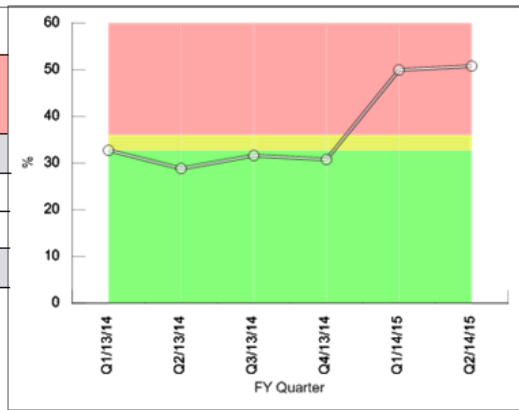


Appendix A - Quarterly Performance Monitoring Report

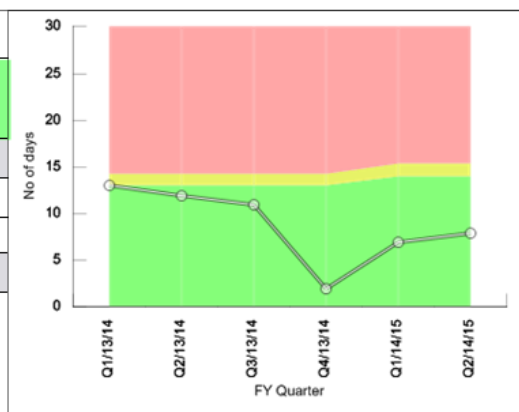
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
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Performance Measures with Targets:

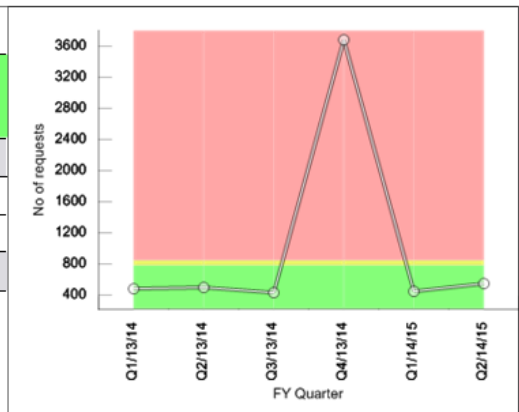
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
Quarter Target:	33.0%				Perf to Date:			
Annual Target:	33.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
33.0% G	29.0% G	31.8% G	31.0% G	50.0% R	51.0% R			
Latest Comments including any necessary action:								
No clear improvement in Q2 which is disappointing. Member and officer workshops are being used to learn from both delegated and committee level decisions lost at appeal. Appeal decisions received from September 2014 indicate an improvement we are confident will continue.								



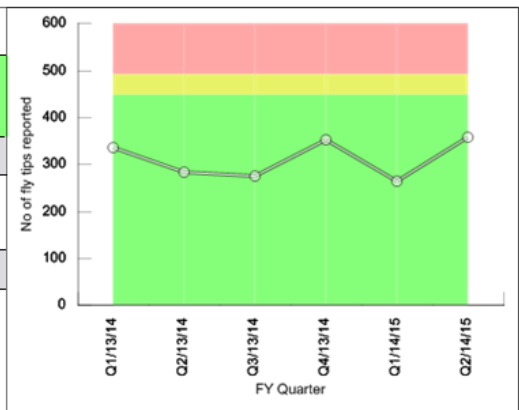
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
Quarter Target:	14.00				Perf to Date:			
Annual Target:	14.00							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
13.00 G	12.00 G	11.00 G	2.00 G	7.00 G	8.00 G			
Latest Comments including any necessary action:								



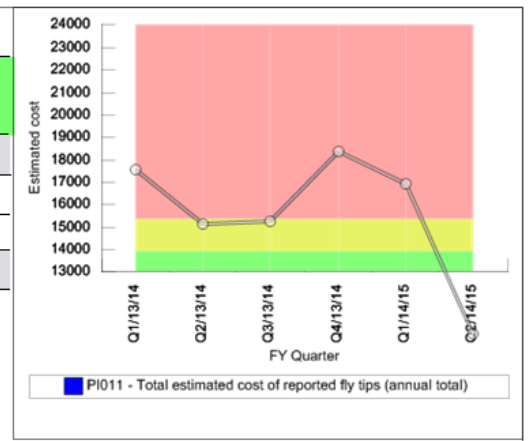
Indicator:	PI 008 - Requests for action from the Streetscene team							
Quarter Target:	775				Perf to Date:			
Annual Target:	3100							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
473 G	488 G	429 G	3,684 R	445 G	549 G			
Latest Comments including any necessary action:								



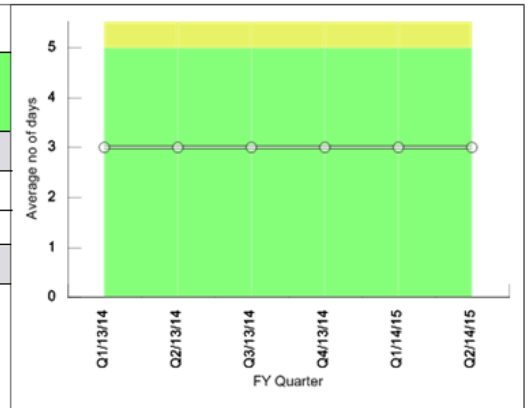
Indicator:	PI 010 - Total number of fly tips reported							
Quarter Target:					Perf to Date:			
Annual Target:	1800							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
338 G	284 G	277 G	354 G	266 G	358 G			
Latest Comments including any necessary action:								



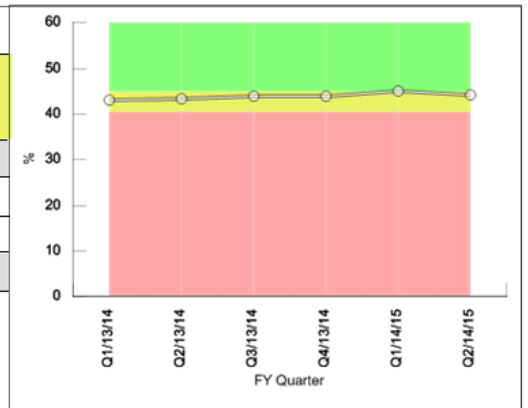
Indicator:	PI 011 - Total estimated cost of clearing reported fly tips						
Quarter Target:	13,965			Perf to Date:			
Annual Target:	55,860						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
17,589 ●	15,151 ●	15,298 ●	18,369 ●	16,942 ●	10,225 ●		
Latest Comments including any necessary action:							
Variation in the estimated average costs between Quarter 1 and Quarter 2 is being investigated.							



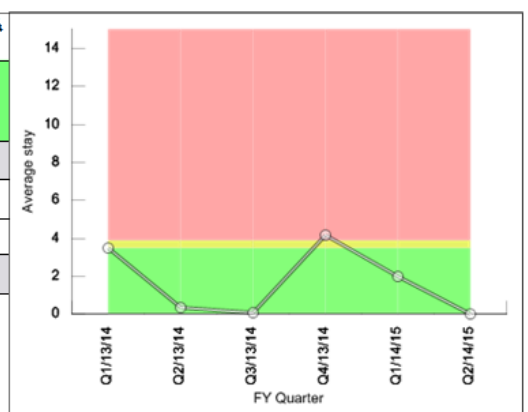
Indicator:	PI 012 - Average number of days to respond to a reported fly tip						
Quarter Target:				Perf to Date:			
Annual Target:							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.0 ●	3.0 ●	3.0 ●	3.0 ●	3.0 ●	3.0 ●		
Latest Comments including any necessary action:							



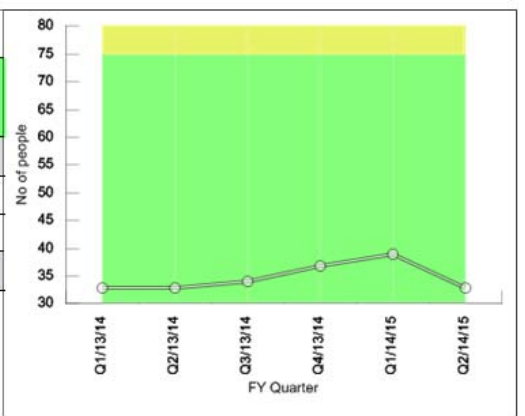
Indicator:	PI 013 - % of household waste sent for reuse, recycling and composting						
Quarter Target:	45.0%			Perf to Date:			
Annual Target:	45.0%						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
43.1% ●	43.4% ●	43.9% ●	44.1% ●	45.2% ●	44.4% ●		
Latest Comments including any necessary action:							



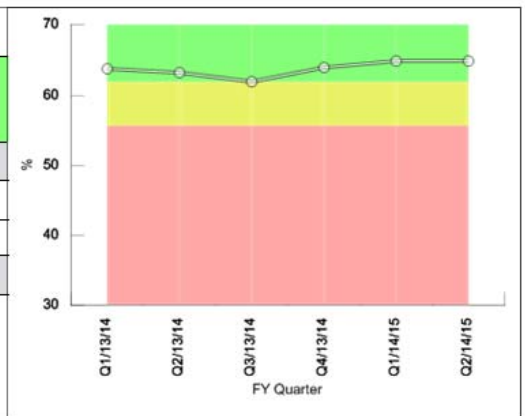
Indicator:	PI 019 - Average length of stay in Temporary Accommodation (Bed & Breakfast)						
Quarter Target:	3.5			Perf to Date:			
Annual Target:	4.5						
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.5 ●	0.4 ●	0.1 ●	4.2 ●	2.0 ●	0.0 ●		
Latest Comments including any necessary action:							
The Housing and Welfare Team continue with their success in minimising, or as in this quarter's case avoiding, the use of bed and breakfast accommodation. Members should note that it would be very difficult indeed to do away with bed and breakfast accommodation altogether but, in line with current legislation and good practice, we'll only use it in an absolute emergency.							



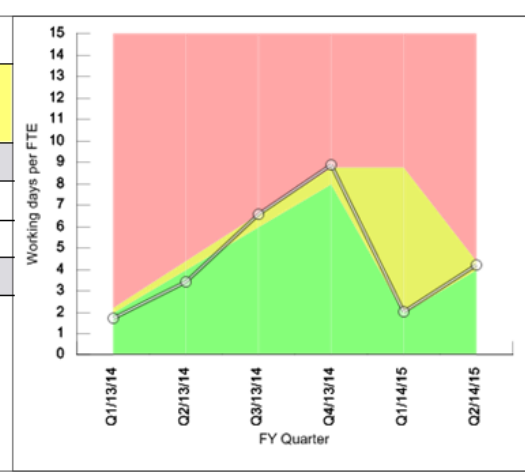
Indicator:	PI 020 - Total number of people in Temporary Accommodation (all types)								
Quarter Target:	75				Perf to Date:	39			
Annual Target:	75								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
33 G	33 G	34 G	37 G	39 G	33 G				
Latest Comments including any necessary action:									
The Housing and Welfare Team continues to drive down the number of households in temporary accommodation. This is in part thanks to early intervention in cases, the avoidance of bed and breakfast accommodation whenever possible, and the active promotion of options in the private rented sector.									



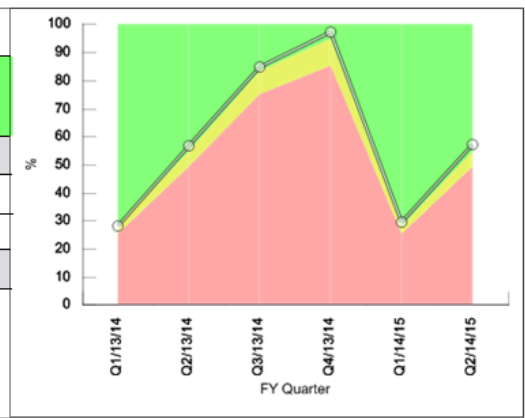
Indicator:	PI 031 - % of calls to contact centre resolved in the contact centre								
Quarter Target:	62.0%				Perf to Date:	63.3			
Annual Target:	62.0%								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
63.0% G	63.3% G	61.9% A	64.0% G	65.0% G	65.0% G				
Latest Comments including any necessary action:									
Above target for quarter.									



Indicator:	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)								
Quarter Target:	4.00				Perf to Date:				
Annual Target:	8.00								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
1.73 G	3.44 G	6.61 R	8.87 R	2.03 A	4.23 A				
Latest Comments including any necessary action:									
Long term sickness absence accounts for 55% of total.									

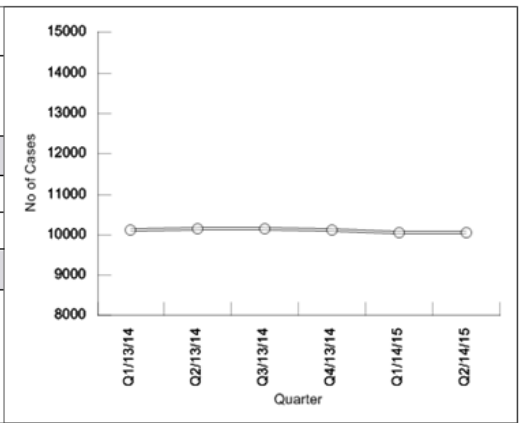


Indicator:	PI 035 - Percentage of Council Tax Collected								
Quarter Target:	55.0%				Perf to Date:	57.39%			
Annual Target:	97%								
2013/14:				2014/15:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
28.3% A	56.8% G	84.9% G	97.4% G	29.6% G	57.4% G				
Latest Comments including any necessary action:									

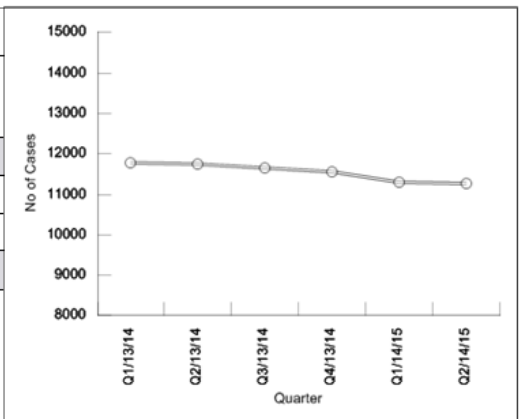


Performance Measures of Trend (no targets set as SSDC do not directly influence):

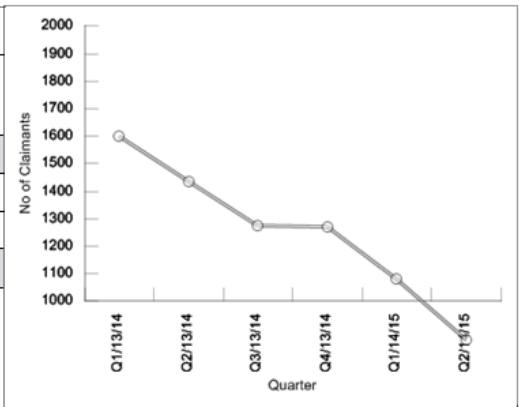
Indicator: PI 001a - Number of Housing Benefit cases received							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 10,071							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10,120	10,158	10,170	10,122	10,075	10,069		
Latest Comments including any necessary action:							



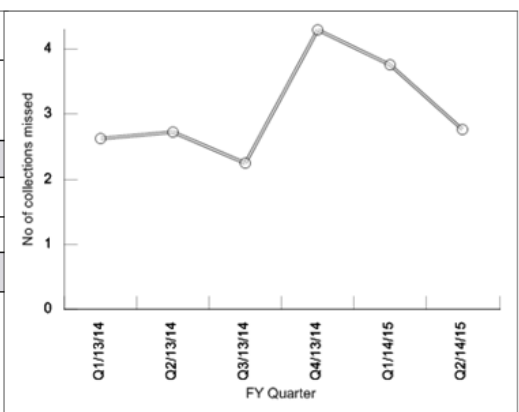
Indicator: PI 001b - Number of Council Tax cases received							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 11,422							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
11,802	11,761	11,670	11,568	11,320	11,291		
Latest Comments including any necessary action:							



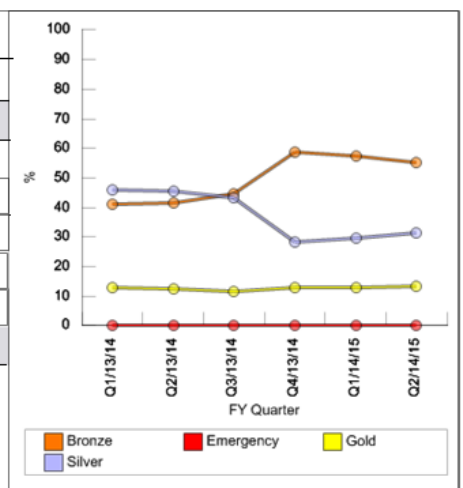
Indicator: PI 002 - Total number of JSA claimants in South Somerset							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 855							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1,601	1,438	1,275	1,272	1,082	855		
Latest Comments including any necessary action:							
July - 913 August - 857 September - 794							



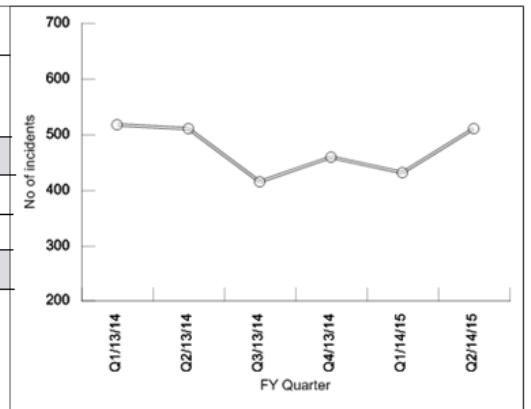
Indicator: PI 009 - Number of bin collections missed per 1000 households (all types - dry recycling and kitchen waste, refuse and garden)							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date:							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2.63	2.72	2.25	4.28	3.75	2.77		
Latest Comments including any necessary action:							



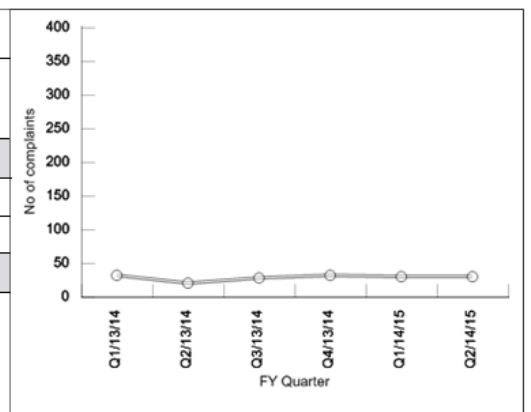
Indicator:	PI 015 - % of households on the Choice Based Letting waiting list (all categories)							
Quarter Target:	N/A				Annual Target:	N/A		
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bronze	41.0%	41.8%	44.8%	58.8%	57.3%	55.4%		
Silver	46.1%	45.4%	43.6%	28.4%	29.8%	31.3%		
Gold	12.8%	12.6%	11.6%	12.8%	12.9%	13.3%		
Emergency	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%		
Latest Comments including any necessary action:								
Bronze	1,354							
Emergency	1							
Gold	325							
Silver	766							



Indicator:	PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)							
Quarter Target:	N/A				Perf to Date:	944		
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	519	511	416	461	433	511		
Latest Comments including any necessary action:								
The total for this quarter is the same as last year. 174 (34%) of ASB reports are dog related, 80 (16%) are about noise and 74 (15%) are about litter. Together these three areas account for nearly 65% of the total reports received.								



Indicator:	PI 033 - Total number of complaints received							
Quarter Target:	N/A				Perf to Date:	62		
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	34	22	29	34	31	31		
Latest Comments including any necessary action:								



Indicator:	PI 034 - % of complaints resolved at stage 1 of complaints procedure							
Quarter Target:	N/A				Perf to Date:			
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	88.2%	94.6%	96.5%	94.1%	100.0%	100.0%		
Latest Comments including any necessary action:								

