

# **Quarterly Performance and Complaints Monitoring Report – 3rd Quarter 2014/15**

*Executive Portfolio Holder:* Ric Pallister, Strategy and Policy  
*Strategic Director:* Rina Singh, Place and Performance  
*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 third quarter of the financial year from 1<sup>st</sup> October – 31<sup>st</sup> December 2014 (Q3).

## **Forward Plan**

This report appeared on the District Executive Forward Plan with an expected date of 5<sup>th</sup> March 2015.

## **Public Interest**

The Council is accountable to the local community for its performance. We publish performance data to enable us to demonstrate achievements against targets.

## **Recommendations**

The District Executive is asked to:

- 1) 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 1<sup>st</sup> October – 31<sup>st</sup> December 2014 (Q3) is shown below with full details provided at Appendix A:

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

Performance Summary:		Quarterly Breakdown:							
		Q1	Q2	Q3	Q4				
		1	8%	1	8%	1	8%	0	0%
		3	25%	2	17%	2	17%	0	0%
		8	67%	9	75%	9	75%	0	0%
		Commentary:							
		12 performance indicators can be compared against targets for Q3. 8 indicators monitor trends and are not target driven. Percentages are rounded to the nearest whole number.							
>10% Below Target	1								
Within 10% of Target	2								
On or Above Target	9								

### Performance Exceptions:



Indicators with performance below target are classed as exceptions. In these cases Appendix A includes a comment from the Service Manager about any improvement action being taken.

The exception for quarter 3 is as follows:

Measure	Focus	Q1 Status
PI003 – % of planning appeal decisions allowed against the authority's decision to refuse	2	

### Additional Information:

#### PI 008 Requests for Action from the Streetscene Team

The reduction in reports under this PI is due to the relocation of the enforcement team to Environmental Health. This means that the PI includes:

*Horticulture*                      *Trees / Grass/ Hedges / Other (Shrub beds / damage to fencing etc)*  
*Street Cleaning*                *Fly tips / Litter & Glass / Litter & Dog Bins / Dropping Litter/ Discarded Needles / Sandbags / Dead Animals / Graffiti / Sweeping / Dog Fouling (clear Up) / Street Weeds*

Enforcement includes:

*Enforcement*                      *Stray dogs / Abandoned vehicles / Other (dangerous dogs) / Fly posting / Dog Fouling (investigations)*

The report for these enforcement elements is as follows:

Stray dogs = 49

Abandoned vehicles = 40

Other (dangerous dogs) = 24

Fly posting = 2

Dog fouling (investigations) = 53

### PI 015 - % of households on the Choice Based Letting waiting list (all categories)

Members are asked to note that the Q3 report showing an increase in the *relative* percentage of households in the Gold bands is based on an *absolute* decline of 315 in the total number of households on the waiting list between Q2 and Q3. This follows a similar decline of 343 at the end of Q2.

The comparative totals are as follows;

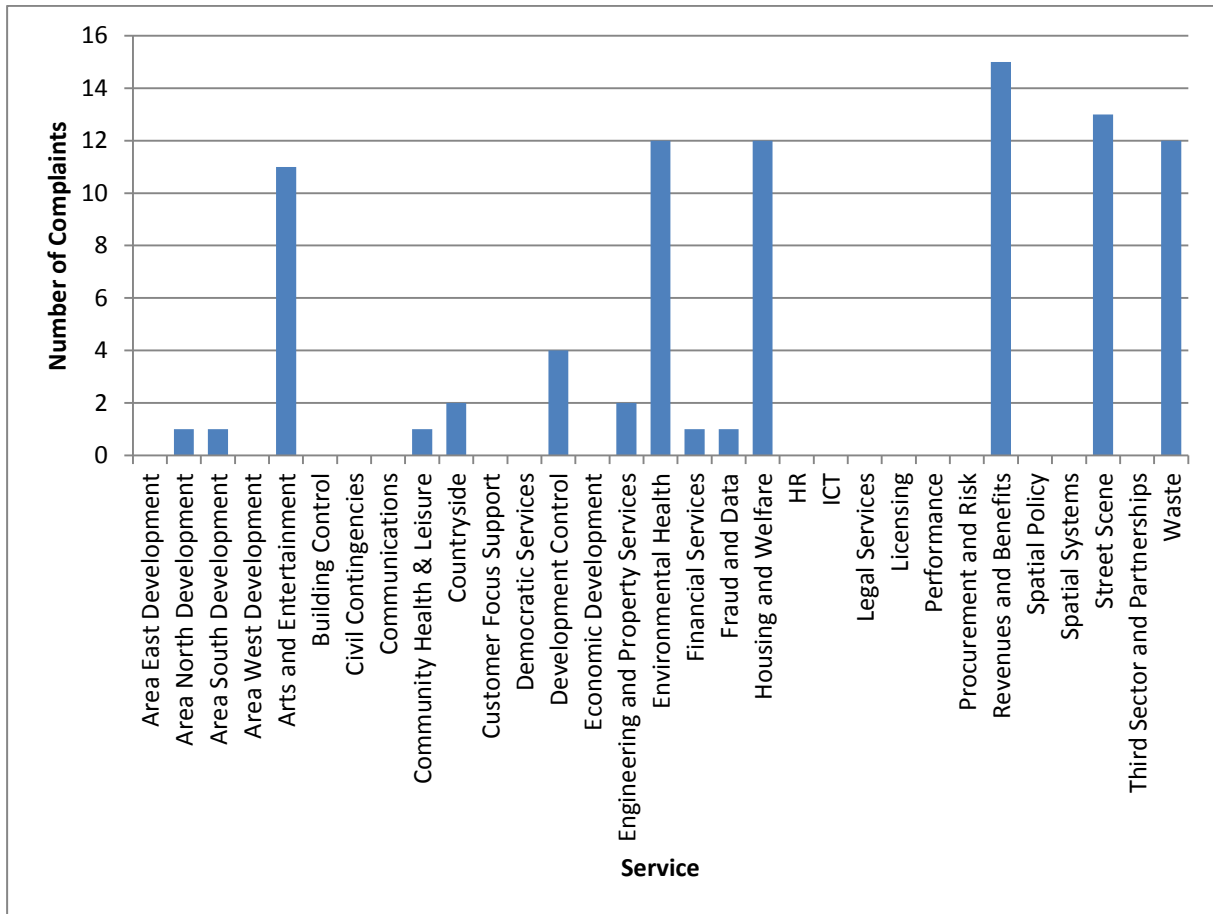
Category	Total Q1	% Q1	Total Q2	%Q2	Change Q1 to Q2	% Change Q1 to Q2
Bronze	1599	57.4%	1354	55.4%	-245	-15.3%
Silver	830	29.8%	766	31.3%	-64	-7.7%
Gold	359	12.9%	325	13.3%	-34	-9.5%
Emergency	1	0.04%	1	0.04%	0	0.0%
Total	2788	100%	2445	100%	-343	-12.3%

Category	Total Q2	% Q2	Total Q3	% Q3	Change Q2 to Q3	% Change Q2 to Q3
Bronze	1354	55.4%	1170	54.93%	-184	-13.59%
Silver	766	31.3%	660	30.99%	-106	-13.84%
Gold	325	13.3%	298	13.99%	-27	-8.31%
Emergency	1	0.04%	2	0.09%	1	100.00%
Total	2445	100%	2130	100%	-315	-12.88%

### Complaints

During the period 1<sup>st</sup> October – 31<sup>st</sup> December 2014, SSDC received 26 complaints. This was 3 less than 1<sup>st</sup> October – 31<sup>st</sup> December 2013. The cumulative total is 88, which is detailed in Appendix B.

The chart below provides a summary of complaints received by service for the year to date, 1 April 2014 – 31 December 2014.

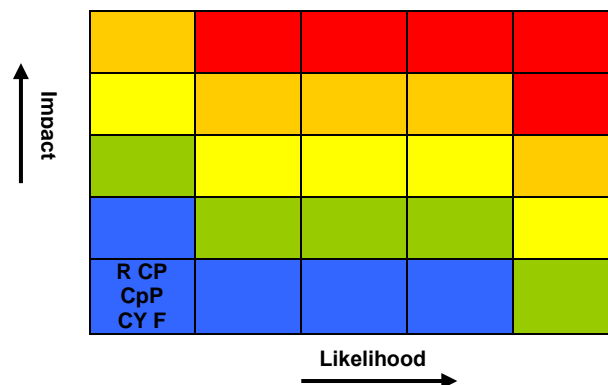


## Financial Implications

There are no direct financial implications related to this report other than any compensation that has been paid out for complaints. However, financial implications may need to be considered for possible actions necessary to address performance in areas which require improvement.

## 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 <i>(for further detail please refer to Risk management strategy)</i>
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

The Corporate 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)/) )

DX report- refresh of corporate Indicators – DX May 2012

Annual Performance Report 2013/14 – DX July 2014

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