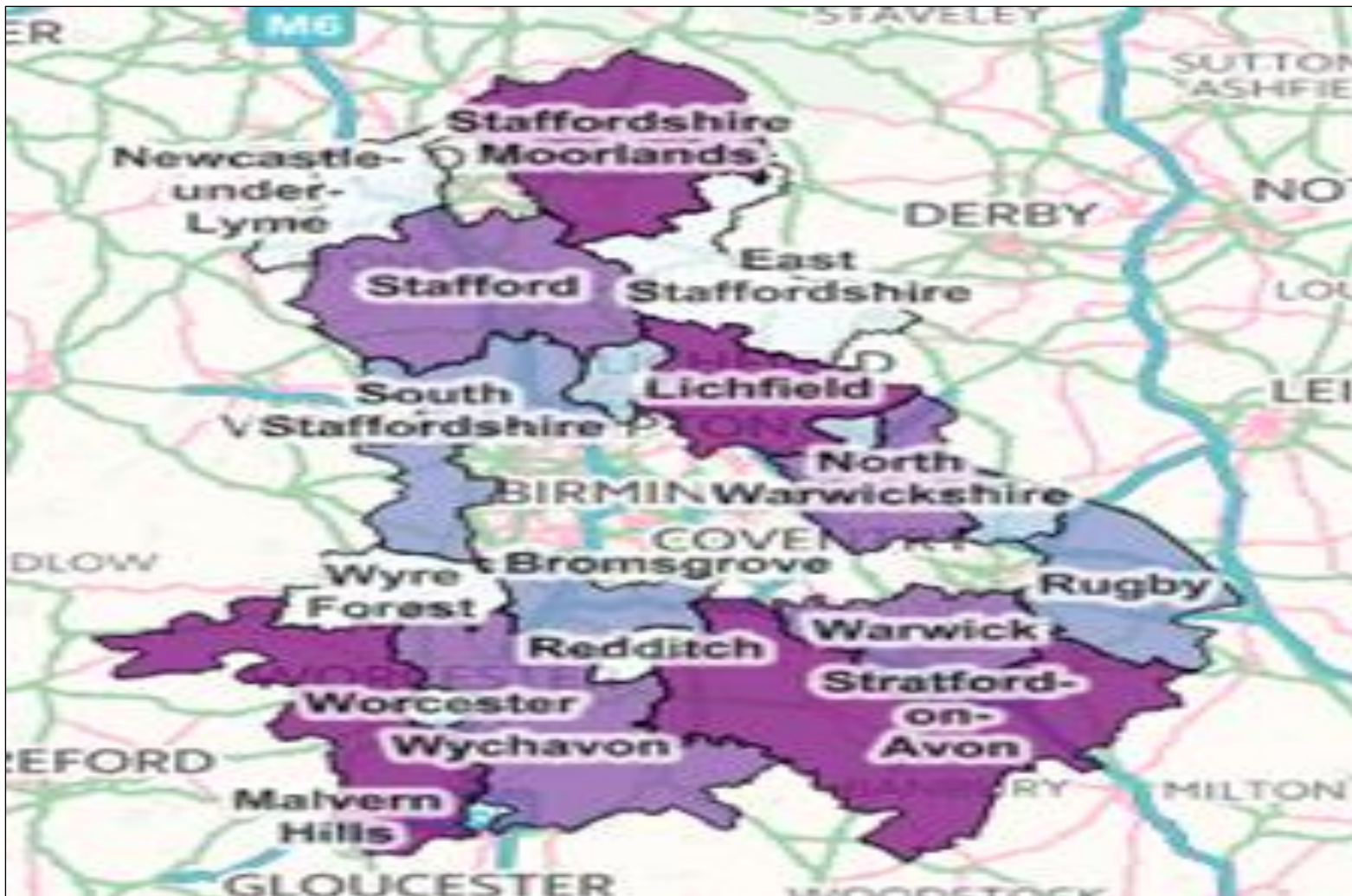


# Meet Financial Challenges and Provide Value for Money



*Effective use of financial and other resources to ensure value for money*

The maps below have been produced using Grant Thornton CFoI analytic tools and shows that Staffs Moorlands falls in to the upper quintile for Council Tax Collection rate in 2015-2016 at 98.66% compared against other West Midlands Non Metropolitan Districts.



Council Tax Collection Rate%			
98.53	to	98.82	
98.21	to	98.52	
97.91	to	98.2	
97.33	to	97.9	
96.18	to	97.32	

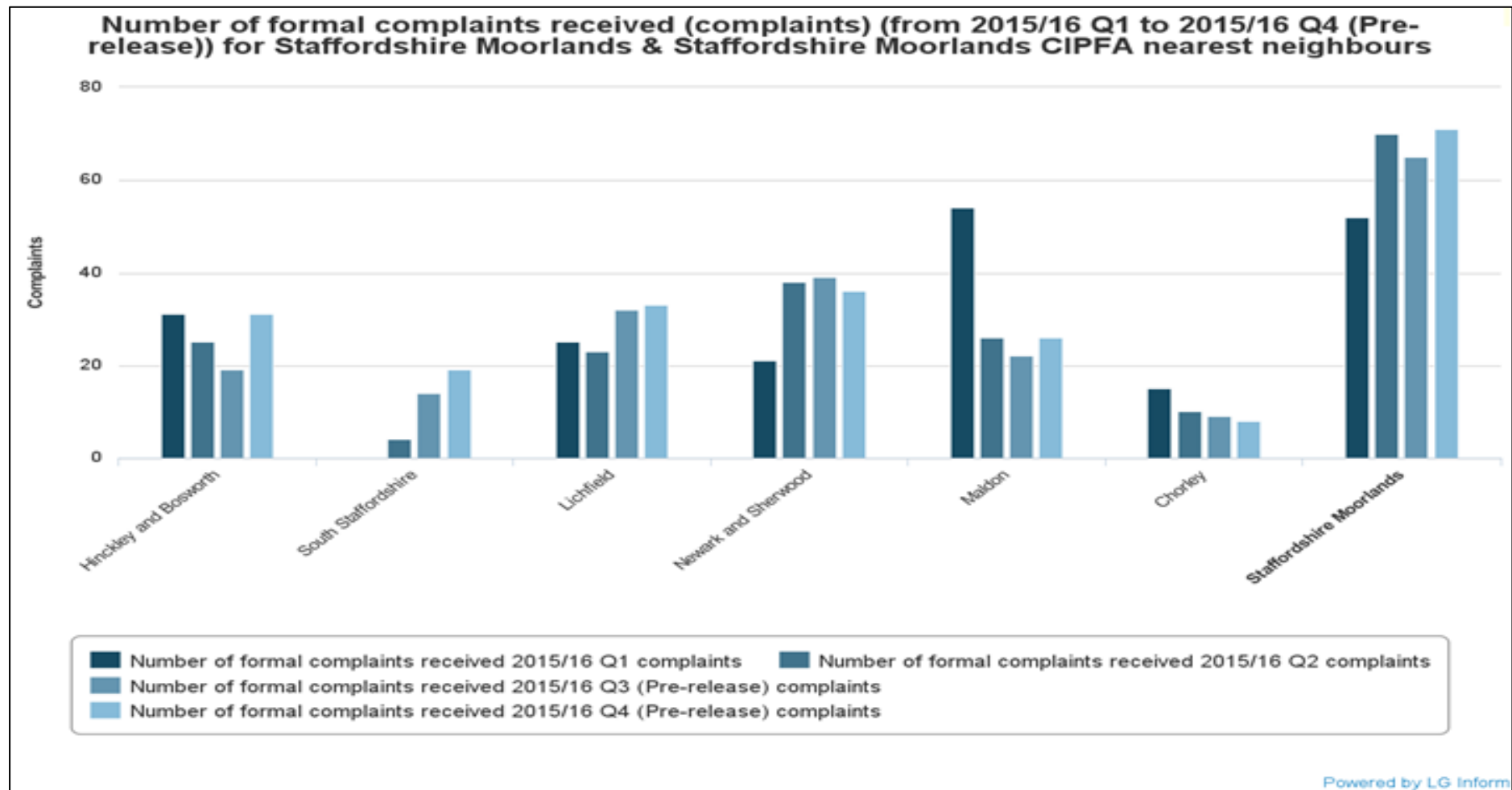
This map shows that Staffs Moorlands falls in to the second upper quintile for Non Domestic Tax Collection rate in 2015-2016 at 98.5% compared against other West Midlands Non Metropolitan Districts.



Non Domestic Tax Collection Rate%			
	98.51	to	99.64
	98.17	to	98.5
	97.91	to	98.16
	97.54	to	97.9
	96.56	to	97.53

*Ensure our services are easily available to all our residents in the appropriate channels and provided 'right first time'*

The table below has also been produced using LG Inform tools and shows total complaints and enquiries compared to the nearest neighbour from the Staffs Moorlands CIPFA nearest neighbour group 2015-16.





The map below has been produced using CFo Insight tools and shows the number of complaints and enquiries received by the Ombudsman in 2015-16 compared to the group.



Total complaints & enquiries receivedCount			
Dark Purple	15	to	33
Medium Purple	14	to	14
Light Blue	12	to	13
Light Blue	9	to	11
Lightest Blue	7	to	8

## A high performing and well motivated workforce

The chart below compares Staffs Moorlands against CIPFA nearest neighbour and is generated using LG Inform tools. It shows the average number of days lost to sickness absence for each individual quarter during 2015-16.

