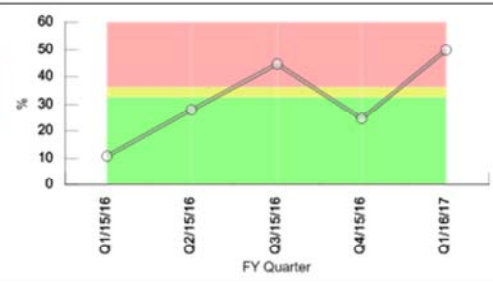


# Appendix A - Quarterly Performance Monitoring Report

Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
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## Performance Measures with Targets:

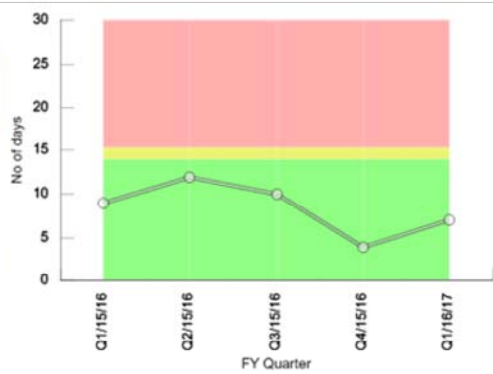
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse						
Quarter Target:	33.0%			Perf to Date:			
Annual Target:	33.0%						
2015/16:				2016/17:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
11.0% <span style="color: green;">G</span>	28.0% <span style="color: green;">G</span>	45.0% <span style="color: red;">R</span>	25.0% <span style="color: green;">G</span>	50.0% <span style="color: red;">R</span>			
Latest Comments including any necessary action:							



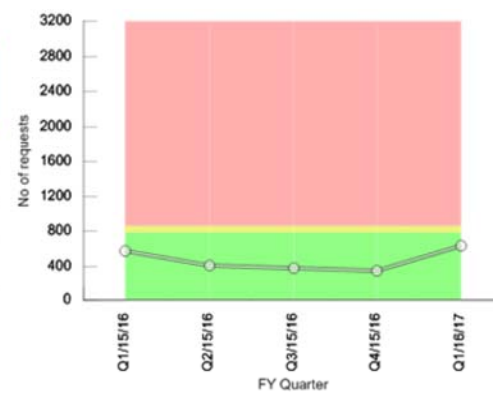
Over the last quarter we have received 18 appeal decisions. The council were successful in defending half of these appeals whilst the other 9 appeals were allowed. Of the 9 appeals that were allowed 6 of these were applications where the officer had recommended approval whilst the other 3 were determined under delegated powers.

It is disappointing that we have been unable to successfully defend half of these appeals however it is not considered that this is a trend. It has been agreed that the more important appeal decisions will be discussed at the regular Portfolio Holders briefings.

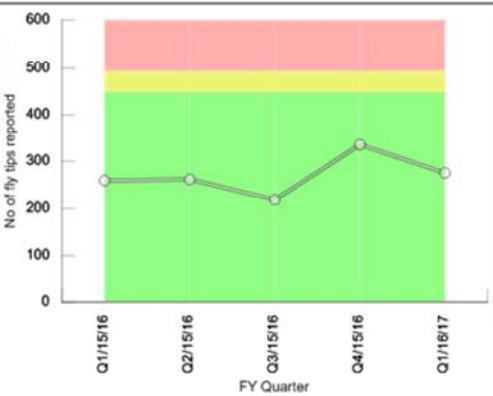
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events						
Quarter Target:	14.00			Perf to Date:			
Annual Target:	14.00						
2015/16:				2016/17:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
9.00 <span style="color: green;">G</span>	12.00 <span style="color: green;">G</span>	10.00 <span style="color: green;">G</span>	4.00 <span style="color: green;">G</span>	7.00 <span style="color: green;">G</span>			
Latest Comments including any necessary action:							



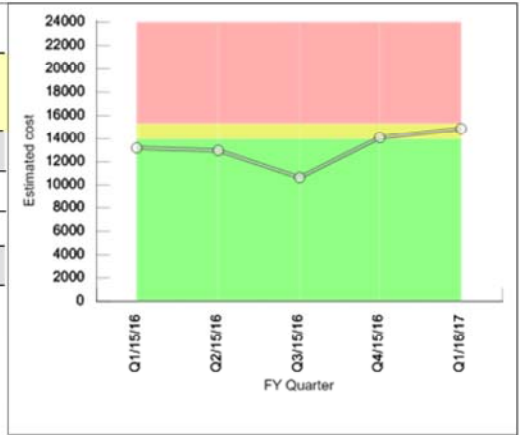
Indicator:	PI 008 - Requests for action from the Streetscene team						
Quarter Target:	775			Perf to Date:			
Annual Target:	3100						
2015/16:				2016/17:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
568 <span style="color: green;">G</span>	415 <span style="color: green;">G</span>	383 <span style="color: green;">G</span>	355 <span style="color: green;">G</span>	628 <span style="color: green;">G</span>			
Latest Comments including any necessary action:							



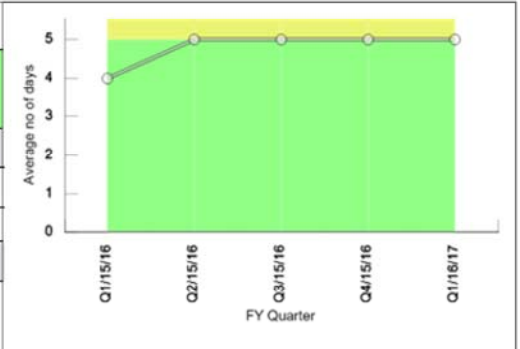
Indicator:	PI 010 - Total number of fly tips reported						
Quarter Target:				Perf to Date:			
Annual Target:	1800						
2015/16:				2016/17:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
259 <span style="color: green;">G</span>	263 <span style="color: green;">G</span>	220 <span style="color: green;">G</span>	337 <span style="color: green;">G</span>	277 <span style="color: green;">G</span>			
Latest Comments including any necessary action:							



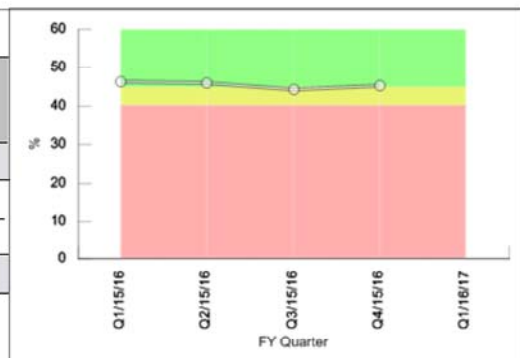
<b>Indicator:</b>	<b>PI 011 - Total estimated cost of clearing reported fly tips</b>							
<b>Quarter Target:</b>	13,965				<b>Perf to Date:</b>			
<b>Annual Target:</b>	55,860							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
13,263 <span style="color: green;">G</span>	12,982 <span style="color: green;">G</span>	10,677 <span style="color: green;">G</span>	14,123 <span style="color: orange;">A</span>	14,841 <span style="color: orange;">A</span>				
<b>Latest Comments including any necessary action:</b>								



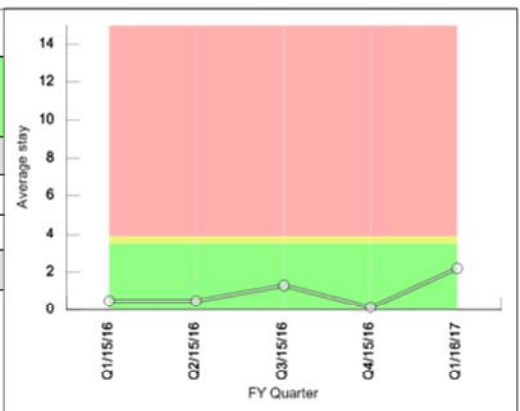
<b>Indicator:</b>	<b>PI 012 - Average number of days to respond to a reported fly tip</b>							
<b>Quarter Target:</b>	5.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>								
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
4.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>				
<b>Latest Comments including any necessary action:</b>								



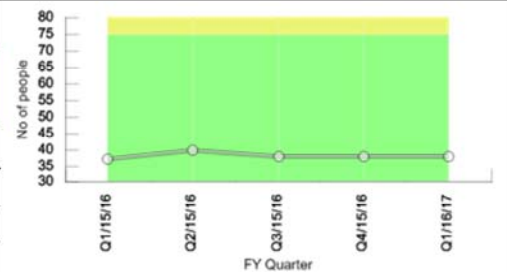
<b>Indicator:</b>	<b>PI 013 - % of household waste sent for reuse, recycling and composting</b>							
<b>Quarter Target:</b>	45.0%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	45.0%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
46.5% <span style="color: green;">G</span>	46.0% <span style="color: green;">G</span>	44.4% <span style="color: orange;">A</span>	45.5% <span style="color: green;">G</span>					
<b>Latest Comments including any necessary action:</b>								
Please note, Q1 data is currently not available and will be inserted as soon as released.								



<b>Indicator:</b>	<b>PI 019 - Average number of days in Temporary Accommodation (Bed &amp; Breakfast)</b>							
<b>Quarter Target:</b>	3.9				<b>Perf to Date:</b>			
<b>Annual Target:</b>	4.5							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
0.5 <span style="color: green;">G</span>	0.5 <span style="color: green;">G</span>	1.3 <span style="color: green;">G</span>	0.2 <span style="color: green;">G</span>	2.2 <span style="color: green;">G</span>				
<b>Latest Comments including any necessary action:</b>								
Performance was skewed this quarter by a number of unusual and difficult circumstances. April - no households left bed and breakfast. May - three households left bed and breakfast. Each household had been in bed and breakfast for three weeks. They were placed following a very serious incident on the Council's residential site at Ilton. June - three households left bed and breakfast. One household had been placed for only one night, and another for 5 nights. The longest stay was for 23 nights but the complex nature and the outcome of the case meant that bed and breakfast was the most suitable option.								

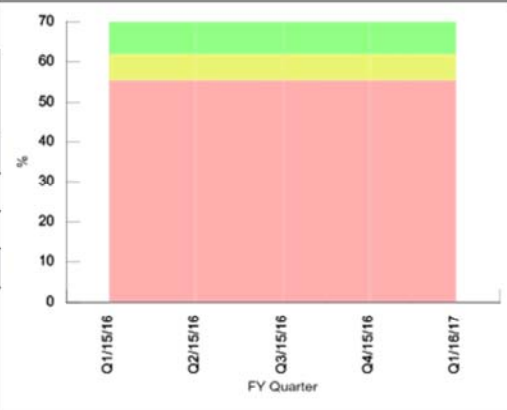


<b>Indicator:</b>	PI 020 - Total number of people in Temporary Accommodation (all types)							
<b>Quarter Target:</b>	75				<b>Perf to Date:</b>			
<b>Annual Target:</b>	75							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
37 <span style="color: green;">G</span>	40 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>				



**Latest Comments including any necessary action:**

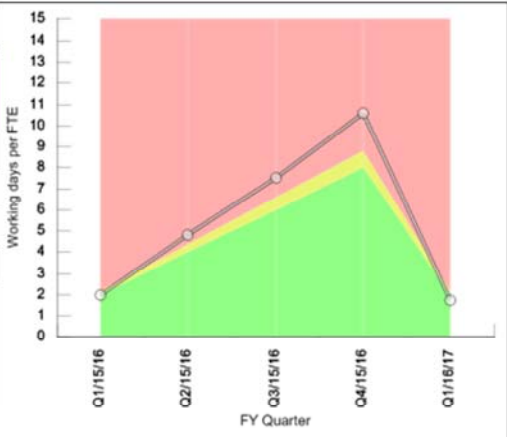
<b>Indicator:</b>	PI 031 - % of calls to contact centre resolved in the contact centre							
<b>Quarter Target:</b>	62.0%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	62.0%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
N/A	N/A	N/A	N/A	N/A				



**Latest Comments including any necessary action:**

This performance measure is not available. ICT are investigating additional software for corporate telephone system to gather more information. This software has not yet been purchased/installed so this measure remains unavailable.

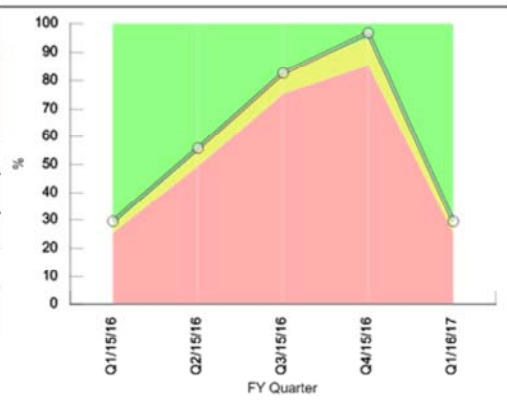
<b>Indicator:</b>	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)							
<b>Quarter Target:</b>	2.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>	8.00							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
2.01 <span style="color: orange;">A</span>	4.80 <span style="color: red;">R</span>	7.51 <span style="color: red;">R</span>	10.59 <span style="color: red;">R</span>	1.77 <span style="color: green;">G</span>				



**Latest Comments including any necessary action:**

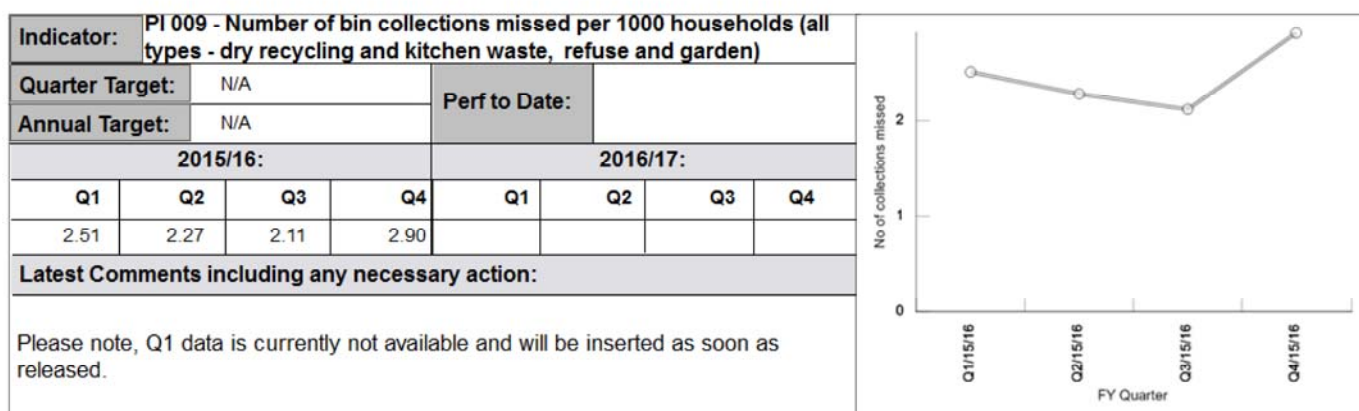
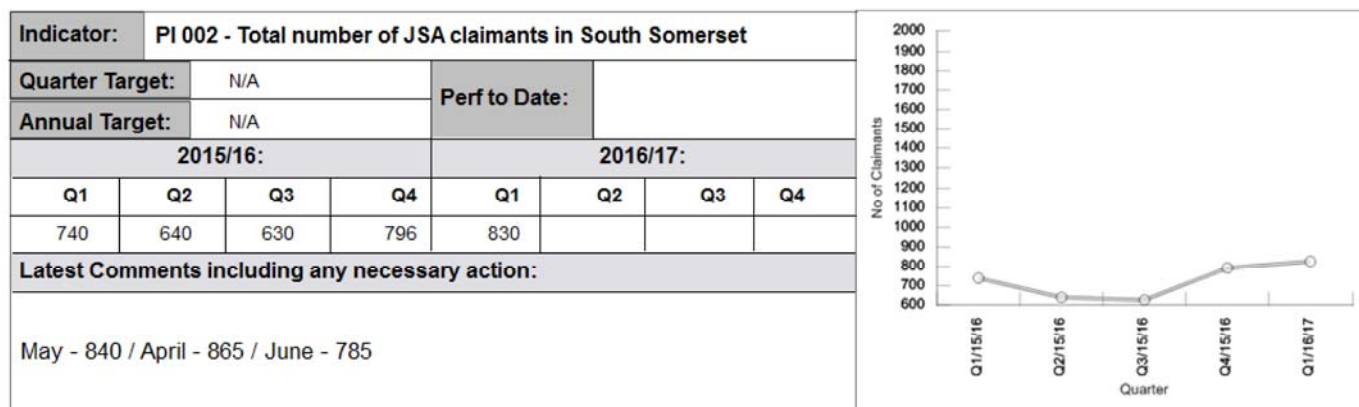
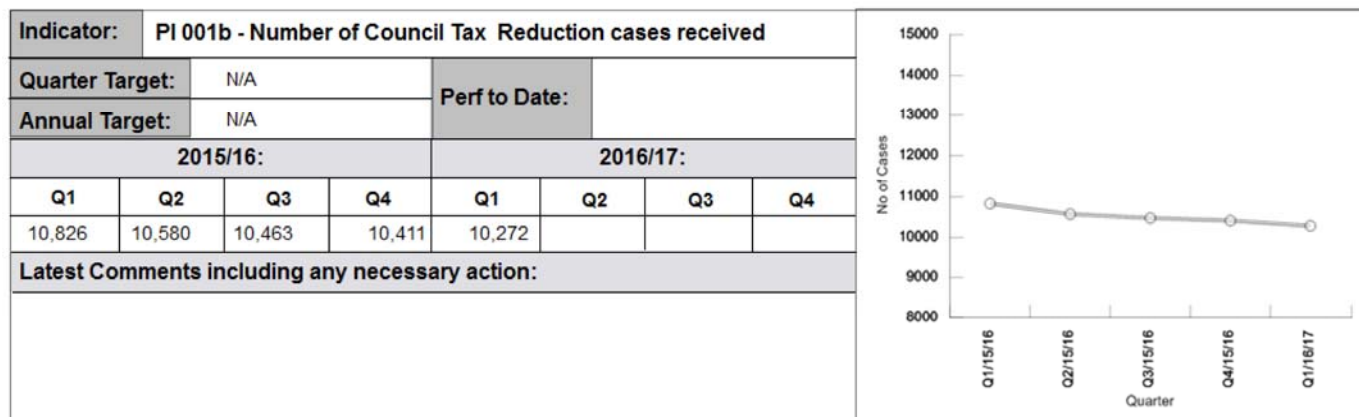
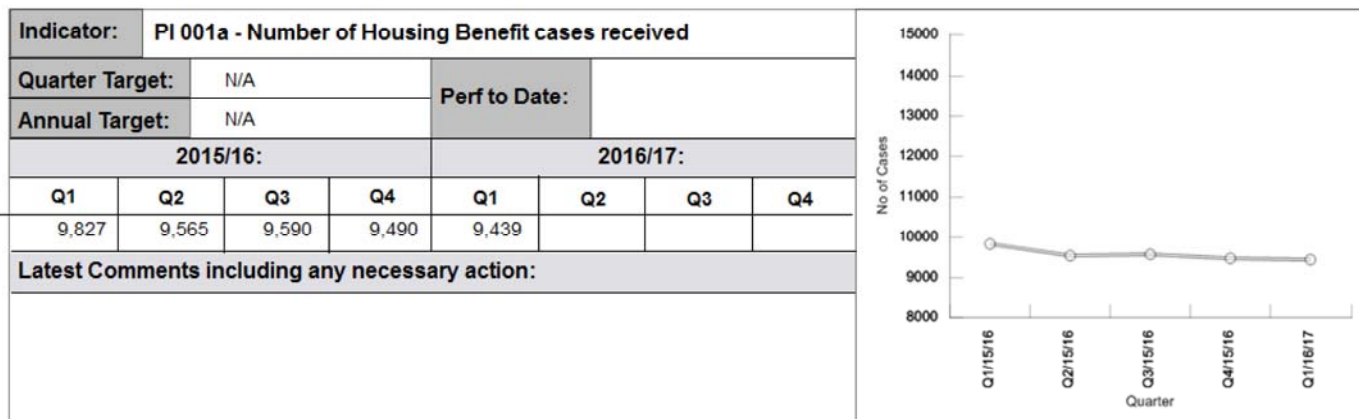
54% long term sickness  
42% short term absence  
4% phased returns

<b>Indicator:</b>	PI 035 - Percentage of Council Tax Collected							
<b>Quarter Target:</b>	28.5%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	97%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
29.6% <span style="color: green;">G</span>	55.9% <span style="color: green;">G</span>	82.8% <span style="color: orange;">A</span>	97.2% <span style="color: green;">G</span>	29.8% <span style="color: green;">G</span>				

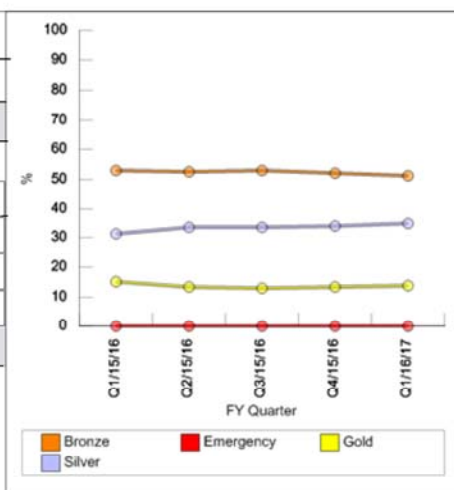


**Latest Comments including any necessary action:**

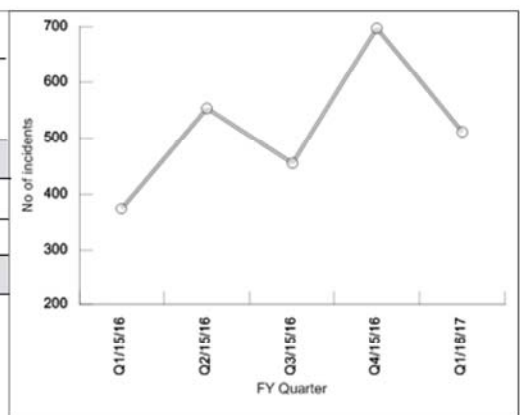
## Performance Measures of Trend (no targets set as SSDC do not directly influence):



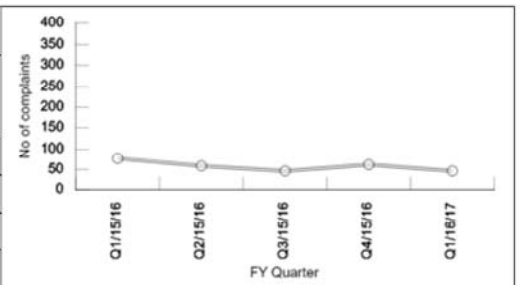
<b>Indicator:</b>	<b>PI 015 - % of households on the Choice Based Letting waiting list (all categories)</b>							
<b>Quarter Target:</b>	N/A				<b>Annual Target:</b>	N/A		
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Bronze	53.3%	52.7%	53.2%	52.4%	51.2%			
Silver	31.5%	33.5%	33.7%	34.3%	34.9%			
Gold	15.1%	13.6%	13.0%	13.4%	13.8%			
Emergency	0.1%	0.2%	0.2%	0.0%	0.1%			
<b>Latest Comments including any necessary action:</b>								
Q4 2015-16				Q1 2016-17				
Bronze	1,048			Bronze	1,039			
Emergency	0			Emergency	2			
Gold	267			Gold	280			
Silver	685			Silver	708			



<b>Indicator:</b>	<b>PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	373	554	455	698	513			
<b>Latest Comments including any necessary action:</b>								
<p>This is a 38% increase on the same period last year due in part to increased reports of Abandoned Vehicles that have nearly doubled to 107 reports. There is also slight increased reporting around Drug related issues and Neighbourly unrest.</p>								



<b>Indicator:</b>	<b>PI 033 - Total number of complaints received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	77	59	48	63	48			
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	<b>PI 034 - % of complaints resolved at stage 1 of complaints procedure</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	97.4%	96.6%	91.7%	100.0%	100.0%			
<b>Latest Comments including any necessary action:</b>								
<p>Stage 1: 48 Stage 2: 0 Stage 3: 0</p>								

