



## Corporate Performance Report 2020-21: 1st Quarter

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## Purpose of the Report

1. This report sets out the current position of the Council's agreed key performance indicators and covers the period from April to June 2020 (Q1).

## Forward Plan

2. This report appeared on the District Executive Forward Plan with an anticipated Committee date of October 2020.

## Public Interest

3. The Council is accountable to the local community for its performance. We publish performance-monitoring information to demonstrate outcomes and to highlight opportunities to learn and improve for the future.

## Recommendations

4. The District Executive is asked to note and comment on the report.

## Background

5. The Council monitors a set of key performance indicators (KPIs) which are published on our [website](#).

## Quarter 3 Performance

6. The attached report includes our performance from April to June 2020 KPIs for each of the 5 themes of the Council Plan.
7. The KPIs have been revised to align more closely with the areas of focus within the Council Plan 2016/21. Some measures are annual so there is no data to report in this quarter.



## **South Somerset District Council**

8. Covid-19 has had a significant impact on services during this reporting period. Demand for our services was greatly increased and many of our staff were redeployed to assist in front line services. Whilst we saw an increase in demand across a number of service areas, we were also setting up additional services to support residents and businesses throughout the crisis. For example, The Hub which co-ordinated and distributed supply boxes to those residents shielding or in need and the Connect Team who formed an integral part of the County wide helpline. Our staff met the challenges with professionalism.
9. Continuous Improvement forms part of everything we do and we still face challenges as an organisation. This includes completing the redesign of our services and supporting our customers to take up new digital channels, together with embedding new ways of working within the 'One Team'.
10. The attached report shows that in certain key areas, in quarter 1, there were some dips in performance below targets or agreed service levels. Additional resources have been agreed to support these areas. Overall, 17 KPIs are either showing a steady position or are improving and 16 KPIs are either on or above target. Comments are included from the relevant lead officer or Performance Specialist. We will continue to monitor performance closely and take action as appropriate.

### **Financial Implications**

11. There are no direct financial implications related to this report.

**Risk Matrix – this report is for information only – no risk profile.**

### **Council Plan Implications**

12. This report is consistent with the Council Plan 2016 – 2021

### **Carbon Emissions and Climate Change Implications**

13. There are no direct implications

### **Equality and Diversity Implications**

14. There are no direct implications

### **Privacy Impact Assessment**

15. There are no direct implications

### **Background Papers**

Council Plan 2016-2021 & Annual Action Plan 2020/21.