

# **Quarterly Performance and Complaints Monitoring Report – 3rd Quarter 2015/16**

*Executive Portfolio Holder: Ric Pallister, Strategy and Policy*  
*Strategic Director: Rina Singh, Place and Performance*  
*Assistant Director: Martin Woods, Economy*  
*Lead Officer: Andrew Gillespie/Charlotte Jones, Performance Managers*  
*Contact Details: andrew.gillespie@southsomerset.gov.uk or 01935 462364*  
*charlotte.jones@southsomerset.gov.uk or 01935 462565*

## **Purpose of the Report**

To present the corporate performance monitoring report covering the period from 1<sup>st</sup> October – 31st December 2015 (Q3).

## **Forward Plan**

This report appeared on the District Executive Forward Plan with an expected date of 3rd March 2016.

## **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.

## **Recommendation**

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 October – 31st December 2015 (Q3) is shown below with further details provided at Appendix A:

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

Performance Summary:		Quarterly Breakdown:			
		Q1	Q2	Q3	Q4
		1    8%	0    0%	2    18%	0    0%
		2    17%	1    9%	2    18%	0    0%
		9    75%	10   91%	7    64%	0    0%
<b>Commentary:</b>					
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	2				
Within 10% of Target	2				
On or Above Target	7				

**Performance Exceptions:**



Indicators with performance below target are classed as exceptions. In these cases Appendix A also includes a comment from the Service Manager, detailing reasons why the indicator is an exception, together with any corrective action being taken.

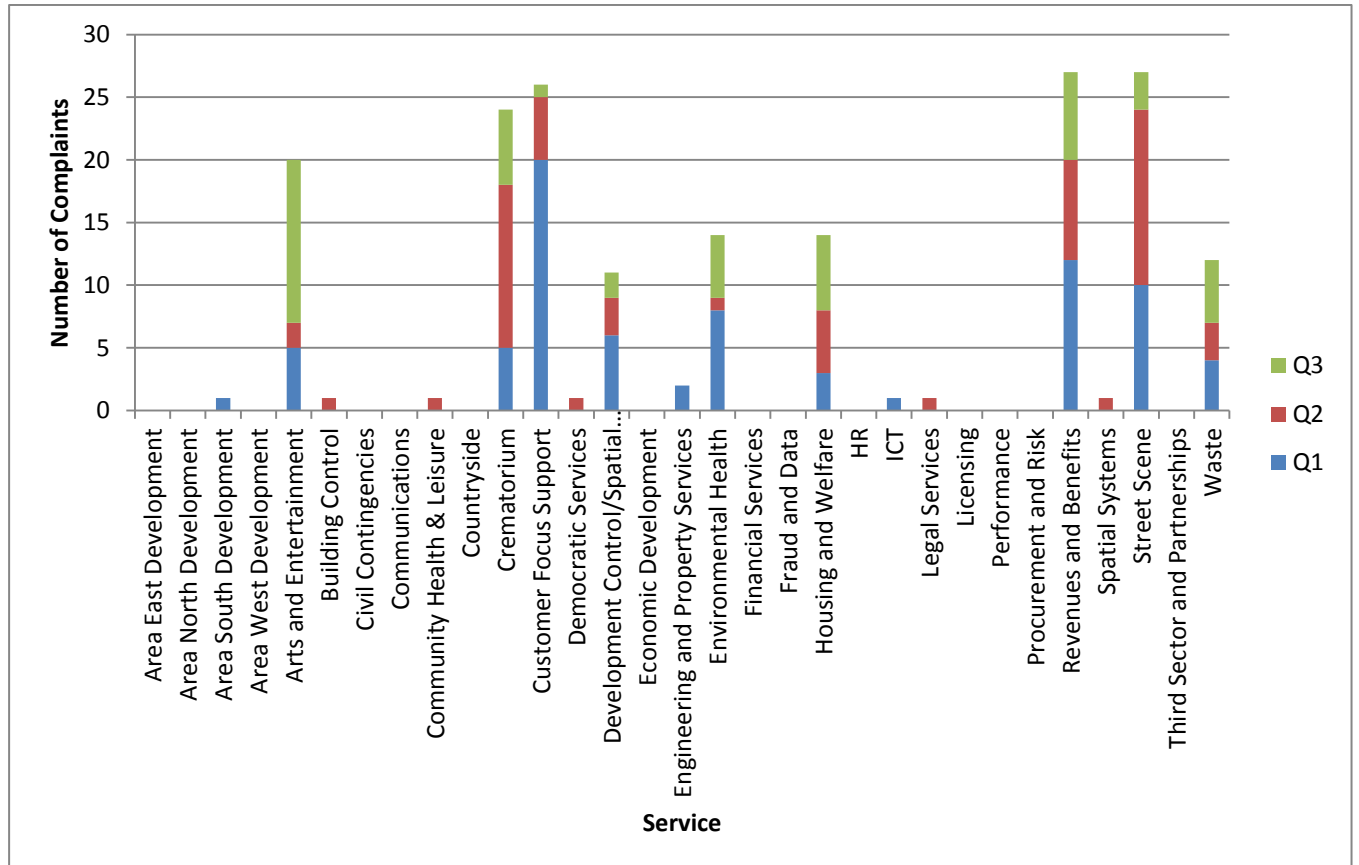
The exception for quarter 3 is as follows:

Measure	Focus	Q3 Status
PI003 - % of planning appeal decisions allowed against the authority's decision to refuse	One	
PI032 – Working days lost due to sickness absence per Full Time Employee (FTE)	Other	

## Complaints

During the period 1st October – 31st December 2015, SSDC received 48 complaints which is a 84.6% increase compared to the quarter 3 2014/15 figure of 26.

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

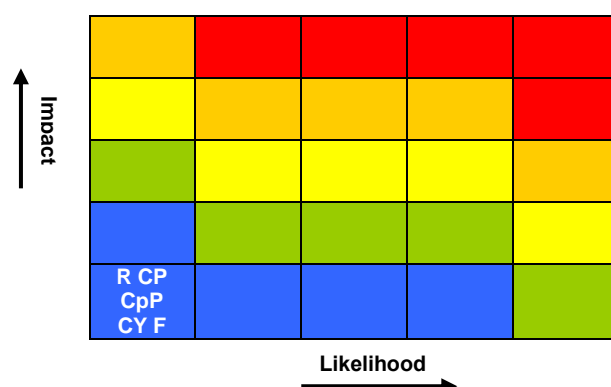


## Financial Implications

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

This matrix only identifies the risk associated with taking the decision as set out in the report as the recommendation(s). Should there be any proposal to amend the recommendation(s) by either members or officers at the meeting then the impact on the matrix and the risks it identifies must be considered prior to the vote on the recommendation(s) taking place.



**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)/) )
- District Executive report- refresh of corporate Indicators – District Executive May 2012
- Annual Performance Report 2014/15 – District Executive July 2015