

Scrutiny Committee – 5<sup>th</sup> January 2010

## 12. Quarterly Performance and Complaints Monitoring Report – 2nd Quarter 2009/10

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*Head of Service:* Rina Singh, Corporate Director Communities  
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### Purpose of the Report

To present to members a performance monitoring report covering the period to the end of the second quarter (1<sup>st</sup> July – 30<sup>th</sup> September 2009).

### Action Required

The Scrutiny Committee is asked to:

- 1) Consider the performance monitoring report and comment on those areas highlighted under 'performance exceptions' where performance is below target levels.
- 2) Note the summary of complaints for the second quarter of 2009/10.

### Background

The financial year, 2008/09, saw the introduction of the new national Performance Framework, replacing the existing Best Value Performance Indicators (BVPIs) with the new National Indicators (NIs). These NIs are an integral part of the performance management of SSSC and have been included as measures within the refreshed Corporate Plan (2009-2012) and its delivery plans.

This report details performance for a basket of local and national performance indicators against which progress of the Corporate Plan can be measured, together with the critical success factors detailed in Portfolio Statements for 2009-10.

As part of the continual drive to improve performance management the council uses a performance and risk management system, called TEN. Performance, complaints and risk information is being captured in this system, allowing both Officers and Members ready access to up to date information.

### Performance Exceptions

Appendix A details the performance of the Council for the 2<sup>nd</sup> quarter of 2009/10. This information is colour coded to indicate performance against target. The report also includes a trend arrow where appropriate, showing whether performance is improving or deteriorating from quarter to quarter.

The 2008/09 Actual performance figure has been included for comparison where available.

In cases where performance is below target levels or has deteriorated, a comment is requested from the Service Manager. The comments, which relate to any variances in performance or progress against agreed actions are as follows:

***Theme 1- Increase economic vitality and prosperity***

- **NI 157a – Processing of Major planning applications determined within 13 weeks**

Q2 actual = 33%, Target = 63%.

We have continued to improve our performance in terms of determining 'minor' and 'other' applications and we are consistently exceeding the targets. The on-going economic downturn is inevitably hampering our performance in relation to 'major' applications as the number of submitted schemes has dipped significantly. We are however taking this opportunity to further reduce the backlog of applications which is now at its lowest level for many years (132) and therefore **a reduction in performance on NI157a is expected.**

***Theme 2- Enhance the environment, address and adapt to climate change***

- No PI's below target

***Theme 3- Improve the health and well being of our citizens***

- No PI's below target

***Theme 4- Ensure safe, sustainable and cohesive communities***

- **NI 195 – Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)**

Q2 actual = 14%, Target = 7%.

The annual figure consists of 3 inspections; the 1<sup>st</sup> inspection tends to be the highest figure, before reducing in the subsequent quarters to achieve the annual result. This is predominately due to seasonal variances and an increase in the number of people engaging in outdoor activities. However during the first inspection the team numbers were reduced due to sickness. The 2<sup>nd</sup> inspection is currently taking place, which will identify if the performance is outside the normal trend.

***Theme 5- Deliver well managed, cost effective services valued by our customers***

- **LI005 - % customers either satisfied or very satisfied with the call centre service**

Q2 actual = 94%, Target = 95%.

Figure slightly below target. Additional survey to be completed during Quarter 3 to check if this is a trend.

- **LI006 - % of calls to contact centre resolved in the contact centre**

Q2 actual = 62%, Target = 62% (Q1 64%).

Performance on target. Expected downward trend from Q1 (2008/09 – Q1 – 63%, Q2 – 61%) when more queries are resolved for the Council Tax new year billing.

- **LI 021 – Sickness days per FTE (BV 12)**

Q2 actual = 4.43, Target = 4.10.

66% long term sickness and 34% short term sickness. Actions are continuing to help resolve long term sickness absences through the use of **occupational health referrals**.

### Complaints:

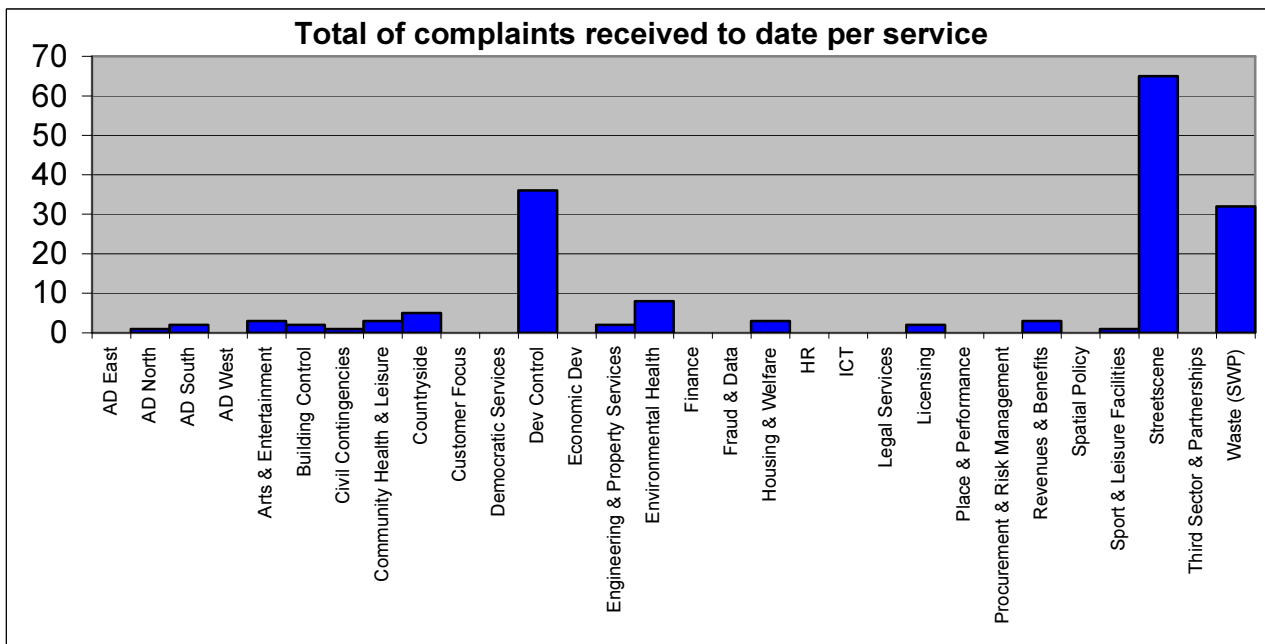
Services are required to monitor all complaints received by the council and to action them in accordance with the Complaints procedure. This report presents a summary of complaints by service area to Management Board and members on a quarterly basis. See Appendix B for the full summary of complaints for 2009/10.

### Complaints Analysis to date for 2009/10:

During the period 1<sup>st</sup> April – 30<sup>th</sup> September 2009, the first 6 months, South Somerset District Council has received 171 complaints from members of the public. The services that received the most complaints in the first half of the year are Streetscene (65), Development Control (36) and Waste and Recycling (32):

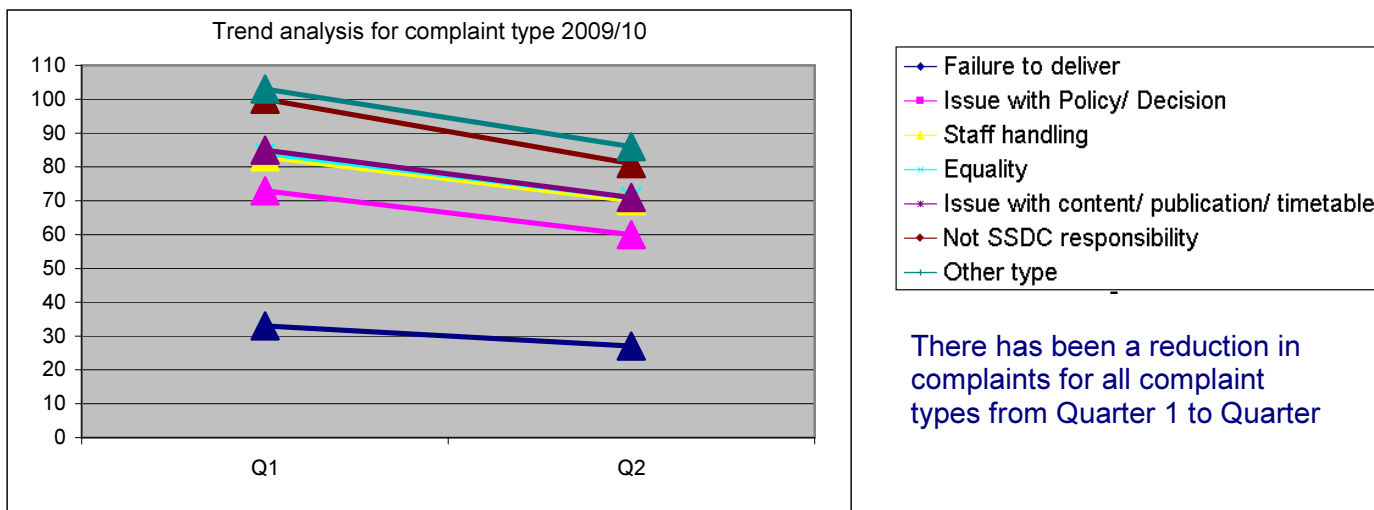
	Quarter 2	2009/10 to date
Total number of complaints	73	171
What stage were the complaints resolved at?	Stage 1 – 71 Stage 2 – 1 Stage 3 – 1 Stage 4 – 0	Stage 1 – 161 Stage 2 – 8 Stage 3 – 1 Stage 4 – 1
Main reasons complaints were made	1. Issue with policy/ decision (32) 2. Failure to deliver (27) 3. Not SSDC responsibility/ Staff handling (10)	1. Issue with policy/ decision (73) 2. Failure to deliver (60) 3. Not SSDC responsibility (25)
Main area services improved as a result of a complaint	Improved Communication (5)	Improved Communication (13)*

\*Please note in the majority of complaints no action was required (85 cases) or the problem was rectified (59 cases).



Of the recorded cases the majority, 161 (94.15%) were resolved at Stage 1. This is an improvement from quarter 1 (89.69%).

Services actively take steps to learn from any feedback or complaints made. The most frequent action that services have undertaken during 2009/10 was to improve communication.



There has been a reduction in complaints for all complaint types from Quarter 1 to Quarter

### Financial Implications

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

## Implications for Corporate Priorities

Contributes toward delivery of Corporate Plan Theme 5 “Deliver well managed, cost effective services valued by our customers” – through effective monitoring and smart target setting to deliver continuous improvement.

## Other Implications

None

**Background Papers:** New National Performance framework introduced 2008-09  
Refreshed Corporate Plan 2009-2012  
Portfolio Statements 2009-10  
Developing a better corporate focus with performance indicators – District Executive Dec 2005

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