

Quarterly Corporate Performance and Complaints Monitoring Report – 2nd Quarter 2016/17

Executive Portfolio Holder: Ric Pallister, Strategy and Policy
Strategic Director: Rina Singh, Place and Performance
Assistant Director: Martin Woods, Economy
Service Manager: Andrew Gillespie/Charlotte Jones, Performance Managers
Lead Officer: Anna-Maria Lenz, Performance Officer
Contact Details: anna-maria.lenz@southsomerset.gov.uk or (01935) 462216

Purpose of the Report

The report covers the period from 1st July – 30th September 2016 (Q2).

Forward Plan

This report appeared on the District Executive Forward Plan with an expected date of 1st December 2016.

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 note and comment on the report.

Corporate Performance Monitoring - Background

This report still uses the established framework based on the 20 performance indicators selected and approved by members in 2012. As such, they provide either an indication of the efficiency and effectiveness of SSDC services and/or of any changes in the key trends in South Somerset.

Council Plan 2016-2021

The Council adopted the Council Plan '*Tackling the Challenges*' (2016-2021) in April 2016. The plan has five priority areas for investment:

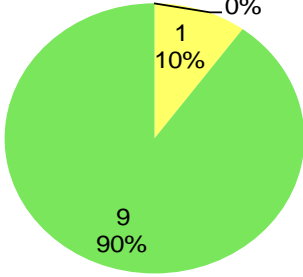
- *Economy*
- *Environment*
- *Homes*
- *Health & Communities*
- *High quality, cost effective services.*

The half year update of the annual corporate action plan for 2016/17 can be found in Appendix C. In total the Council has set out 37 actions, 33 of which are on target and 4 actions are behind target. More detail on the status and update comments can be seen in Appendix C.

Performance

A summary of performance from 1st July – 30th September 2016 (Q2) is shown below with more 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	10%	0	0%	0	0%	0	0%
		1	10%	1	10%	0	0%	0	0%
		8	80%	9	90%	0	0%	0	0%
Commentary: 10 performance indicators can be compared against target for Q1. Percentages are rounded to the nearest whole number.									
>10% Below Target	0								
Within 10% of Target	1								
On or Above Target	9								

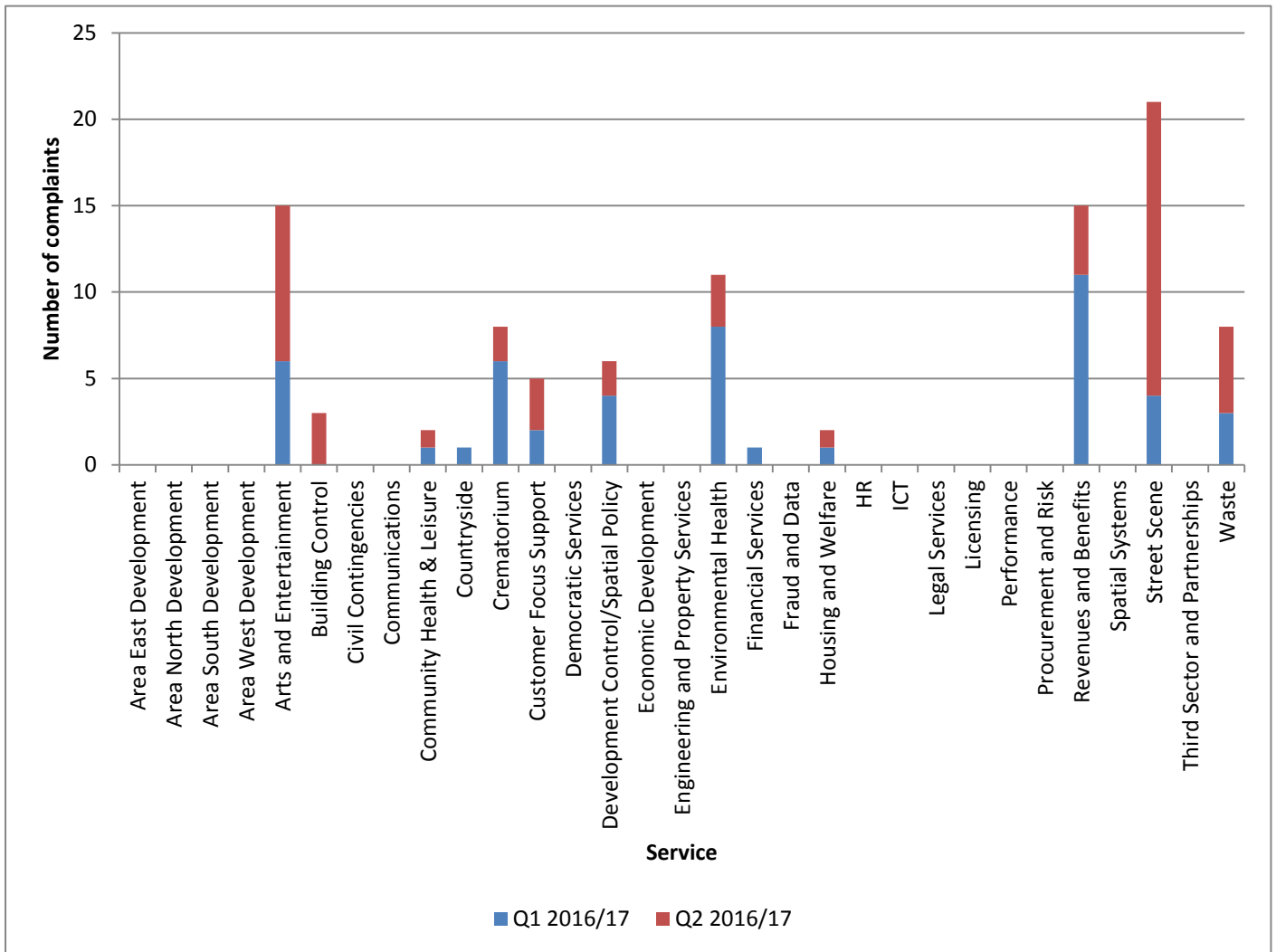
Performance Exceptions

Indicators with performance below target are classed as exceptions. In these cases Appendix A includes an explanation from the Service Manager and any corrective action being taken. In Q2 not one performance indicator was below target.

Complaints

During the period 1st of July 2016 - 30th September 2016, SSDC received 50 complaints, which is a decrease of 9 when compared to the quarter 2 2015/16 outturn of 59.

The chart and table below provide a summary of complaints received in Q2 2016/17. A detailed breakdown reflecting variations in trends by Service Area is in Appendix B.



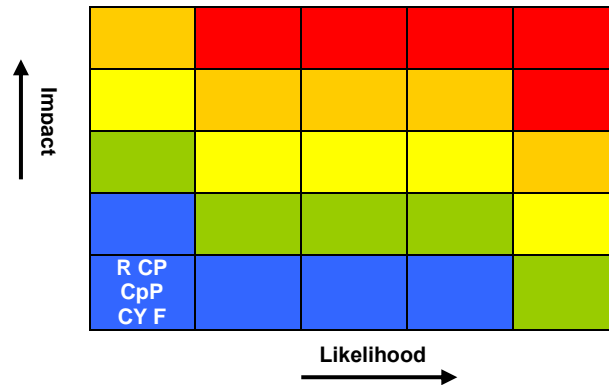
Financial Implications

There are no direct financial implications related to this report.

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 (for further detail please refer to Risk management strategy)
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

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

Council Plan 2016-2021
 (<http://www.southsomerset.gov.uk/about-us/council-plan-2016---2021/>)

SSDC Corporate Indicators – District Executive May 2012
