

8. Quarterly Performance and Complaints Monitoring Report – 3rd Quarter 2009/10

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Purpose of the Report

To present to members a performance monitoring report covering the period to the end of the third quarter of 2009/10 (1st October – 31st December 2009).

Forward Plan

This report appeared on the District Executive Forward Plan with an expected date of March 2010.

Public Interest

The performance of the Council is of interest to the whole community. People expect high quality and good value for money services. It is very important for the Council to be accountable for its performance to the local community. We endeavour to make sure that South Somerset residents have confidence in the quality, cost-effectiveness and responsiveness of their Council and that we are able to make a difference where it counts.

Performance management is about improving the performance of the organisation through having clear objectives, setting relevant targets, monitoring and measuring these targets and making appropriate adjustments. Performance against the key targets that measure progress against our corporate aims and objectives are collected and reported to SSDC members on a quarterly basis. Managers monitor the performance levels of the service, and where performance is below target, explain the reasons and clarify what action will be taken to improve performance.

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 third 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 SSDC 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 3rd 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 figures are included for comparison.

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

- NI157a - Processing of Major planning applications determined in 13 weeks

Target – 63%, Actual 30%.

We have maintained our excellent performance in determining 'minor' and 'other' applications, once again exceeding the targets that have been set. However majors have deteriorated due to the following factors:

- Not enough new cases are being received
- Existing cases require re-negotiation

The backlog has unfortunately increased. This has been due to several factors:

- Christmas break
- North and West committees being cancelled in December
- 5 applications on one particularly contentious site being deferred

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

- No PI's below target

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

- LI 021 - Working Days Lost Due to Sickness Absence

Target – 6.15, Actual 7.41

50% Short Term, 50% Long Term.

This increase in short term absence is partly seasonal but may also have increased due to Swine Flu and staff becoming absent earlier than normal in case minor symptoms turned out to be Swine Flu. A project is currently taking place to analyse 4-year sickness data to identify staff with a regular high absence record so that an individual action plans can be formulated.

Complaints:

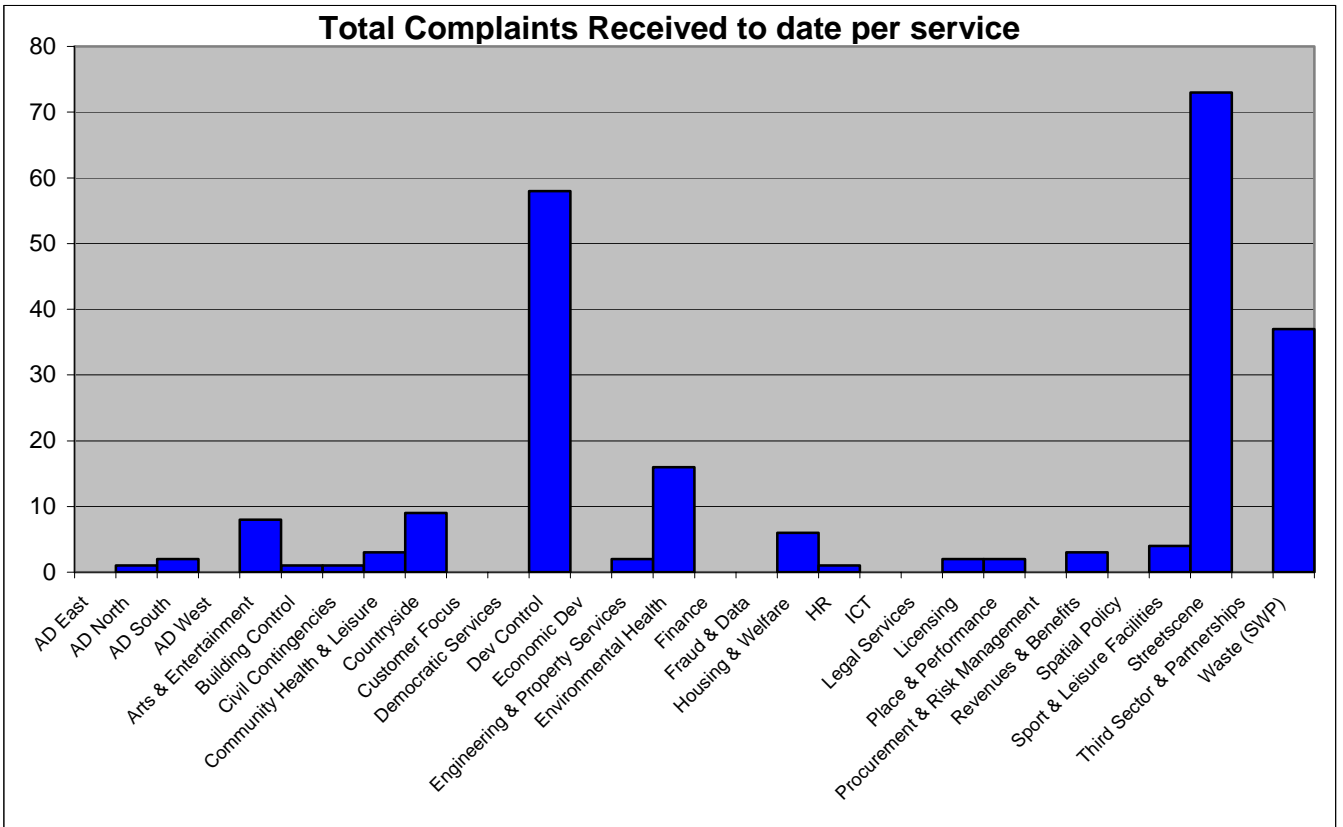
Services are required to monitor all complaints received by the council and to action them in accordance with the Complaints procedure. This report presents a summary of complaints by service area to Management Board and members on a quarterly basis. See Appendix B for the full summary of complaints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

Complaints Analysis to date for 2009/10:

During the period 1st April – 31st December 2009, the first 9 months of 2009/10, SSDC has received 229 complaints from members of the public. The services that received the most complaints in the first 9 months are Streetscene (73), Development Control (58) and Waste (SWP) (37):

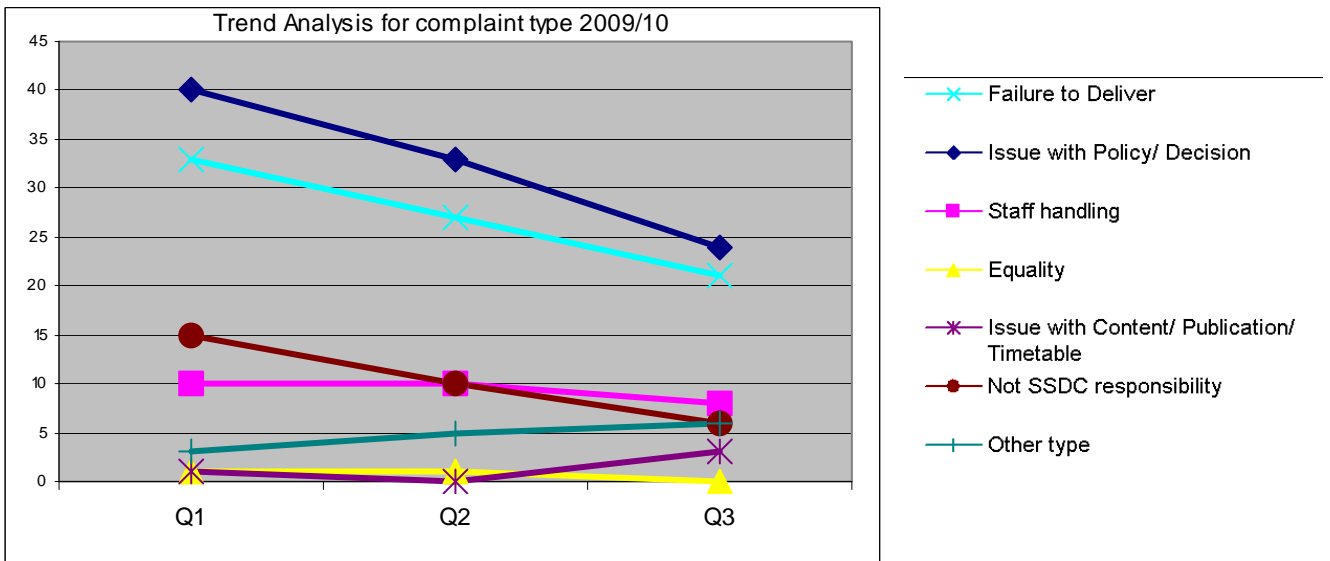
	Quarter 3	2009/10 to date
Total number of complaints	60	229
What stage were the complaints resolved at?	Stage 1 – 53 Stage 2 – 3 Stage 3 – 0 Stage 4 – 2	Stage 1 – 214 Stage 2 – 11 Stage 3 – 1 Stage 4 – 3
Main reasons complaints were made	Issue with Policy/ Decision (24) Failure to Deliver (21) Staff Handling (8)	Issue with Policy/ Decision (97) Failure to Deliver (81) Not SSDC Responsibility (31)
Main area services improved as a result of a complaint	Communication (8)	Communication (21)

*Please note in the majority of complaints no action was required (110) or the problem was rectified (74).



Of the recorded cases the majority, 214 (93.45%) were resolved at Stage 1.

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 2 to Quarter 3, with the exception of 'other' and 'issue with content/ publication/ timetable.

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.

Corporate Priority Implications

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.

Carbon Emissions & Adapting to Climate Change Implications (NI188)

None

Equality and Diversity 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
