

## **SSDC Annual Performance Report 2015/16**

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### **Purpose of the Report**

This report presents the following annual summaries:

1. Council Plan 2012 - 2015 Actions – Final Monitoring Report
2. Corporate Performance Indicators (PIs) for 2015-16
3. Complaints made during 2015-16

### **Forward Plan**

This report appeared on the District Executive Forward Plan with an anticipated Committee date of June 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. This report details the annual performance for 2015/16.

### **Recommendation**

To note the 2015/16 performance information at Appendices A, B and C.

### **Background**

The SSDC Performance Monitoring Framework:

- The Council Plan 2012-2015
- Corporate Performance Indicators
- Service plans
- Key strategy action plans

### **Council Plan 2012- 2015 Actions Final Monitoring Report:**

The ***Council Plan on a Page 2016 -2021*** was adopted by Full Council in April 2016.

The final monitoring report on the previous Council Plan 2012 – 2015 is attached at Appendix A. It shows, under each focus area, the status of the 11 out of 42 key actions that were not completed by April 2015.

## 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 3<sup>rd</sup> 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 Corporate Performance Indicators:

Indicator Status	2015/16		2014/15	
On or Above Target	14	82%	15	88.24%
Within 10% of Target	0	0%	1	5.88%
More than 10% Below Target	3	18%	1	5.88%
<b>TOTAL</b>	<b>17**</b>	<b>100%</b>	<b>17*</b>	<b>100%</b>

\*Annual data not available for PI 031 in 2014/15.

\*\* Annual data not available for PI031 in 2015/16.

Please refer to Appendix B for details.

## Complaints:

During the period 1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016, SSDC received 243 complaints from members of the public.

The number of complaints in relation to the volume of transactions completed remains very low.

The majority of cases (96.4%) have been resolved at stage 1, indicating that the complaints procedure is effective.

Please refer to Appendix C for details.

## Financial Implications

None

## Carbon Emissions & Adapting to Climate Change Implications

None

## Equality and Diversity Implications

None

## Background Papers:

Council Plan 2016-2021

(<http://www.southsomerset.gov.uk/about-us/council-plan-2016---2021/>)

SSDC Corporate Plan – Full Council February 2012

SSDC Corporate Indicators – District Executive May 2012