

Performance Framework 2023/24**Performance Measures linked to Priority Outcomes in the High Peak Borough Plan 2023-2027****Supporting our communities to create a healthier and safer High Peak**

Priority Outcome	Performance Measures	Priority Actions
Increased level of community support	<ul style="list-style-type: none"> • Number of food bank referrals/fuel vouchers • % households in fuel poverty 	
Refreshed Community Safety Strategy		<ul style="list-style-type: none"> • Refresh, review, implement the Community Safety Strategy
New Cultural Strategy		<ul style="list-style-type: none"> • Develop a Cultural Strategy

Future Proof Housing

Priority Outcome	Performance Measures	Priority Actions
Effective HRA Business Plan		<ul style="list-style-type: none"> • Review and implement the HRA Business Plan
Improved tenant satisfaction	<ul style="list-style-type: none"> • Housing / repairs satisfaction measures 	<ul style="list-style-type: none"> • Enhance repairs and maintenance service
Improved private sector housing conditions	<ul style="list-style-type: none"> • Private sector housing complaints, • Cat 1/2 hazards, improvement notices 	<ul style="list-style-type: none"> • Develop a Private Sector Housing Strategy
Increased supply of quality affordable housing	<ul style="list-style-type: none"> • No. of homes & affordable homes • Temporary accommodation placements 	<ul style="list-style-type: none"> • Develop and implement a plan to increase HPBC housing stock • Develop & implement a strategy to increase social, affordable & specialist housing
Review and reintroduce the caretaking service		<ul style="list-style-type: none"> • Review existing estate management arrangements

Protect and create jobs by supporting economic growth, development and regeneration

Priority Outcome	Performance Measures	Priority Actions
Increased economic growth and higher paid employment.	<ul style="list-style-type: none"> • No. enterprises operating in the area • New business start-ups • Sqm employment space delivered 	<ul style="list-style-type: none"> • Refresh and implement the Growth Strategy
Thriving and flourishing town centres and high streets	<ul style="list-style-type: none"> • % Empty town centre shops • Town centre footfall 	<ul style="list-style-type: none"> • Refresh and implement the Growth Strategy • Implement revitalising Buxton & HAZ programmes

Protect and improve the environment including responding to the climate emergency

Priority Outcome	Performance Measures	Priority Actions
Reduced carbon emissions	<ul style="list-style-type: none"> • Climate change measures 	<ul style="list-style-type: none"> • Implement the Climate Change Strategy & Action Plan
High recycling rates	<ul style="list-style-type: none"> • % of household waste sent for reuse, recycling and composting 	<ul style="list-style-type: none"> • Review the Council's waste & recycling arrangements
Reduced levels of environmental crime	<ul style="list-style-type: none"> • No. fly tipping incidents, • No. clean up campaigns • Street & environmental cleanliness 	
Completing the development of a High Peak Biodiversity Plan and implementing both this and the Climate Change Strategy with annual reports on progress		<ul style="list-style-type: none"> • Implement the Climate Change strategy /complete development of Biodiversity plan

A responsive, smart, financially resilient and forward thinking Council

Priority Outcome	Performance Measures	Priority Actions
Increased levels of staff and customer satisfaction.	<ul style="list-style-type: none"> • Staff survey • Staff turnover • Complaints • Satisfaction with customer services 	<ul style="list-style-type: none"> • Implement the Access to Services strategy • Implement the Digital strategy
Increased use of local firms through procurement	<ul style="list-style-type: none"> • Supplier spend in local area 	<ul style="list-style-type: none"> • Implement the procurement strategy with a focus on spending money locally
Better engagement with our local communities		<ul style="list-style-type: none"> • Develop and implement an enhanced community leadership scheme. • Implement the scrutiny and constitution review & increase member & public participation
Providing Value for Money council services	<ul style="list-style-type: none"> • Collection rates sundry debt, council tax, business rates, rent 	<ul style="list-style-type: none"> • Develop & implement the Council's efficiency programme