

SSDC Annual Performance Report 2014/15

Executive Portfolio Holder: Ric Pallister, Strategy and Policy
Strategic Director: Rina Singh, Place and Performance
Lead Officer: Anuska Gilbert, Performance Officer
Contact Details: anuska.gilbert@southsomerset.gov.uk or (01935) 462112

Purpose of the Report

This report presents the following:

1. Performance Indicators (PIs) for 2014-15
2. A summary of the status of the Council Plan actions
3. A summary of complaints made to SSDC during 2014-15

Forward Plan

This report appeared on the District Executive Forward Plan with an anticipated Committee date of June 2015.

Public Interest

The Council is accountable for its performance to the local community and we publish performance data to enable us to demonstrate achievements against targets. This report details the annual performance for 2014/15.

Recommendation

That District Executive note the 2014/15 performance information at Appendices A, B and C which will also be reported to Council.

Background

The SSDC Performance Monitoring Framework comprises:

- The Council Plan 2012-15
- Corporate Performance Indicators
- Service plans
- Key strategy action plans

Performance Indicator Report:

The Performance Indicator report consists of 39 locally set indicators which are linked to our corporate priorities. These were selected and approved by members on 3rd May 2012. 18 of these are corporate performance indicators, against which the Council's performance is measured. The remaining South Somerset indicators are those over which the Council has less influence.

Summary of Performance Indicators:

Indicator Status	2014/15		2013/14	
On or Above Target	15	88.24%	13	76.47%
Within 10% of Target	1	5.88%	1	5.88%
More than 10% Below Target	1	5.88%	4	17.65%
TOTAL	17*	100%	18	100%

*Annual data not available for Pi 031.

See Appendix A for details.

Council Plan Actions Progress Report:

The Council Plan was introduced in 2012/13 covering 2012 – 2015. The Council Plan progress report provides an update on the key actions listed in the plan under each focus area. Of the 42 actions, 98% are either completed or partially completed.

Focus	Completed	Partially Complete	Not Started	Total
Focus One (Jobs)	10	7		17
Focus Two (Environment)	7		1	8
Focus Three (Homes)	7	2		9
Focus Four (Health & Communities)	7	1		8
Total	31	10	1	42
Total %	74%	24%	2%	100%

See Appendix B for details.

Complaints:

During the period 1st April 2014 – 31st March 2015, SSDC received 148 complaints from members of the public, showing an increase of 24.4% on the previous year.

The majority of cases, 95.3%, have been resolved at stage 1, indicating that the complaints procedure is effective. 70.1% of services either reduced the number of complaints to their service or maintained the previous year, this compares to a 2013/14 percentage of 87.10%.

Please refer to Appendix C for details.

Financial Implications

Compensation of £208 was paid out in 2014/15.

Carbon Emissions and Climate Change Implications

None

Equality and Diversity Implications

None

Background Papers

Refreshed Council Plan 2012-15

<http://www.southsomerset.gov.uk/about-us/our-vision/council-plan-2012---2015/>

SSDC Corporate Indicators – District Executive May 2012