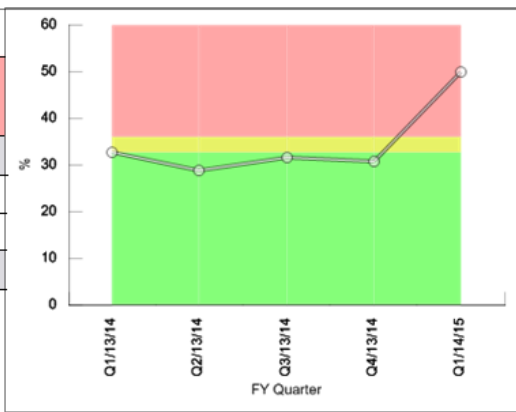


Appendix A - Quarterly Performance Monitoring Report

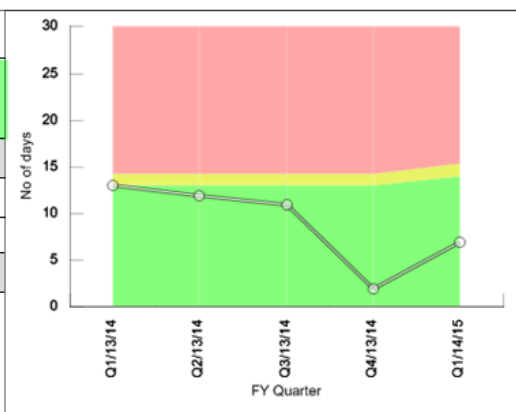
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
------	-------------------------------------	---------------------------------	-------------------------------

Performance Measures with Targets:

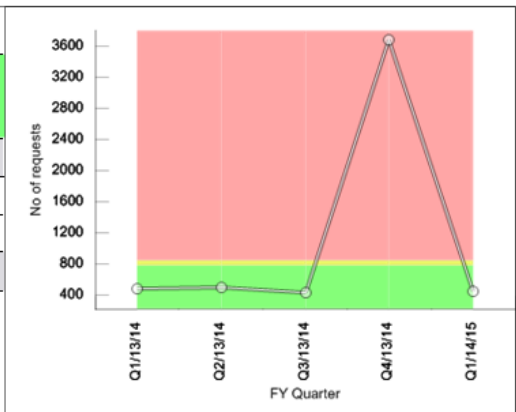
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
Quarter Target:	33.0%				Perf to Date:			
Annual Target:	33.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
33.0% G	29.0% G	31.8% G	31.0% G	50.0% R				
Latest Comments including any necessary action:								
This is disappointing but not considered a trend. Analysis of 6 appeals allowed in Q1 shows the Inspector did not agree with the view of the highway authority (2) ; did not consider the committee's reasons for refusal to be reasonable (2) and; did not agree with the officers assessment of design and impact upon historic assets (2).. Briefings will continue to take place with officers and members to discuss what we can learn from appeal decisions.								



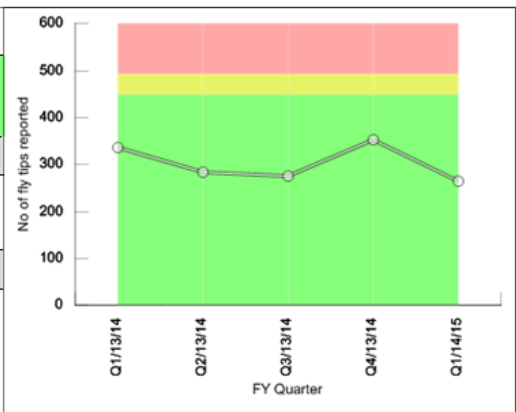
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
Quarter Target:	14.00				Perf to Date:	7		
Annual Target:	13.00							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
13.00 G	12.00 G	11.00 G	2.00 G	7.00 G				
Latest Comments including any necessary action:								



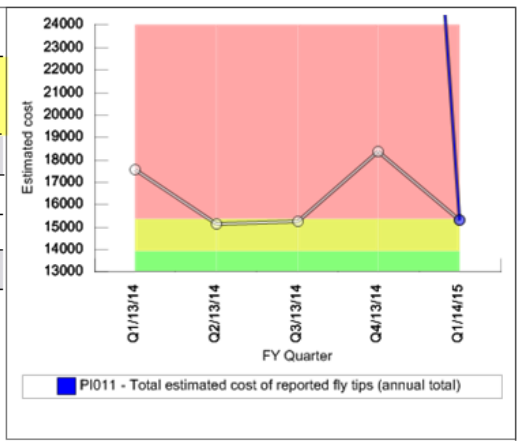
Indicator:	PI 008 - Requests for action from the Streetscene team							
Quarter Target:	775				Perf to Date:			
Annual Target:	3100							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
473 G	488 G	429 G	3,684 R	445 G				
Latest Comments including any necessary action:								



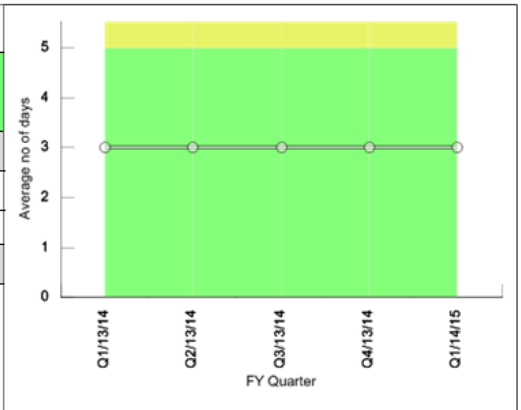
Indicator:	PI 010 - Total number of fly tips reported							
Quarter Target:					Perf to Date:			
Annual Target:	1800							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
338 G	284 G	277 G	354 G	266 G				
Latest Comments including any necessary action:								



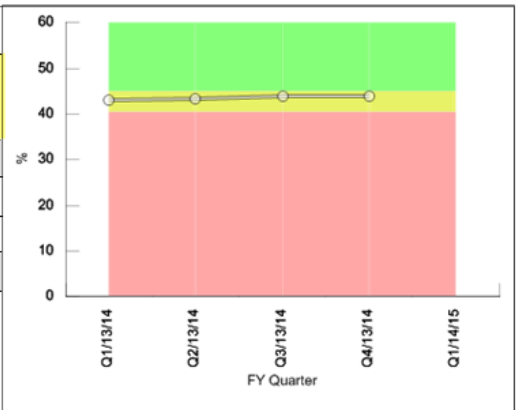
Indicator:	PI 011 - Total estimated cost of clearing reported fly tips							
Quarter Target:	13,965				Perf to Date:			
Annual Target:	55,860							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
17,589 🚫	15,151 🟡	15,298 🟡	18,369 🚫	15,332 🟡				
Latest Comments including any necessary action:								



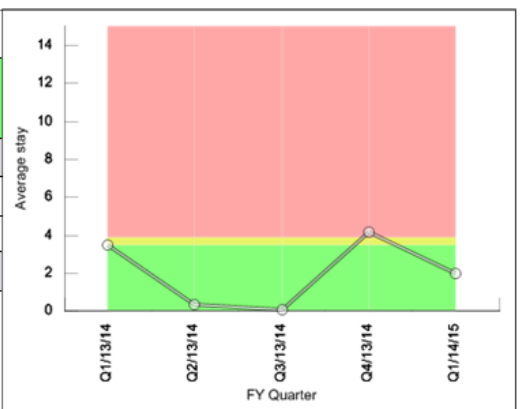
Indicator:	PI 012 - Average number of days to respond to a reported fly tip							
Quarter Target:					Perf to Date:			
Annual Target:								
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3.0 🟢	3.0 🟢	3.0 🟢	3.0 🟢	3.0 🟢				
Latest Comments including any necessary action:								



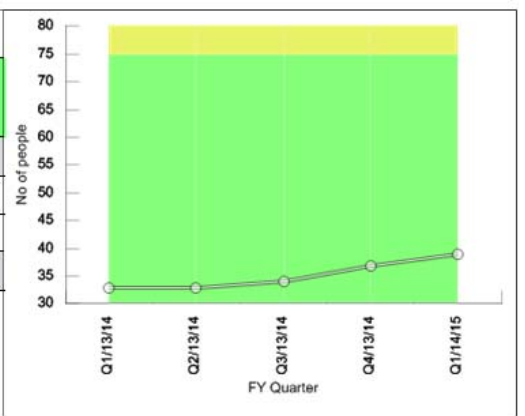
Indicator:	PI 013 - % of household waste sent for reuse, recycling and composting							
Quarter Target:	45.0%				Perf to Date:			
Annual Target:	45.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
43.1% 🟡	43.4% 🟡	43.9% 🟡	44.1% 🟡					
Latest Comments including any necessary action:								
Data not available within timeframe of this report. Q1 will be reported in the next report.								



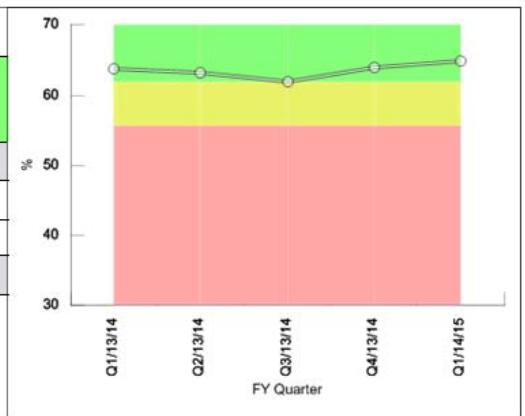
Indicator:	PI 019 - Average length of stay in Temporary Accommodation (Bed & Breakfast)							
Quarter Target:	3.5				Perf to Date:			
Annual Target:	4.5							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3.5 🟢	0.4 🟢	0.1 🟢	4.2 🚫	2.0 🟢				
Latest Comments including any necessary action:								



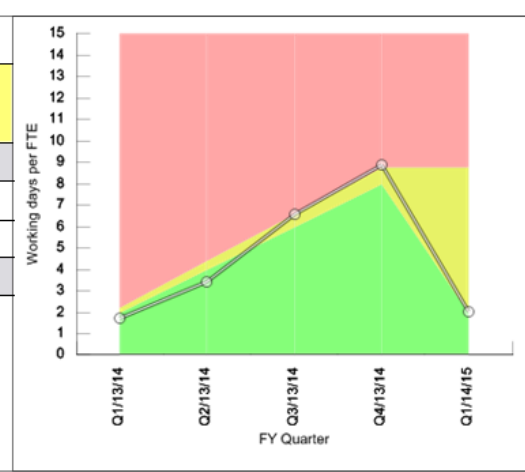
Indicator:	PI 020 - Total number of people in Temporary Accommodation (all types)								
Quarter Target:	75				Perf to Date:	39			
Annual Target:	75								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
33 G	33 G	34 G	37 G	39 G					
Latest Comments including any necessary action:									



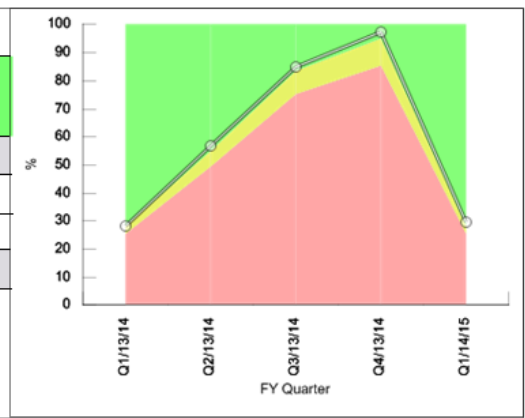
Indicator:	PI 031 - % of calls to contact centre resolved in the contact centre								
Quarter Target:	62.0%				Perf to Date:	63.3			
Annual Target:	62.0%								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
63.0% G	63.3% G	61.9% A	64.0% G	65.0% G					
Latest Comments including any necessary action:									



Indicator:	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)								
Quarter Target:	2.00 ⬇				Perf to Date:				
Annual Target:	8.00								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
1.73 G	3.44 G	6.61 R	8.87 R	2.03 A					
Latest Comments including any necessary action:									
The current breakdown is 51% long term sickness absence and 49% short term absence NB. 10% of total absence is from phased returns to work.									

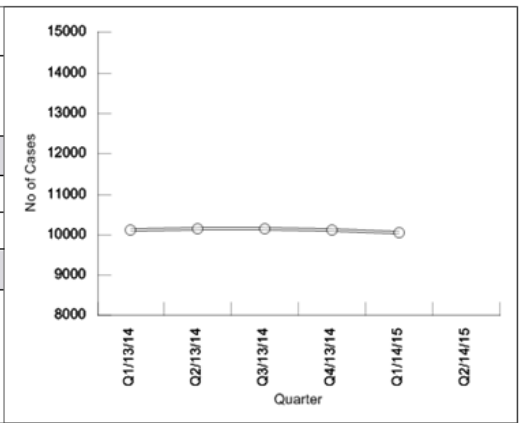


Indicator:	PI 035 - Percentage of Council Tax Collected								
Quarter Target:	28.5%				Perf to Date:	29.64%			
Annual Target:	97%								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
28.3% A	56.8% G	84.9% G	97.4% G	29.6% G					
Latest Comments including any necessary action:									

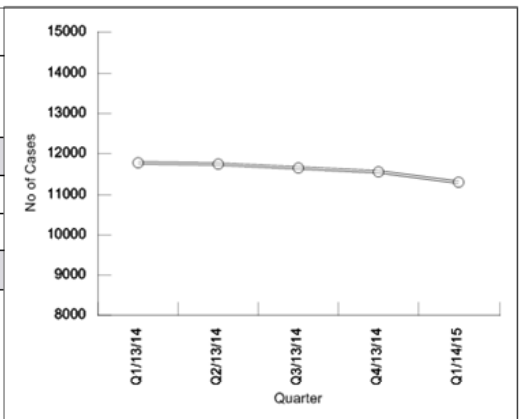


Performance Measures of Trend (no targets set as SSDC do not directly influence):

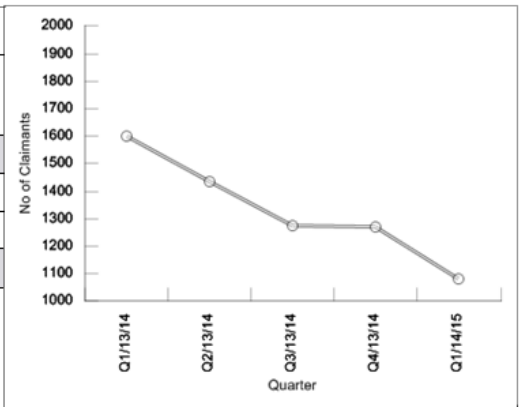
Indicator:	PI 001a - Number of Housing Benefit cases received						
Quarter Target:	N/A			Perf to Date:			
Annual Target:	N/A						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10,120	10,158	10,170	10,122	10,075			
Latest Comments including any necessary action:							



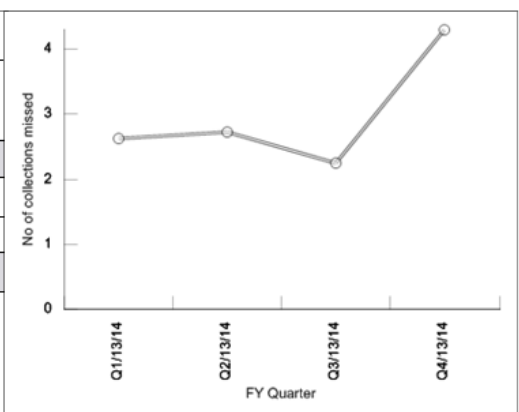
Indicator:	PI 001b - Number of Council Tax cases received						
Quarter Target:	N/A			Perf to Date:			
Annual Target:	N/A						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
11,802	11,761	11,670	11,568	11,320			
Latest Comments including any necessary action:							



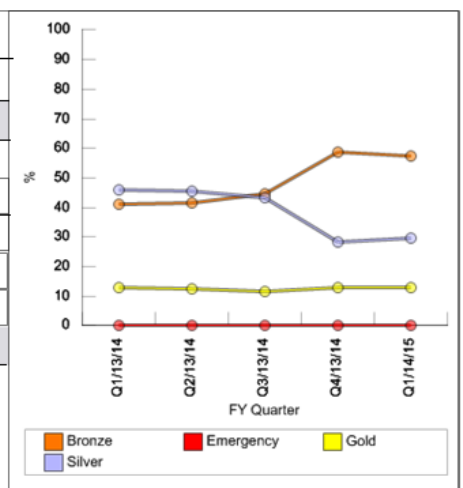
Indicator:	PI 002 - Total number of JSA claimants in South Somerset						
Quarter Target:	N/A			Perf to Date: 1082			
Annual Target:	N/A						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1,601	1,438	1,275	1,272	1,082			
Latest Comments including any necessary action:							
April 1272, May 1034, June 940							



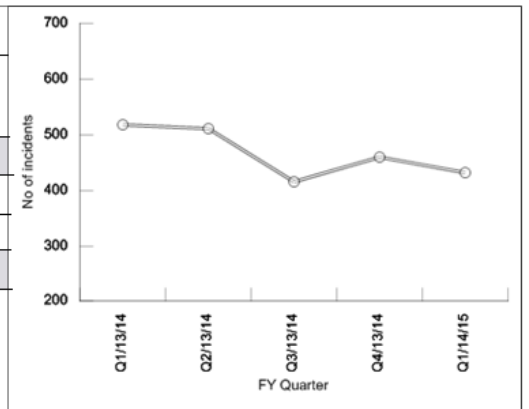
Indicator:	PI 009 - Number of bin collections missed per 1000 households (all types - dry recycling and kitchen waste, refuse and garden)						
Quarter Target:	N/A			Perf to Date:			
Annual Target:	N/A						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2.63	2.72	2.25	4.28				
Latest Comments including any necessary action:							



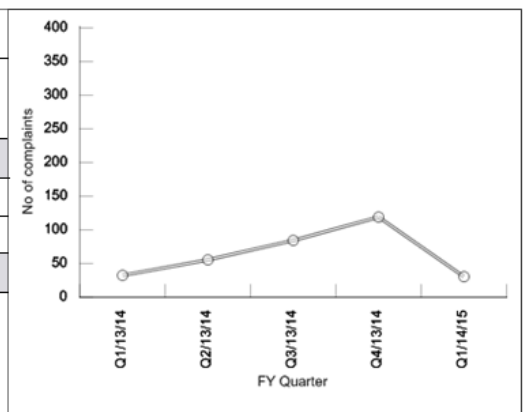
Indicator:	PI 015 - % of households on the Choice Based Letting waiting list (all categories)							
Quarter Target:	N/A				Annual Target:	N/A		
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bronze	41.0%	41.8%	44.8%	58.8%	57.3%			
Silver	46.1%	45.4%	43.6%	28.4%	29.8%			
Gold	12.8%	12.6%	11.6%	12.8%	12.9%			
Emergency	0.1%	0.2%	0.1%	0.1%	0.0%			
Latest Comments including any necessary action:								
Bronze	1,599							
Emergency	1							
Gold	359							
Silver	830							



Indicator:	PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)							
Quarter Target:	N/A				Perf to Date:	433		
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	519	511	416	461	433			
Latest Comments including any necessary action:								
This is a marked decrease on the overall number of reports received in the same period last year.								



Indicator:	PI 033 - Total number of complaints received							
Quarter Target:	N/A				Perf to Date:			
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	34	56	85	119	31			
Latest Comments including any necessary action:								



Indicator:	PI 034 - % of complaints resolved at stage 1 of complaints procedure							
Quarter Target:	N/A				Perf to Date:			
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	88.2%	94.6%	96.5%	94.1%	100.0%			
Latest Comments including any necessary action:								
Stage 1 - 31 Stage 2 - 0 Stage 3 - 0								

