

# **Quarterly Performance and Complaints Monitoring Report – 1st Quarter 2015/16**

*Executive Portfolio Holder:* Ric Pallister, Strategy and Policy  
*Strategic Director:* Rina Singh, Interim Chief Executive  
*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 period from 1st April – 30th June 2015 (Q1)

## **Forward Plan**

This report appeared on the District Executive Forward Plan with an expected date of 3<sup>rd</sup> September 2015.

## **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.

## **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 1st April – 30th June 2015 (Q1) 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%	0	0%	0	0%	0	0%
		2	17%	0	0%	0	0%	0	0%
		9	75%	0	0%	0	0%	0	0%
<b>Commentary:</b>									
12 performance indicators can be compared against target for Q1. 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 also includes a comment from the Service Manager, detailing reasons why the indicator is an exception, together with any corrective action being taken.

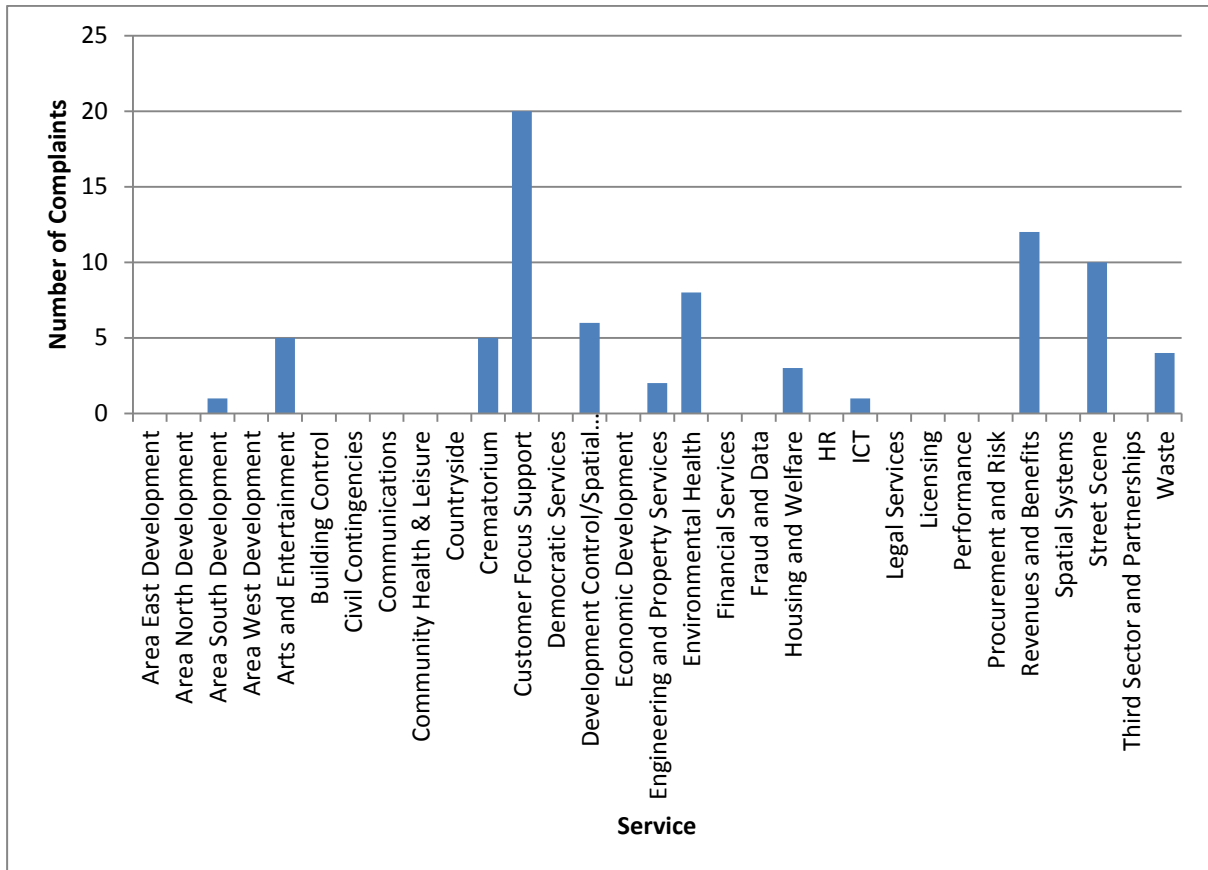
The exception for quarter 1 is as follows:

Measure	Focus	Q1 Status
PI031 – % calls to contact centre resolved in the contact centre	Other	

### Complaints

During the period 1st April – 30th June 2015, SSDC received 77 complaints, which is an 148% increase on the quarter 1 2014/15 figure of 31.

The chart and table below provide a summary of complaints received, with a detailed breakdown by service at Appendix B.

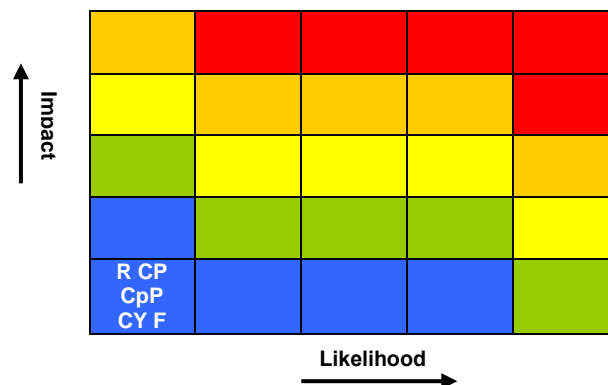


## Financial Implications

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

## 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 2014/15 – DX July 2015

---