

Quarterly Performance and Complaints Monitoring Report – 2nd Quarter 2015/16

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Purpose of the Report

To present the corporate performance monitoring report covering the period from 1st July – 30th September 2015 (Q2).

Forward Plan

This report appeared on the District Executive Forward Plan with an expected date of 3rd December 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.

Recommendations

The District Executive is asked to note and comment on the corporate performance monitoring report.

Background

The 20 performance indicators used in this report were selected and approved by members on 3rd May 2012.

Performance

A summary of performance from 1st July – 30th September 2015 (Q2) is shown below with full details provided at Appendix A:

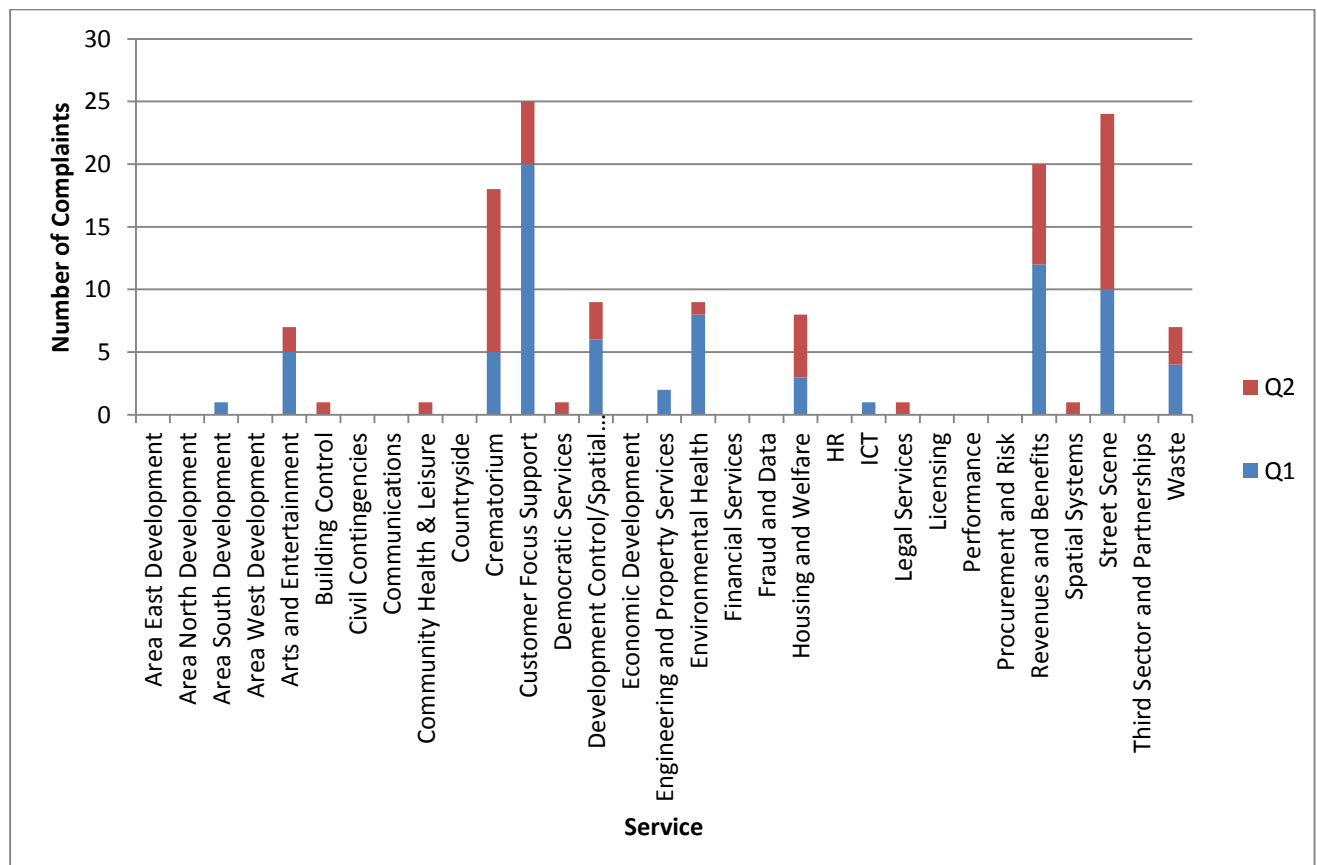
Where appropriate, this information is colour coded, using red, amber, or green to indicate performance against target

| Performance Summary: | | Quarterly Breakdown: | | | | | | | |
|---|----|----------------------|-----|----|-----|----|----|----|----|
| | | Q1 | | Q2 | | Q3 | | Q4 | |
| | | 1 | 8% | 0 | 0% | 0 | 0% | 0 | 0% |
| | | 2 | 17% | 1 | 9% | 0 | 0% | 0 | 0% |
| | | 9 | 75% | 10 | 91% | 0 | 0% | 0 | 0% |
| Commentary: | | | | | | | | | |
| 12 performance indicators can be compared against target for Q2. As data is not available for PI031 this summary only includes 11 of the corporate indicators. Percentages are rounded to the nearest whole number. | | | | | | | | | |
| >10% Below Target | 0 | | | | | | | | |
| Within 10% of Target | 1 | | | | | | | | |
| On or Above Target | 10 | | | | | | | | |

Complaints

During the period 1st July – 30th September 2015, SSSC received 59 complaints, which is a 190% increase compared to the quarter 2 2014/15 figure of 31.

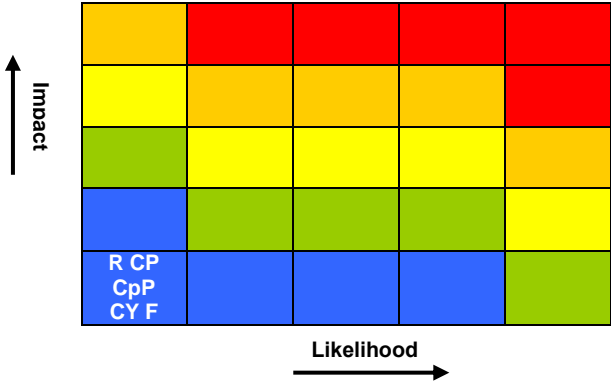
The chart and table below provide a summary of complaints received, with a detailed breakdown by service at Appendix B.



Financial Implications

There are no direct financial implications related to this report. However, financial implications may need to be considered for possible actions necessary to address performance in failing areas.

Risk Matrix



Key

| Categories | Colours (for further detail please refer to Risk management strategy) |
|---------------------------------|---|
| R = Reputation | Red = High impact and high probability |
| CpP = Corporate Plan Priorities | Orange = Major impact and major probability |
| CP = Community Priorities | Yellow = Moderate impact and moderate probability |
| CY = Capacity | Green = Minor impact and minor probability |
| F = Financial | Blue = Insignificant impact and insignificant probability |

Council Plan Implications

Performance Management contributes towards the delivery of the SSDC Council Plan through effective monitoring and smart target setting that help to deliver a continuous improvement.

Carbon Emissions and Climate Change Implications

None

Equality and Diversity Implications

None

Privacy Impact Assessment

No issues.

Background Papers

- Refreshed Council Plan 2012-15 (<http://www.southsomerset.gov.uk/about-us/our-vision/council-plan-2012---2015/>)
- SSDC Complaints Procedure ([http://www.southsomerset.gov.uk/contact-us/making-a-complaint-\(1\)/](http://www.southsomerset.gov.uk/contact-us/making-a-complaint-(1)/))
- DX report- refresh of corporate Indicators – DX May 2012
- Annual Performance Report 2014/15 – DX July 2015