16t vehicle available to complete the round on the given day – this was due to the other 16t vehicles we either being serviced or already in use. We advised customers of the delay and collected the following day. |



Aim 5: A responsive, smart, financially resilient and forward-thinking council

Available services provided 'right first time'

Areas for improvement: 95% of complaints were responded to within timeframe, just missing the 97% target. The % of assisted contacts via the web fell off track at 44%. The result for FOI requests responded to within time frame was unavailable for Q1.

High performing and motivated workforce

- ✓ Sickness absence is on track at 1.54 days per FTE across the Alliance.

Effective use of assets

Areas for improvement: It took an average of 41 days to re-let council stock, % rent loss due to vacant stock is off track at 1%.

Procurement with a focus on local business

Areas for improvement:

Annual contract spend was 93% of the gross expenditure budget, the target for 2023/24 is 94% .

Technology and innovation

- ❖ The 3 highest incident types logged with NEC: Software (other) 90; Active directory 17; Hardware issues 9.

Priority Action highlights:

Digital Strategy- Alliance our Future : Planning in person workshops took place in June. The



*assets workstream has commenced and will directly input into the housing system requirements work. Risk & Benefits have been added to programme highlight reports. **ICT upgrade:** The gap in*

365 skills means we are underusing the 365 tools we have access to. There is an appetite in several areas to use Power BI, Automate etc. Consideration is being given to contracting with 365 experts to assist with some of this. A proposal has been received, approval is required.

Value for Money

- ✓ Collection Rates: Business Rates; Council Tax; Rent
- ✓ Invoices paid in terms

***Areas for improvement:** Internal Audit recommendations implemented are off track due to delays from service areas, the number of sundry debt invoices is higher than the same period last year and is therefore currently off track.*

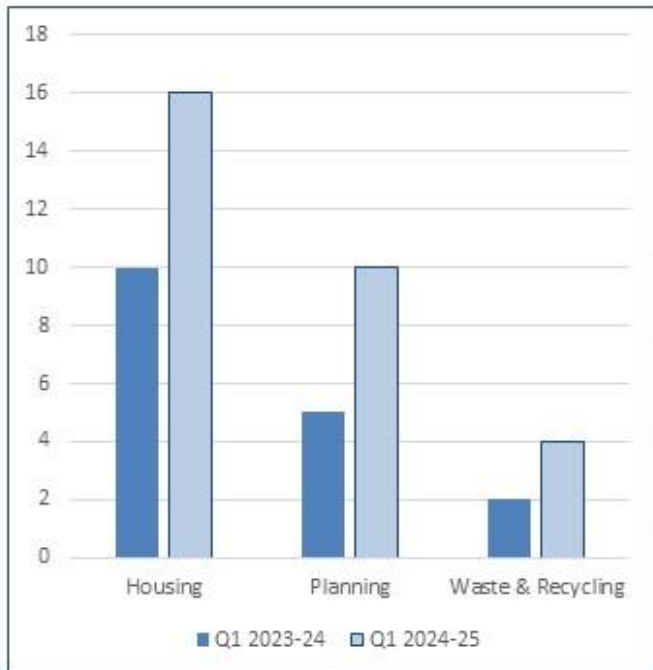
Details of the off track PI's can be viewed in the table below. Aim 5 Priority Action updates can be viewed [here](#)

| Measure of Success (PI) | Aim / Objective | Service Lead | Target 2024/25 | June 2024 Result | Head of Service Commentary (reasons for performance / SMART actions to improve) |
|--|--|-------------------------------|---------------------------------|------------------|--|
| No. / % of a) assisted contacts (phone & face to face) b) web | Aim 5: Ready available services right first time | Head of Customer Services | a) 55% b) 45% | a) 56% b) 44% | An increase in Elections enquiries received by phone affected the % of assisted contact , the number of self-serve/web forms completed reduced in June with a large reduction in the number of council tax payments made via the website . |
| Complaint handling: % dealt with within target KEY PRIORITY | | | 97% | 95% | Low volume of complaints received however there have been 2 late responses to date. Heads Of Service are reminded to respond within agreed timescales and send holding responses if further time is required while investigations take place. |
| % Rent loss due to vacant stock | Aim 5: Effective use of Council assets | Head of Housing Services | 0.86% | 1% | Current rent loss due to vacant stock £100,500.22 (£50,446.66 of this is Church View, Fairfield View & Watford Lodge) |
| Average time taken to re-let Council homes | | | 25 days | 41.4 days | This month we re-let 20 properties including 3 major voids (average of 76 days) 17 non-major voids were 24 days average |
| Use of Contracts Register- annual contract spend as% of gross expenditure budget | Aim 5: Effective procurement | Head of Service Commissioning | !% improvement to 2023-24 (93%) | 93% | Procurement will be working with Heads of Service to support them in establishing 'on contract spend' arrangements outside of using Single Source exemptions – we will be monitoring spend in respective services that have a high volume of off contract spend arrangements and requests for Single Source exemptions to Procurement Procedure Rules and look to resolve any gaps in their supply chain arrangements. Further training and refresh programmes on Procedure Rules will be rolled out over the next quarter |

| | | | | | |
|---|---|--------------------------------------|---|-------------------------------|---|
| <p>Collection rates: Sundry Debt (number of invoices over 60 days) KEY PRIORITY</p> | <p>Aim 5: Financial resilience. Value for money</p> | <p>Head of Revenues and Benefits</p> | <p>Reduce the invoices over 60 days</p> | <p>£96603.26 164 Invoices</p> | <p>As at end of last financial year there were 119 invoices outstanding, this month there are 164. Will continue to work with the service areas by issuing monthly reports to reduce the total balance owed and number of invoices outstanding.</p> |
| <p>% of Internal Audit recommendations implemented within timescale</p> | | <p>Head of Internal Audit</p> | <p>95%</p> | <p>92.45%</p> | <p>The results have been affected by the delay from service areas in confirming the current situation regarding the implementation of audit recommendations. These will continue to be chased up on a regular basis.</p> |

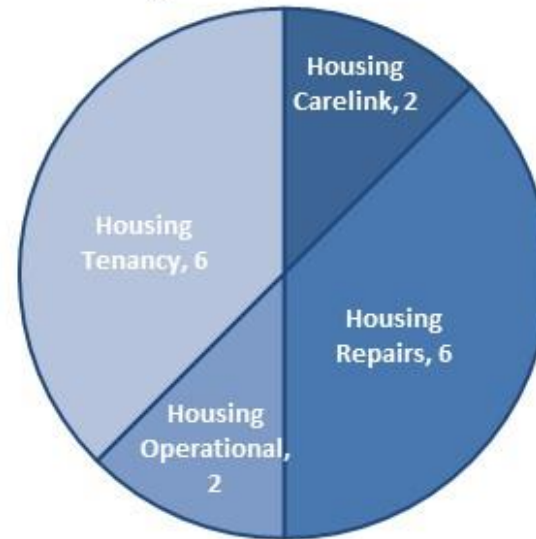
**Customer Feedback
Complaints**

The Council closed a total of 43 stage one complaints across 13 service areas during the period April to June 2024 which is an increase compared to the same period last year (23) . Housing Services received the greatest proportion (37%) with 16 complaints. The chart below shows the 3 service areas with the highest number of complaints:



Housing Complaints:

We closed 16 housing complaints across the following areas :



Stage 2 Complaints

In Quarter 1 we received 5 Stage 2 complaints:

| Service Area | Complaint | Conclusion |
|---------------------------------|----------------------------|------------------------------|
| 2024/25-069 Waste/Recycling | Bin lids | Not upheld-accepted no fault |
| 2024/25-0164 Planning | Enforcement issues | Ongoing |
| 2024/25-0149 Council Tax | Council Tax reduction | Ongoing |
| 2024/25-0137 Housing Repairs | Mould and damp in property | Ongoing |
| 2024/25-0173 Housing Tenancy | Neighbour issue | Ongoing |

Performance

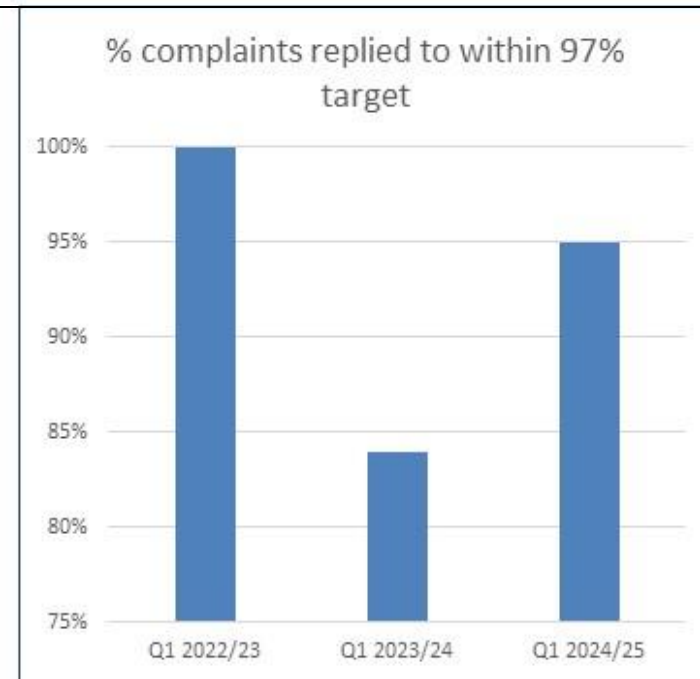
This table shows the current performance together with the performance for the same period for the last 2 years. The response rate of 95% just missed the 97% target.

Ombudsman Decisions: 3 cases were referred to the Ombudsman in Quarter 1:

2023/24-0686- Planning: no final decision from LGO yet

2023/24-0861- Council tax: no final decision from LGO yet

2024/25-08- Housing repairs: the case had not completed the Council complaint procedure.



Compliments and Comments The Council has also captured 48 comments, 8 compliments and 50 MP comments through its feedback system :

