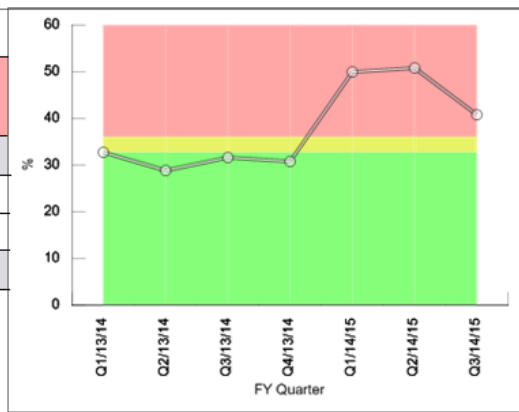


Appendix A - Quarterly Performance Monitoring Report

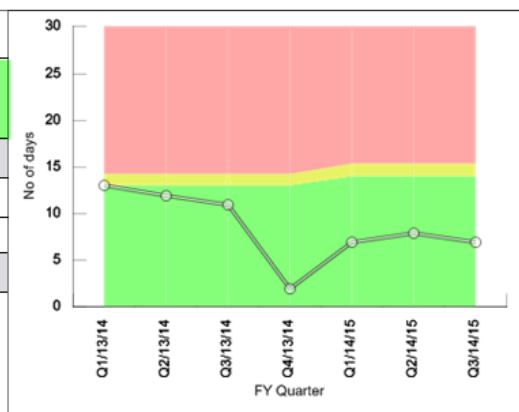
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
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Performance Measures with Targets:

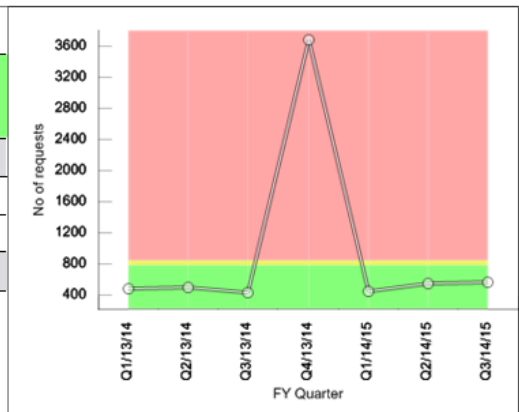
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
Quarter Target:	33.0%				Perf to Date:			
Annual Target:	33.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
33.0% G	29.0% G	31.8% G	31.0% G	50.0% R	51.0% R	41.0% R		
Latest Comments including any necessary action:								
Performance has improved this quarter. On-going workshops with members and officers will continue until February 2015 and we are confident that the improvement will continue.								



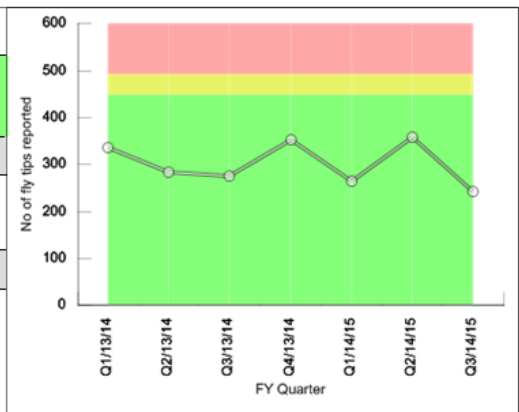
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
Quarter Target:	14.00				Perf to Date:			
Annual Target:	14.00							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
13.00 G	12.00 G	11.00 G	2.00 G	7.00 G	8.00 G	7.00 G		
Latest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



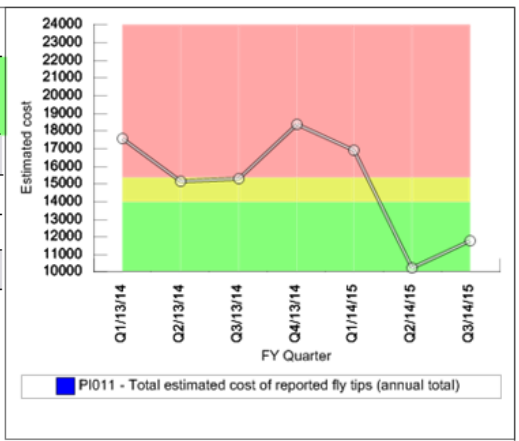
Indicator:	PI 008 - Requests for action from the Streetscene team							
Quarter Target:	775				Perf to Date:			
Annual Target:	3100							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
473 G	488 G	429 G	3,684 R	445 G	549 G	556 G		
Latest Comments including any necessary action:								
Some services previously handled by Streetscene are now handled by Environmental Health. See comments in main report.								



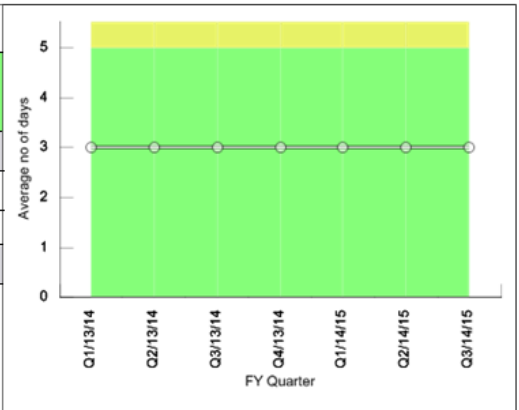
Indicator:	PI 010 - Total number of fly tips reported							
Quarter Target:					Perf to Date:			
Annual Target:	1800							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
338 G	284 G	277 G	354 G	266 G	358 G	244 G		
Latest Comments including any necessary action:								



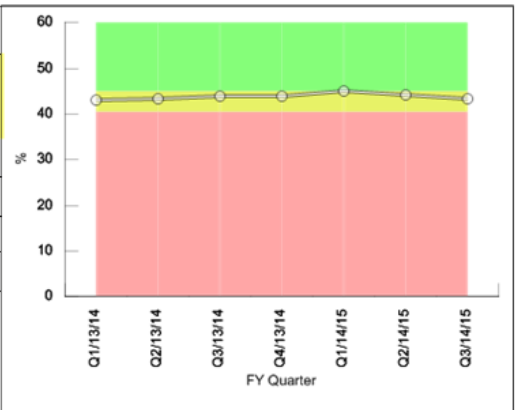
Indicator:	PI 011 - Total estimated cost of clearing reported fly tips							
Quarter Target:	13,965				Perf to Date:			
Annual Target:	55,860							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
17,589 ●	15,151 ●	15,298 ●	18,369 ●	16,942 ●	10,225 ●	11,779 ●		
Latest Comments including any necessary action:								



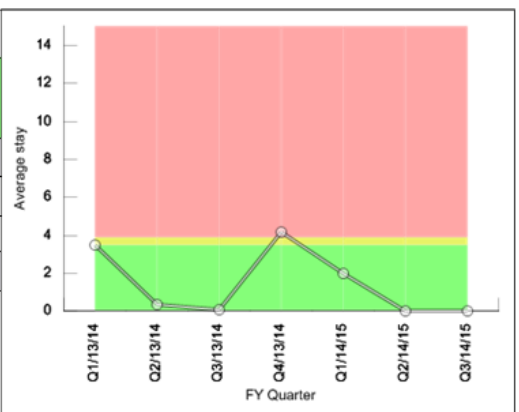
Indicator:	PI 012 - Average number of days to respond to a reported fly tip							
Quarter Target:					Perf to Date:			
Annual Target:								
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3.0 ●	3.0 ●	3.0 ●	3.0 ●	3.0 ●	3.0 ●	3.0 ●		
Latest Comments including any necessary action:								



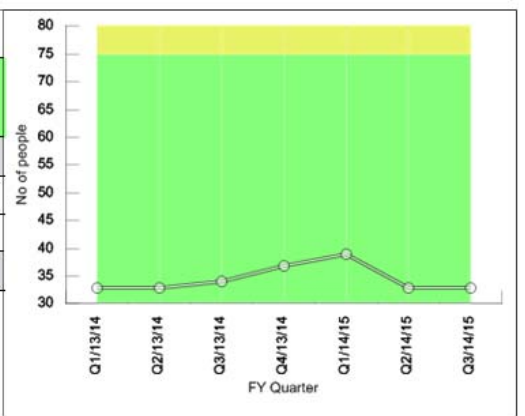
Indicator:	PI 013 - % of household waste sent for reuse, recycling and composting							
Quarter Target:	45.0%				Perf to Date:			
Annual Target:	45.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
43.1% ●	43.4% ●	43.9% ●	44.1% ●	45.2% ●	44.4% ●	43.4% ●		
Latest Comments including any necessary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



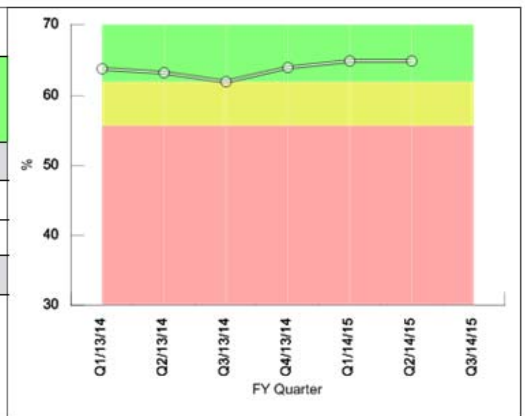
Indicator:	PI 019 - Average length of stay in Temporary Accommodation (Bed & Breakfast)							
Quarter Target:	3.5				Perf to Date:			
Annual Target:	4.5							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3.5 ●	0.4 ●	0.1 ●	4.2 ●	2.0 ●	0.0 ●	0.0 ●		
Latest Comments including any necessary action:								
<p>The Housing and Welfare Team continue with their success in 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.</p>								



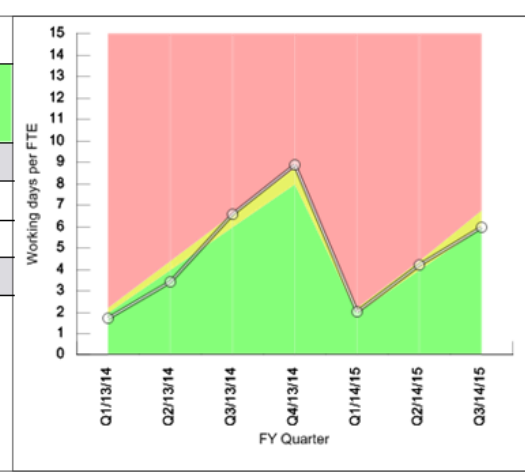
Indicator:	PI 020 - Total number of people in Temporary Accommodation (all types)							
Quarter Target:	75				Perf to Date:			
Annual Target:	75							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
33 G	33 G	34 G	37 G	39 G	33 G	33 G		
Latest Comments including any necessary action:								
The Housing and Welfare Team continues to keep the number of homeless households in temporary accommodation to a minimum, and continues to avoid the use of bed and breakfast accommodation.								



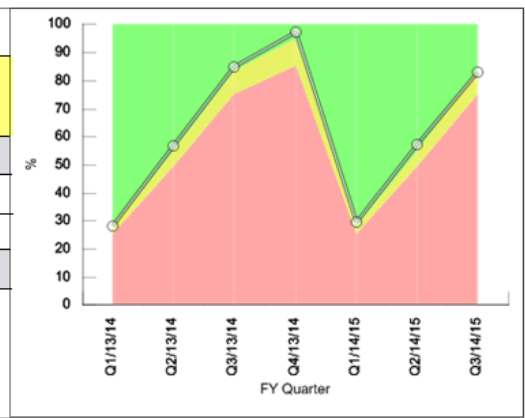
Indicator:	PI 031 - % of calls to contact centre resolved in the contact centre							
Quarter Target:	62.0%				Perf to Date:			
Annual Target:	62.0%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
63.9% G	63.3% G	61.9% A	64.0% G	65.0% G	65.0% G			
Latest Comments including any necessary action:								
Due to some problems with integration between new Lync system and the Contact Centre telephony system we have temporarily introduced a solution giving better quality conversations. Unfortunately, this means that no performance data is currently available. Work continues in January to implement a replacement system for Contact Centre and data will then be available.								



Indicator:	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)							
Quarter Target:	6.00				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	6.00 G		
Latest Comments including any necessary action:								
Short term sickness 40.5% Long term sickness 53.8% Fit notes / phased returns 5.7%								

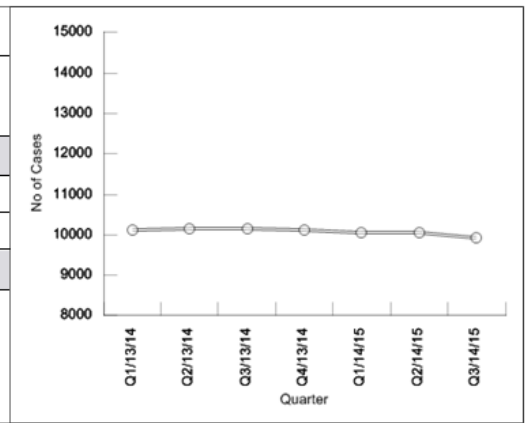


Indicator:	PI 035 - Percentage of Council Tax Collected							
Quarter Target:	83.5%				Perf to Date:			
Annual Target:	97%							
2013/14:				2014/15:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
28.3% A	56.8% G	84.9% G	97.4% G	29.6% G	57.4% G	83.2% A		
Latest Comments including any necessary action:								
This Quarter's figure is affected by: Single Person Discount review Increase in customers choosing to spread payments Changes to Council Tax Reduction figures								

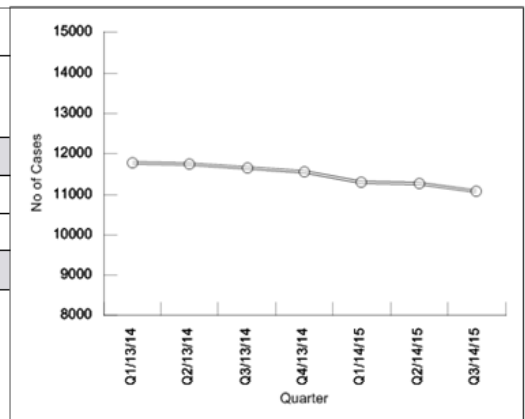


Performance Measures of Trend (no targets set as SSDC do not directly influence):

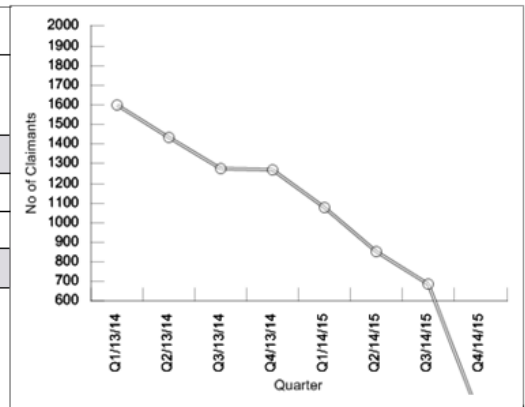
Indicator: PI 001a - Number of Housing Benefit cases received							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 10,025							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10,120	10,158	10,170	10,122	10,075	10,069	9,930	
Latest Comments including any necessary action:							



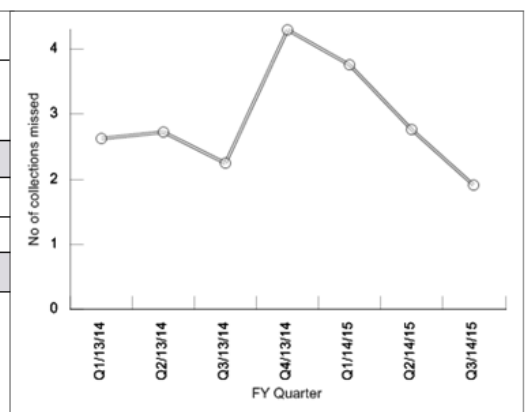
Indicator: PI 001b - Number of Council Tax cases received							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 11,230							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
11,802	11,761	11,670	11,568	11,320	11,291	11,078	
Latest Comments including any necessary action:							



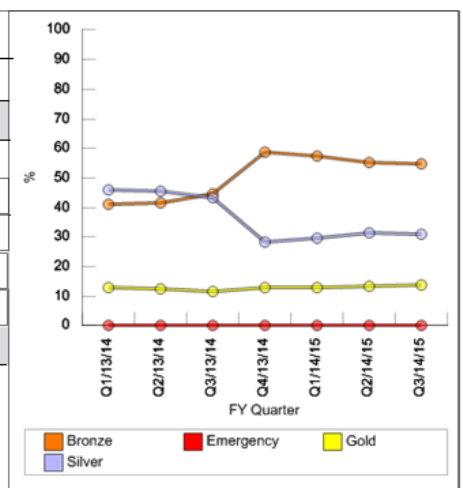
Indicator: PI 002 - Total number of JSA claimants in South Somerset							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date: 875							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1,601	1,438	1,275	1,272	1,082	855	689	0
Latest Comments including any necessary action:							
Oct - 731 Nov - 662 Dec - 674							



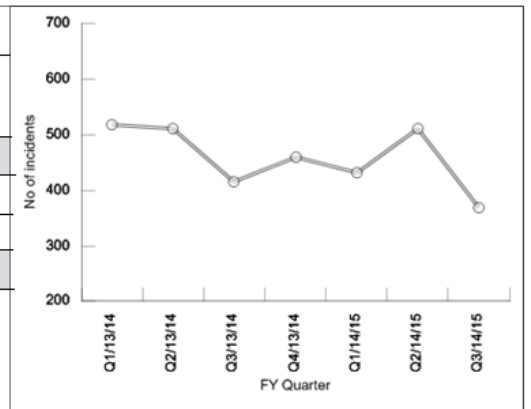
Indicator: PI 009 - Number of bin collections missed per 1000 households (all types - dry recycling and kitchen waste, refuse and garden)							
Quarter Target:	N/A						
Annual Target:	N/A						
Perf to Date:							
2013/14:				2014/15:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2.63	2.72	2.25	4.28	3.75	2.77	1.91	
Latest Comments including any necessary action:							



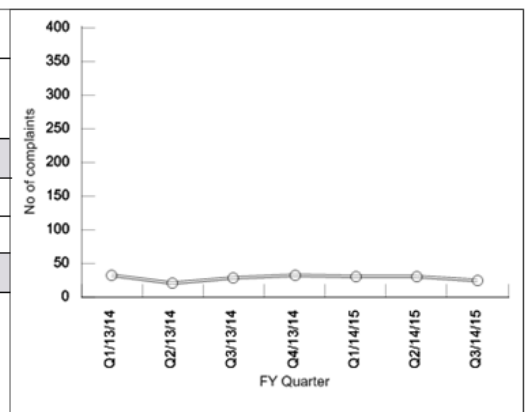
Indicator:	PI 015 - % of households on the Choice Based Letting waiting list (all categories)							
Quarter Target:	N/A				Annual Target:	N/A		
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bronze	41.0%	41.8%	44.8%	58.8%	57.3%	55.4%	54.9%	
Silver	46.1%	45.4%	43.6%	28.4%	29.8%	31.3%	31.0%	
Gold	12.8%	12.6%	11.6%	12.8%	12.9%	13.3%	14.0%	
Emergency	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	
Latest Comments including any necessary action:								
Bronze	1,170							
Emergency	2							
Gold	298							
Silver	660							



Indicator:	PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)							
Quarter Target:	N/A				Perf to Date:	1313		
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	519	511	416	461	433	511	369	
Latest Comments including any necessary action:								
This shows a reduction against the same period last year of 47, 12% and reduction on the last quarter of this year 142, 28%. This represents an overall reduction on last year of 133, 13%.								



Indicator:	PI 033 - Total number of complaints received							
Quarter Target:	N/A				Perf to Date:	88		
Annual Target:	N/A							
	2013/14:				2014/15:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	34	22	29	34	31	31	26	
Latest Comments including any necessary action:								
The performance to date is an accumulative figure of 88 which compares to 85 in 13/14.								



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%	94.0%	
Latest Comments including any necessary action:								
Year to date: Stage 1 - 83 Stage 2 - 5 Stage 3 - 0								

