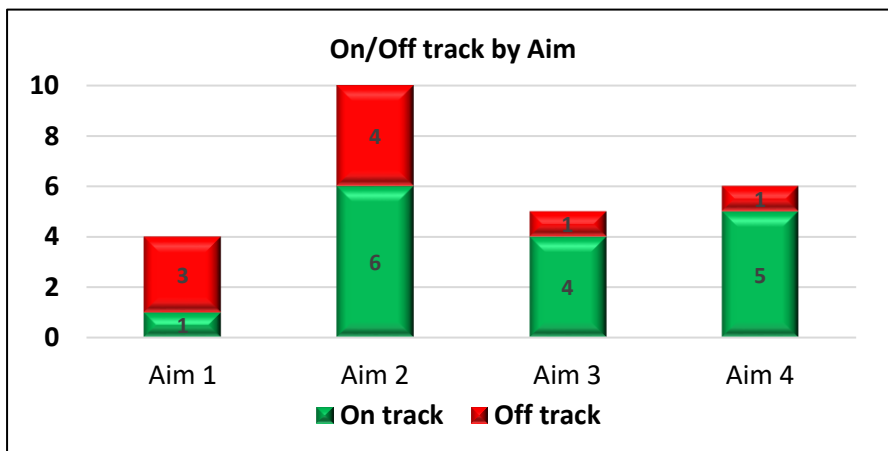
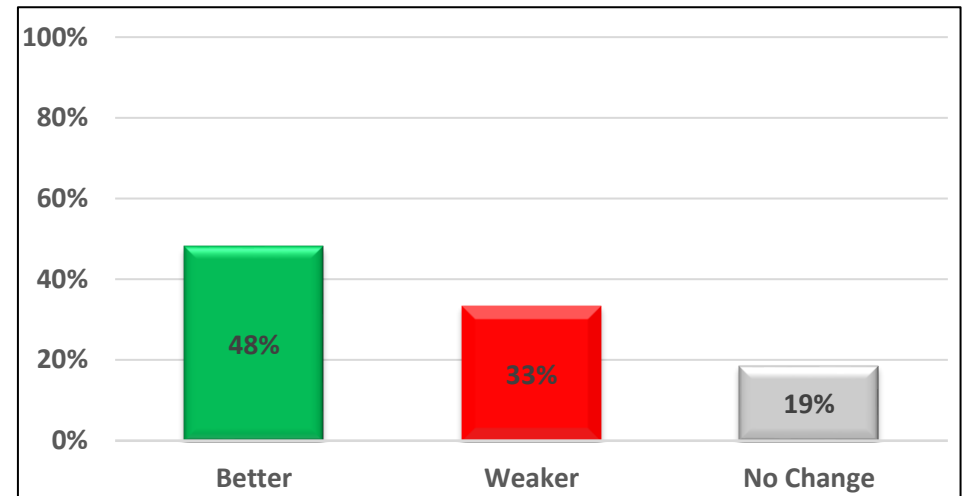
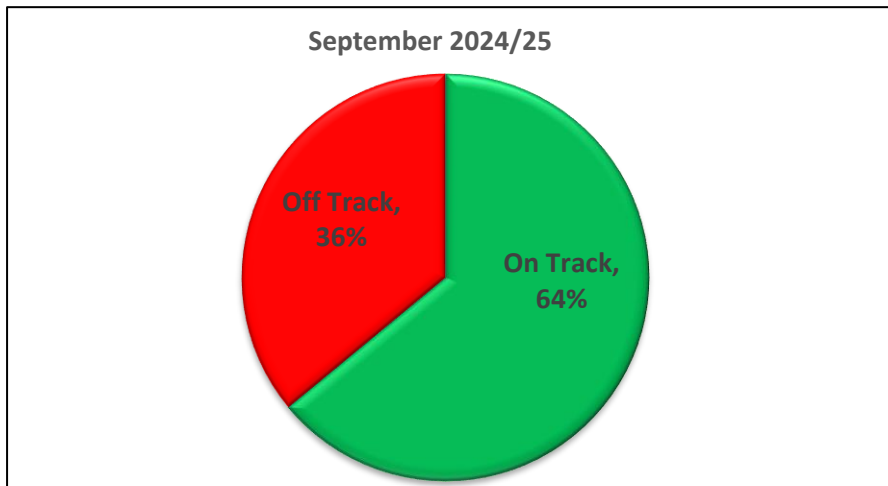


Staffordshire Moorlands Performance & Customer Feedback Report: Q2 2024/25

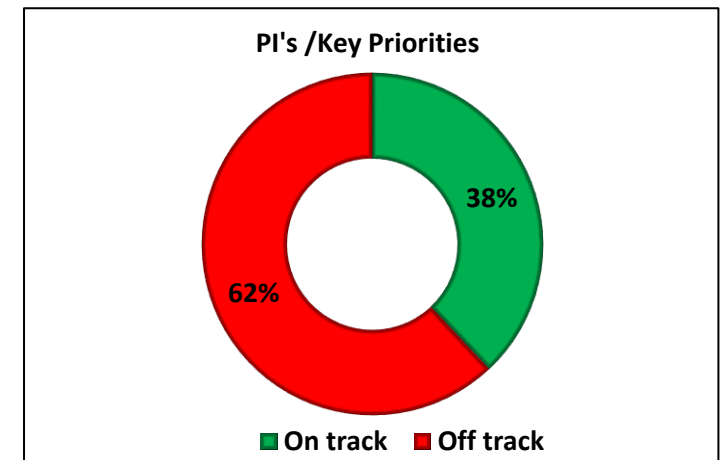


Performance Dashboard 01/4/2024- 30/09/2024

The following report provides an insight into the council’s performance against each of its four strategic aims, including both successes and areas for improvement. There are 25 targeted monthly and quarterly measures across the framework which link to the new corporate plan priorities and their associated performance targets and projects. At the end of September 2024, 64% of indicators were ‘on track’ to meet target. 67% of measures have improved upon or maintained performance levels compared to this point last year:



38% of indicators linked to our key priorities were on track at the end of September.



Highlights:

- ✓ Housing Benefit new claims processing
- ✓ Planning processing times: major, minor, other
- ✓ Invoices paid within terms
- ✓ Use of contracts register
- ✓ Internal audit recommendation implemented
- ✓ KG residual waste, missed bins, waste collections fulfilled
- ✓ High risk and routine permitted premises inspected

Areas for focus:

- Housing Benefit Change of Circumstances processing
- Temporary Accommodation (key priority)
- Complaint handling (key priority)
- Estimated recycling rate (key priority)
- Sundry debt collection (key priority)
- FOI requests within timeframe



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 Q2 (46) compared to the same period last year (25). The council responded to 82% of all complaints within timescale, which missed the 97% target. Further details are included in the table at the end of this report.



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

Improve residents access to benefits and financial support

- ✓ New housing benefit claims were processed in an average of 10.63 days

Areas for improvement: Housing benefit change processing days are off track at 10.12 days against a target of 7 days

Provision of sports facilities and leisure opportunities focused upon improving health

- ❖ 2 bids totalling £1,143,958 have been won to support the physical activity and sport strategy .

Increased supply of good quality homes

Areas for improvement: Temporary accommodation placements and homelessness applications opened at prevention stage are both off track: this is indicative of the current national picture and the lack of affordable accommodation.

Priority Action highlights:

Leisure Transformation Plan:

Consultation regarding future plans for Brough Park (MyActive Leek) has now ended , we asked residents, users and non-users for their views of the plans for the facility, so it best meets the needs of the community. The final design is now locked in, the facility has been closed and work is due to commence imminently. A formal planning application for the scheme has been approved. The Public Sector Decarbonisation project at Biddulph (MyActive Biddulph) continues to progress, with solar panel and Net Zero Pod installed. Work to install a new substation is currently underway and the project is expected to be completed by the end of the year. Early design stage feasibility work is currently being undertaken at South Moorlands (MyActive Cheadle), with reports due back to the Council by the end of November.



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	September 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	10.12 days	The processing of change in circumstance cases is still off track, however the result is improving . It will take time to bring the average down to the target.
Number of TA placements ((including B&B made for families) placed over 6 weeks	Aim 1: Increased supply of good quality homes	Head of Housing Services	0	8 (0)	The result is indicative of the current national picture and pressures on the lack of affordable accommodation.
% of initial homelessness applications opened at the prevention and relief duty stages			60%	51%	Market pressures continue to affect the results; however we are still exceeding the revised national baseline of 45.1%.



Aim 2: To use resources effectively and provide value for money and provide value for money

Available services provided 'right first time'

✓ % Assisted contacts via the web

Areas for improvement: 82% of complaints were dealt with within target, 67% of FOI requests were responded to within statutory time frames.

High performing and motivated workforce

Areas for improvement: Sickness absence has fallen slightly off track at 3.63 days per FTE across the Alliance.

Procurement with a focus on local business

✓ 95% of annual contract spend was in the gross expenditure budget

Priority Action highlights:

Implement the Procurement Strategy

The changes following new Procurement Act 2023 were set to go live in October, this has now been put back to February 2025. The act aims to simplify the procurement process, increase transparency and facilitate small to medium size enterprise participation. Staff have undertaken a learning and development programme, key projects that fall into the new regime have been identified and a briefing note for AMT and the Executive is being developed to summarise the implications and associated actions.



Procurement Act 2023

CHAPTER 54

Explanatory Notes have been produced to assist in the understanding of this Act and are available separately.

Effective use of ICT

The 3 highest incident types logged with NEC: Software (other) 83; Active directory 39; MS Office applications 21.

Value for Money

- ✓ Collection Rates: Business Rates; Council Tax
- ✓ Invoices paid within terms
- ✓ Internal Audit recommendations implemented to timecale

Areas for improvement: The number of sundry debt invoices is higher than last year and is therefore currently off track.

Details of the off track PI's 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	September 2024 Result	Head of Service Commentary (reasons for performance / SMART actions to improve)
Complaint handling: % dealt with within target KEY PRIORITY	Easily available services provided right first time	Head of Customer Services	97%	82%	Of the low volume of complaints received (9) 2 received late responses as further investigation took place . Heads of Service are reminded to stay connected with the customer to update them on progress.
FOI requests: % responded to within statutory time frame		Head of Legal and Elections	90%	67% (255/379)	Results continue to be affected by the volume and complexity of cases
Collection rates: Sundry Debt (number of invoices over 60 days) KEY PRIORITY	Effective use of Financial resources/value for money	Head of Revenues and Benefits	Reduce the invoices over 60 days	£36,636 57 Invoices	The number of invoices has increased compared to 2024. We still need to continue to work with service areas to reduce the number of invoices compared to last year.
Ave days sickness per FTE (Alliance measure)	A high performing and well -motivated workforce	Head of OD & Transformation	7 days	3.63 days	Ave days sickness short term 1.22 days, long term 2.41 days. Slightly off track, the pro-rata target to September is 3.5 days

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



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

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

Areas for improvement: The % major developments allowed on appeal

Priority Action highlights:

Tourism strategy

Councillor Matt Swindlehurst, the Cabinet Member for Leisure and Tourism, has been invited to join the board of the new Staffordshire and Stoke-on-Trent Local Visitor Economy (LVEP). The second Tourism Partnership Forum meeting is scheduled for September. The Microsite is due to launch in late autumn.

Staffordshire & Stoke-on-Trent

**Local Visitor
Economy
Partnership**

Recognised by



VisitEngland

Details of the off track PI's can be viewed in the table below. Aim 3 Priority Action updates can be viewed [here](#)

Measure of Success (PI)	Aim / Objective	Service Lead	Target 2024/25	September 2024 Result	Head of Service Commentary (reasons for performance / SMART actions to improve)
% major developments allowed on Appeal	High quality development and building control with an open for business approach	Head of Development Services	10%	8.3%	Due to the loss of the Armshead Rd Battery storage appeal



Aim 4: Protect and Improve the Environment

Effective recycling and waste management

- ✓ Kg residual waste per household (estimated data)
- ✓ Missed bins per 100,000 collections
- ✓ % waste collections fulfilled

- ❖ Recycling contamination rate 16%

- ❖ Kg residual waste per capita 106.8 (Q1)

Areas for improvement: An estimated 54% of household waste was sent for recycling against the target of 58%.

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

- ✓ % of 'high risk' premises (A-C) inspected
- ✓ % routine permitted premises inspected

- ❖ 187 fly tipping incidents have been collected by the Council to Q2, a slight increase from 180 compared to last year.

Priority Action highlights:

Review the Council's waste and recycling arrangements

The Joint Member working group meeting date has been confirmed (Oct 7th) with nominations currently being confirmed. Modelling work continues with a report anticipated in late October. Capital funding has been received; we are still awaiting confirmation on revenue allocations.



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	September 2024 Result	Head of Service Commentary (reasons for performance / SMART actions to improve)
% of household waste sent, recycling KEY PRIORITY	Effective recycling and waste management	Head of Service Commissioning	58%	54%	Data is estimated until confirmed figures are available from SCC

The full performance framework for Q2 2024-25 can be viewed [here](#)

Customer Feedback

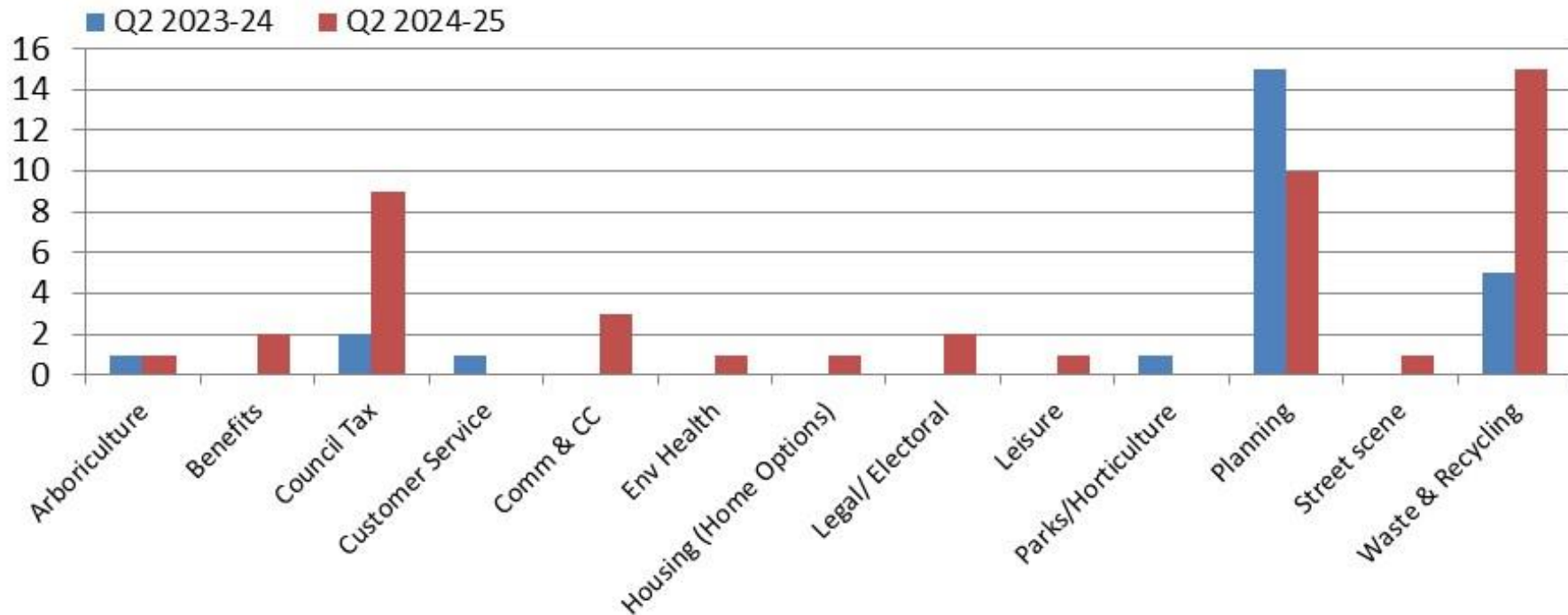
Complaints

The Council closed a total of 46 stage one complaints across 11 service areas during the period April to September 2024. An increase compared to the same period last year (25). Waste & Recycling received the greatest proportion with 15 complaints (33%). Details are shown in the graph below:

Stage 2 Complaints

3 complaints were dealt with at stage 2 in Q2:

Stage 2	Complaint	Outcome
2024/25-076 Comm & Climate Change	SAR response	Partially upheld: accepted some responsibility
2024/25-098 HR	Recruitment process	Partially upheld: accepted some responsibility
2024/25-0136 Building Control	Completion certificate	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 82% missed the 97% target.

Ombudsman Decisions: No cases were referred to the Government Ombudsman in Quarter 2.

Lessons Learned: Council tax: following a review into a customer's account, errors were made by the council. Further training has been given to all staff.

Compliments and Comments The Council has also captured 56 comments, 7 compliments and 24 MP comments through its feedback system during the period April to September 2024:

