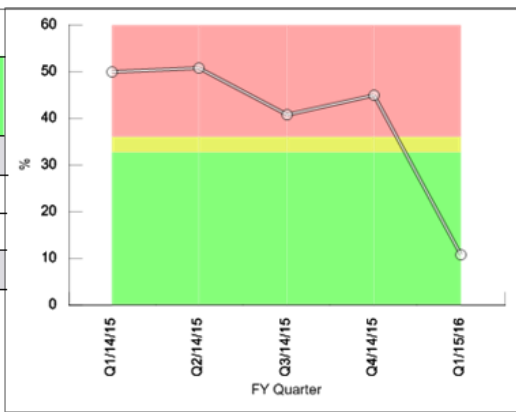


Appendix A - Quarterly Performance Monitoring Report

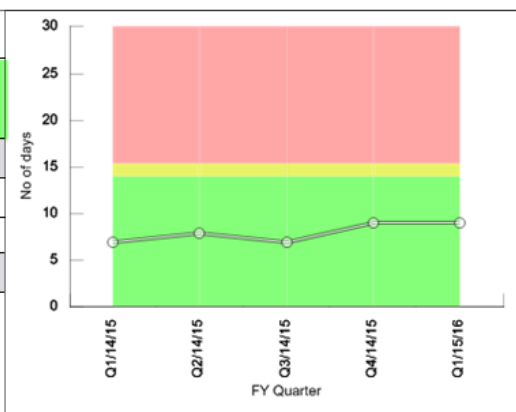
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
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Performance Measures with Targets:

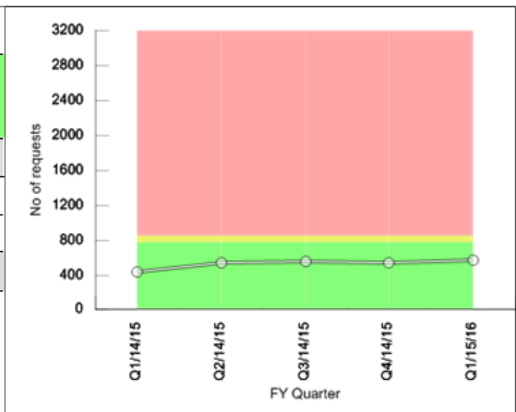
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
Quarter Target:	33.0%				Perf to Date:			
Annual Target:	33.0%							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
50.0% ⊖	51.0% ⊖	41.0% ⊖	45.0% ⊖	11.0% ⊕				
Latest Comments including any necessary action:								



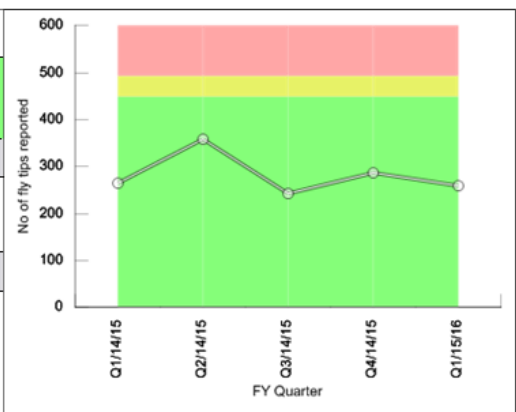
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
Quarter Target:	14.00				Perf to Date:			
Annual Target:	14.00							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
7.00 ⊕	8.00 ⊕	7.00 ⊕	9.00 ⊕	9.00 ⊕				
Latest Comments including any necessary action:								



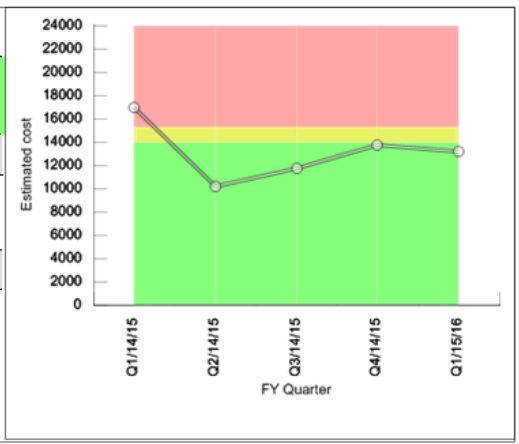
Indicator:	PI 008 - Requests for action from the Streetscene team							
Quarter Target:	775				Perf to Date:			
Annual Target:	3100							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
445 ⊕	549 ⊕	556 ⊕	550 ⊕	568 ⊕				
Latest Comments including any necessary action:								



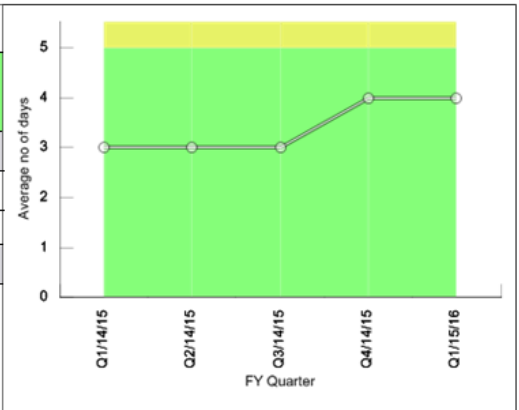
Indicator:	PI 010 - Total number of fly tips reported							
Quarter Target:					Perf to Date:			
Annual Target:	1800							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
266 ⊕	358 ⊕	244 ⊕	287 ⊕	259 ⊕				
Latest Comments including any necessary action:								



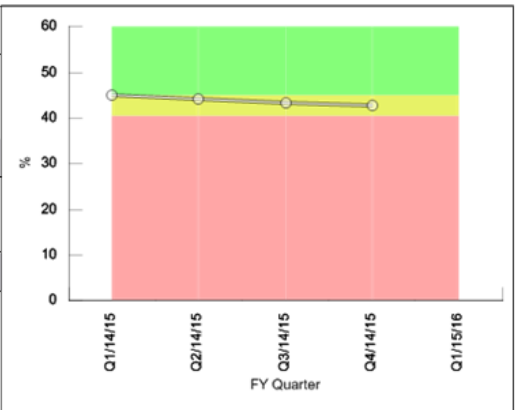
Indicator:	PI 011 - Total estimated cost of clearing reported fly tips							
Quarter Target:	13,965				Perf to Date:			
Annual Target:	55,860							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
16,942 ●	10,225 ●	11,779 ●	13,787 ●	13,263 ●				
Latest Comments including any necessary action:								



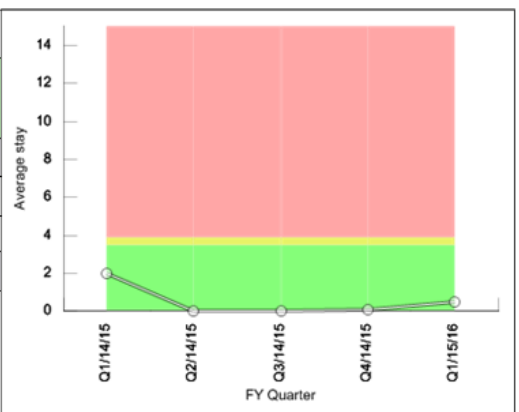
Indicator:	PI 012 - Average number of days to respond to a reported fly tip							
Quarter Target:					Perf to Date:			
Annual Target:								
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
3.0 ●	3.0 ●	3.0 ●	4.0 ●	4.0 ●				
Latest Comments including any necessary action:								



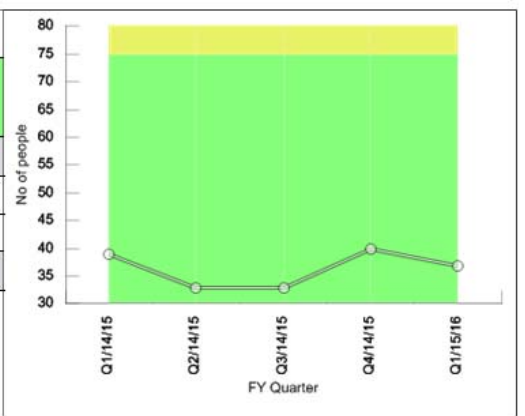
Indicator:	PI 013 - % of household waste sent for reuse, recycling and composting							
Quarter Target:	45.0%				Perf to Date:			
Annual Target:	45.0%							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
45.2% ●	44.4% ●	43.4% ●	43.0% ●					
Latest Comments including any necessary action:								
Significant additional factors include fewer newspapers being bought/printed and more drinks bought in cans rather than glass bottles which reduces the weight recycled. Much more detail can be seen in the detailed quarterly performance reports to SWB and the SWP business plan outlines actions to increase recycling.								



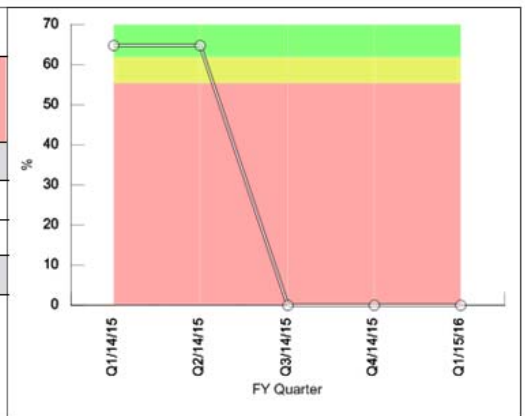
Indicator:	PI 019 - Average number of days in Temporary Accommodation (Bed & Breakfast)							
Quarter Target:	3.5				Perf to Date:			
Annual Target:	4.5							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
2.0 ●	0.0 ●	0.0 ●	0.1 ●	0.5 ●				
Latest Comments including any necessary action:								
The Housing and Welfare Team continue with their success in avoiding the use of bed and breakfast accommodation where possible. 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. In this quarter we placed two households in bed and breakfast - one household was in bed and breakfast for one week, the other household for just one night.								



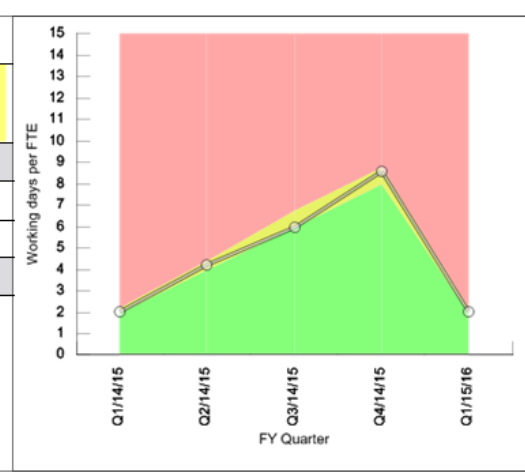
Indicator:	PI 020 - Total number of people in Temporary Accommodation (all types)							
Quarter Target:	75				Perf to Date:			
Annual Target:	75							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
39 G	33 G	33 G	40 G	37 G				
Latest Comments including any necessary action:								
The Housing and Welfare Team continues to keep the number of homeless households in temporary accommodation to a minimum, and continues to avoid, or at the very least minimise, the use of bed and breakfast accommodation.								



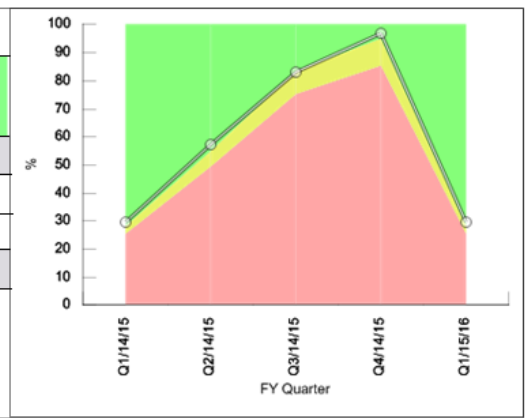
Indicator:	PI 031 - % of calls to contact centre resolved in the contact centre							
Quarter Target:	62.0%				Perf to Date:			
Annual Target:	62.0%							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
65.0% G	65.0% G	0.0% R	0.0% R	0.0% R				
Latest Comments including any necessary action:								
Due to problems with integration between new Lync system and the Contact Centre telephony system we have been forced to introduce a solution giving better quality conversations but unfortunately this means that no performance data is available. Work continues 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:	2.00				Perf to Date:			
Annual Target:	8.00							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
2.03 A	4.23 A	6.00 G	8.57 A	2.01 A				
Latest Comments including any necessary action:								
30.3% short term sickness absence 69.7% long term sickness absence 76% of staff had no absence in the quarter.								

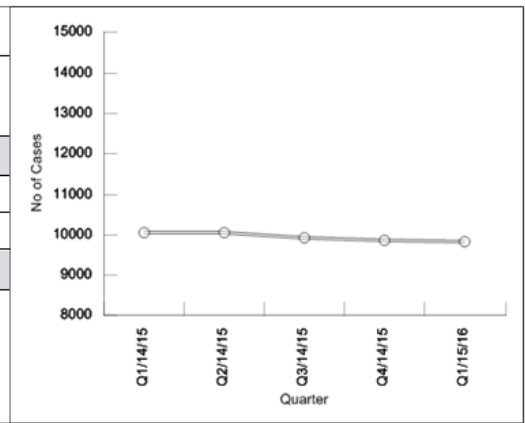


Indicator:	PI 035 - Percentage of Council Tax Collected							
Quarter Target:	28.5%				Perf to Date:			
Annual Target:	97%							
2014/15:				2015/16:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
29.6% G	57.4% G	83.2% A	97.0% G	29.6% G				
Latest Comments including any necessary action:								

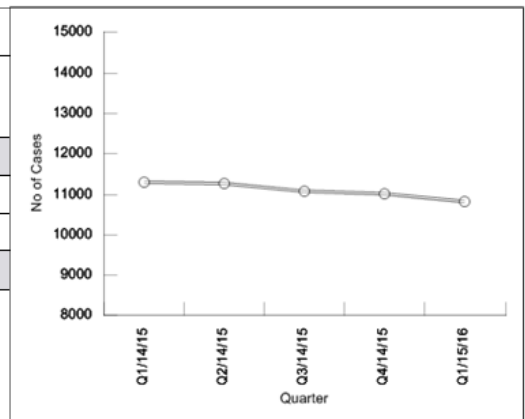


Performance Measures of Trend (no targets set as SSDC do not directly influence):

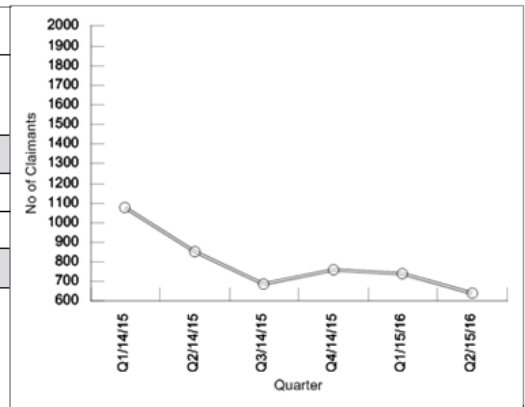
Indicator: PI 001a - Number of Housing Benefit cases received		Perf to Date:					
Quarter Target:	N/A						
Annual Target:	N/A						
2014/15:				2015/16:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10,075	10,069	9,930	9,854	9,827			
Latest Comments including any necessary action:							



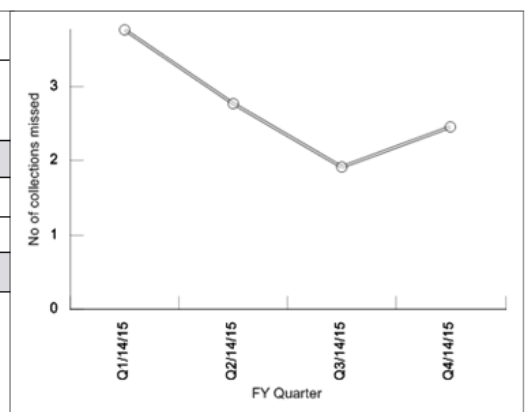
Indicator: PI 001b - Number of Council Tax Reduction cases received		Perf to Date:					
Quarter Target:	N/A						
Annual Target:	N/A						
2014/15:				2015/16:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
11,320	11,291	11,078	11,023	10,826			
Latest Comments including any necessary action:							



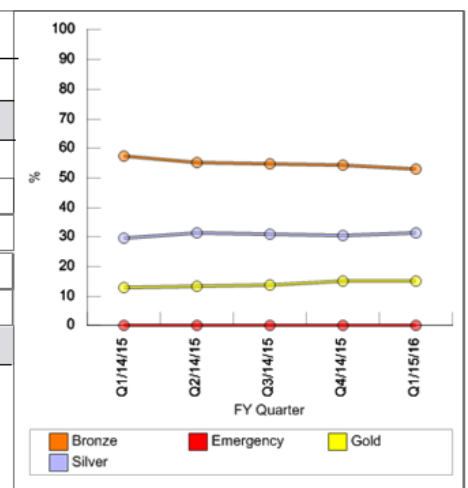
Indicator: PI 002 - Total number of JSA claimants in South Somerset		Perf to Date:					
Quarter Target:	N/A						
Annual Target:	N/A						
2014/15 :				2015/16:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1,082	855	689	762	740	644		
Latest Comments including any necessary action:							
April: 790 May: 745 June: 644							



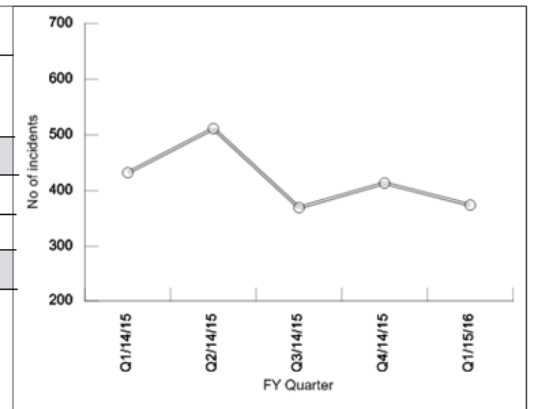
Indicator: PI 009 - Number of bin collections missed per 1000 households (all types - dry recycling and kitchen waste, refuse and garden)		Perf to Date:					
Quarter Target:	N/A						
Annual Target:	N/A						
2014/15:				2015/16:			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.75	2.77	1.91	2.45				
Latest Comments including any necessary action:							



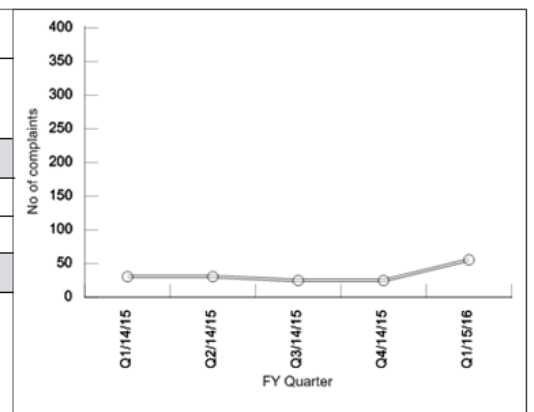
Indicator:	PI 015 - % of households on the Choice Based Letting waiting list (all categories)							
Quarter Target:	N/A				Annual Target:	N/A		
	2014/15:				2015/16:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bronze	57.3%	55.4%	54.9%	54.2%	53.3%			
Silver	29.8%	31.3%	31.0%	30.4%	31.5%			
Gold	12.9%	13.3%	14.0%	15.3%	15.1%			
Emergency	0.0%	0.0%	0.1%	0.1%	0.1%			
Latest Comments including any necessary action:								
Q4 2014-15				Q1 2015-16				
Bronze	1,170			Bronze	1,093			
Emergency	2			Emergency	3			
Gold	298			Gold	309			
Silver	660			Silver	647			



Indicator:	PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)							
Quarter Target:	N/A				Perf to Date:	373		
Annual Target:	N/A							
	2014/15:				2015/16:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	433	511	369	414	373			
Latest Comments including any necessary action:								
A marked decrease on last year(433) of 14% showing a total of 60 less incidents across the range.								



Indicator:	PI 033 - Total number of complaints received							
Quarter Target:	N/A				Perf to Date:			
Annual Target:	N/A							
	2014/15:				2015/16:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	31	31	26	25	57			
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							
	2014/15:				2015/16:			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	100.0%	100.0%	94.0%	95.3%	98.1%			
Latest Comments including any necessary action:								
Stage 1: 55 Stage 2: 2 Stage 3: 0								

