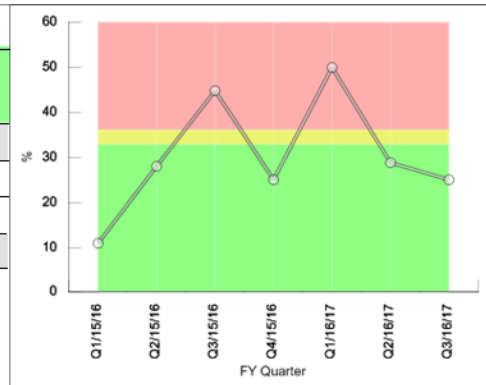


# Appendix A - Quarterly Performance Monitoring Report

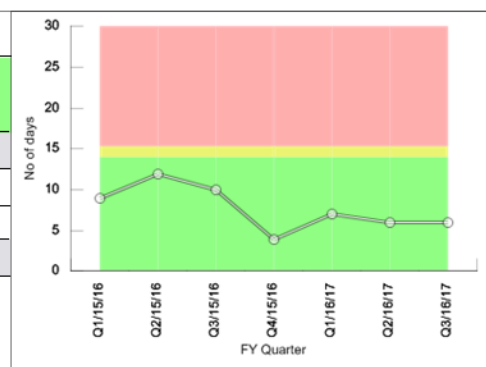
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
------	-------------------------------------	---------------------------------	-------------------------------

## Performance Measures with Targets:

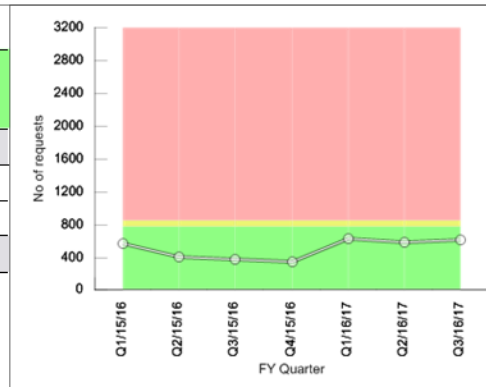
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse							
Quarter Target:	33.0%				Perf to Date:			
Annual Target:	33.0%							
2015/16:				2016/17:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
11.0% <span style="color: green;">G</span>	28.0% <span style="color: green;">G</span>	45.0% <span style="color: red;">R</span>	25.0% <span style="color: green;">G</span>	50.0% <span style="color: red;">R</span>	29.0% <span style="color: green;">G</span>	25.0% <span style="color: green;">G</span>		
Latest Comments including any necessary action:								



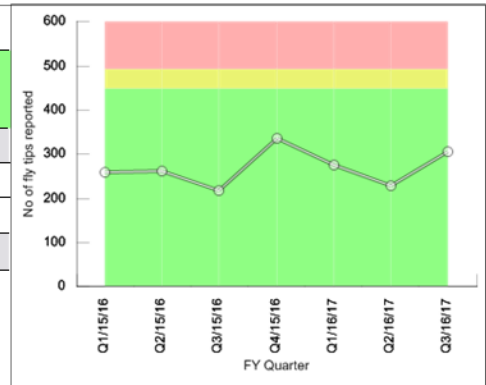
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events							
Quarter Target:	14.00				Perf to Date:			
Annual Target:	14.00							
2015/16:				2016/17:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
9.00 <span style="color: green;">G</span>	12.00 <span style="color: green;">G</span>	10.00 <span style="color: green;">G</span>	4.00 <span style="color: green;">G</span>	7.00 <span style="color: green;">G</span>	6.00 <span style="color: green;">G</span>	6.00 <span style="color: green;">G</span>		
Latest Comments including any necessary action:								



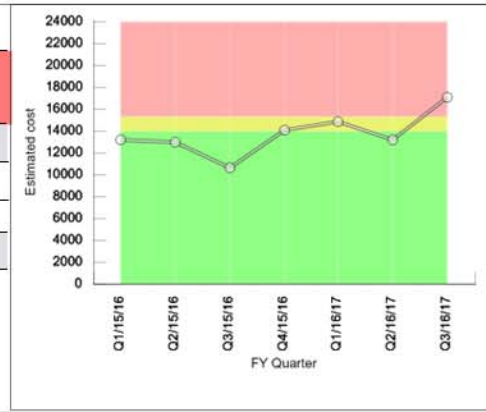
Indicator:	PI 008 - Requests for action from the Streetscene team							
Quarter Target:	775				Perf to Date:			
Annual Target:	3100							
2015/16:				2016/17:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
568 <span style="color: green;">G</span>	415 <span style="color: green;">G</span>	383 <span style="color: green;">G</span>	355 <span style="color: green;">G</span>	628 <span style="color: green;">G</span>	590 <span style="color: green;">G</span>	618 <span style="color: green;">G</span>		
Latest Comments including any necessary action:								



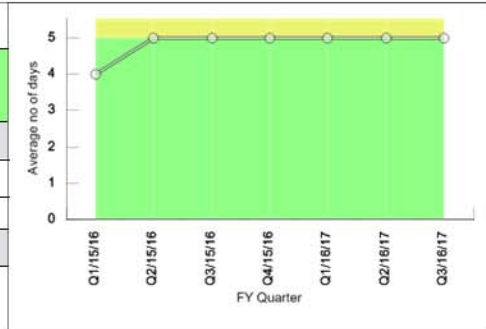
Indicator:	PI 010 - Total number of fly tips reported							
Quarter Target:					Perf to Date:			
Annual Target:	1800							
2015/16:				2016/17:				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
259 <span style="color: green;">G</span>	263 <span style="color: green;">G</span>	220 <span style="color: green;">G</span>	337 <span style="color: green;">G</span>	277 <span style="color: green;">G</span>	231 <span style="color: green;">G</span>	306 <span style="color: green;">G</span>		
Latest Comments including any necessary action:								



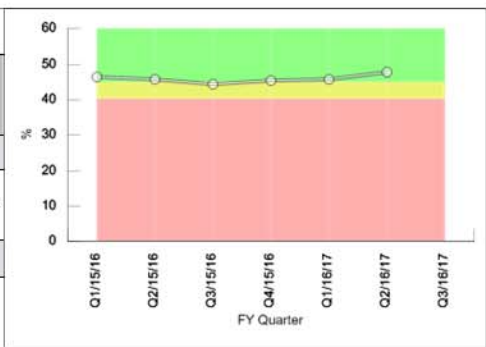
<b>Indicator:</b>	<b>PI 011 - Total estimated cost of clearing reported fly tips</b>						
<b>Quarter Target:</b>	13,965			<b>Perf to Date:</b>			
<b>Annual Target:</b>	55,860						
<b>2015/16:</b>				<b>2016/17:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
13,263 <span style="color: green;">G</span>	12,982 <span style="color: green;">G</span>	10,677 <span style="color: green;">G</span>	14,123 <span style="color: orange;">A</span>	14,841 <span style="color: orange;">A</span>	13,207 <span style="color: green;">G</span>	17,042 <span style="color: red;">R</span>	
<b>Latest Comments including any necessary action:</b>							
There has been an increase in the number of fly tips which has led to an increase in the total cost of clearing them.							



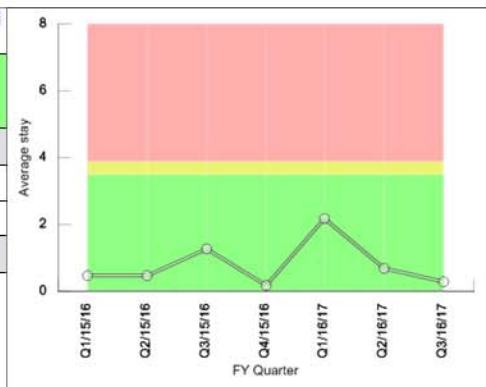
<b>Indicator:</b>	<b>PI 012 - Average number of days to respond to a reported fly tip</b>						
<b>Quarter Target:</b>	5.00			<b>Perf to Date:</b>			
<b>Annual Target:</b>							
<b>2015/16:</b>				<b>2016/17:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
4.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	
<b>Latest Comments including any necessary action:</b>							



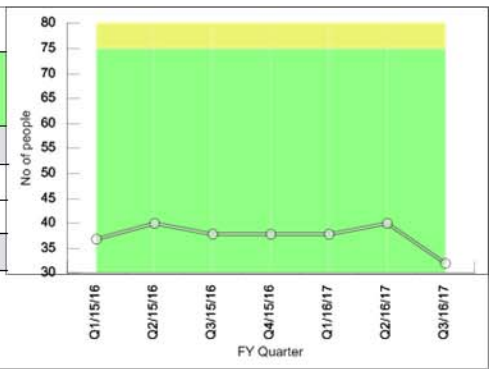
<b>Indicator:</b>	<b>PI 013 - % of household waste sent for reuse, recycling and composting</b>						
<b>Quarter Target:</b>	45.0%			<b>Perf to Date:</b>			
<b>Annual Target:</b>	45.0%						
<b>2015/16:</b>				<b>2016/17:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
46.5% <span style="color: green;">G</span>	46.0% <span style="color: green;">G</span>	44.4% <span style="color: orange;">A</span>	45.5% <span style="color: green;">G</span>	45.8% <span style="color: green;">G</span>	47.9% <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>							
The latest performance data is available here: <a href="http://www1.somerset.gov.uk/council/meetings/results.asp?cocode=32">http://www1.somerset.gov.uk/council/meetings/results.asp?cocode=32</a>							



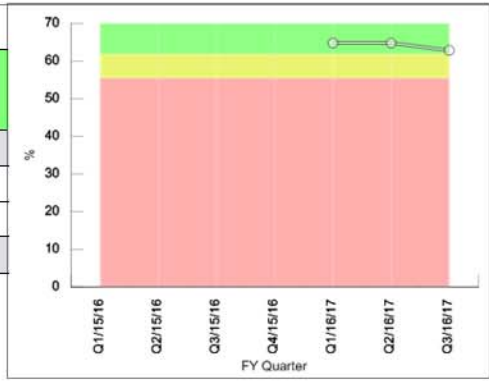
<b>Indicator:</b>	<b>PI 019 - Average number of days in Temporary Accommodation (Bed &amp; Breakfast)</b>						
<b>Quarter Target:</b>				<b>Perf to Date:</b>			
<b>Annual Target:</b>	4.5						
<b>2015/16:</b>				<b>2016/17:</b>			
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
0.5 <span style="color: green;">G</span>	0.5 <span style="color: green;">G</span>	1.3 <span style="color: green;">G</span>	0.2 <span style="color: green;">G</span>	2.2 <span style="color: green;">G</span>	0.7 <span style="color: green;">G</span>	0.3 <span style="color: green;">G</span>	
<b>Latest Comments including any necessary action:</b>							
One household was placed in, and left, bed and breakfast during this quarter. The stay was for 2 nights (hence 0.3 weeks) during severe weather.							



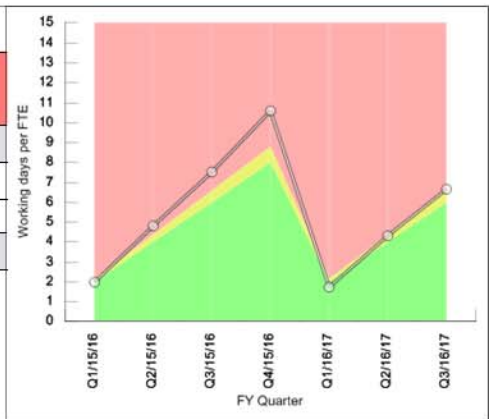
<b>Indicator:</b>	PI 020 - Total number of people in Temporary Accommodation (all types)							
<b>Quarter Target:</b>	75				<b>Perf to Date:</b>			
<b>Annual Target:</b>	75							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
37 <span style="color: green;">G</span>	40 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	38 <span style="color: green;">G</span>	40 <span style="color: green;">G</span>	32 <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>								



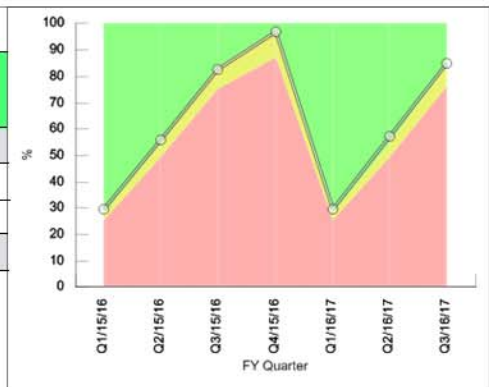
<b>Indicator:</b>	PI 031 - % of calls to contact centre resolved in the contact centre							
<b>Quarter Target:</b>	62.0%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	62.0%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
N/A	N/A	N/A	N/A	65.0% <span style="color: green;">G</span>	65.0% <span style="color: green;">G</span>	63.0% <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	PI 032 - Working days lost due to sickness absence per Full Time Employee (FTE)							
<b>Quarter Target:</b>	6.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>	8.00							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
2.01 <span style="color: orange;">A</span>	4.80 <span style="color: red;">P</span>	7.51 <span style="color: red;">P</span>	10.59 <span style="color: red;">P</span>	1.77 <span style="color: green;">G</span>	4.32 <span style="color: orange;">A</span>	6.69 <span style="color: red;">P</span>		
<b>Latest Comments including any necessary action:</b>								
Long term sickness account for 64% of the total. Phased returns account for 2.5% of the total.								

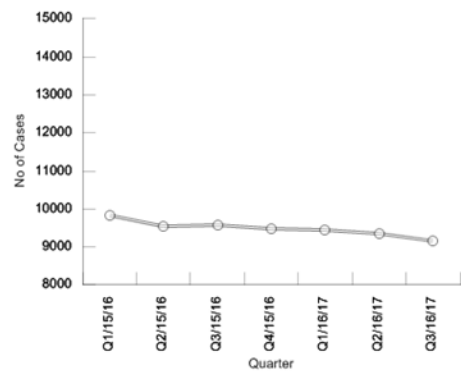


<b>Indicator:</b>	PI 035 - Percentage of Council Tax Collected							
<b>Quarter Target:</b>	84.5%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	97%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
29.6% <span style="color: green;">G</span>	55.9% <span style="color: green;">G</span>	82.8% <span style="color: orange;">A</span>	97.2% <span style="color: orange;">A</span>	29.8% <span style="color: green;">G</span>	57.2% <span style="color: green;">G</span>	84.8% <span style="color: green;">G</span>		
<b>Latest Comments including any necessary action:</b>								

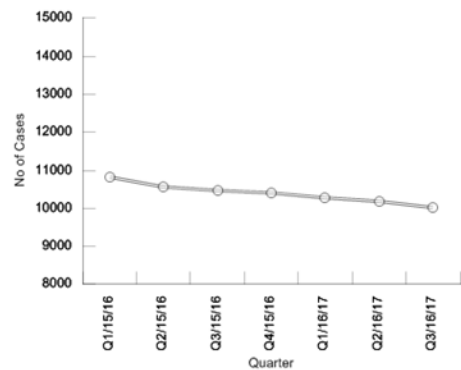


## Performance Measures of Trend (no targets set as SSDC do not directly influence):

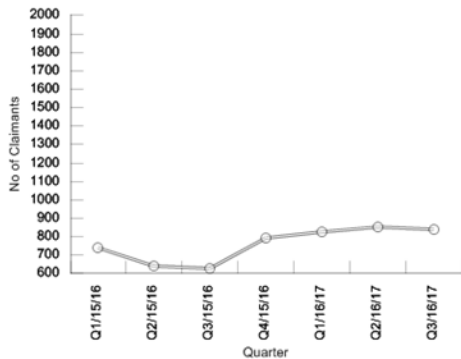
<b>Indicator:</b>	<b>PI 001a - Number of Housing Benefit cases received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
9,827	9,565	9,590	9,490	9,439	9,371	9,170		
<b>Latest Comments including any necessary action:</b>								



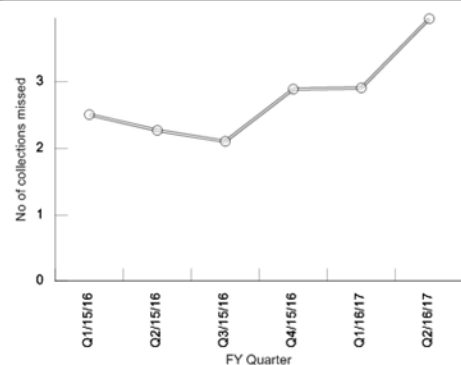
<b>Indicator:</b>	<b>PI 001b - Number of Council Tax Reduction cases received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A				10027			
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
10,826	10,580	10,463	10,411	10,272	10,196	10,027		
<b>Latest Comments including any necessary action:</b>								



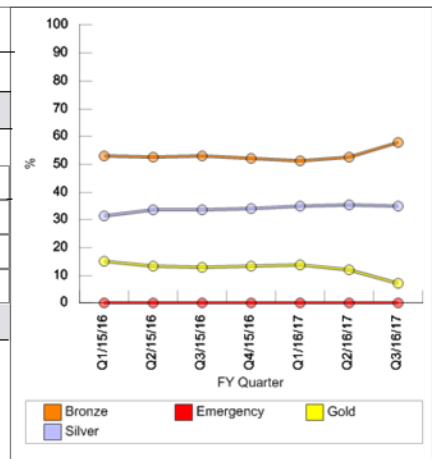
<b>Indicator:</b>	<b>PI 002 - Total number of JSA claimants in South Somerset</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
740	640	630	796	830	853	840		
<b>Latest Comments including any necessary action:</b>								



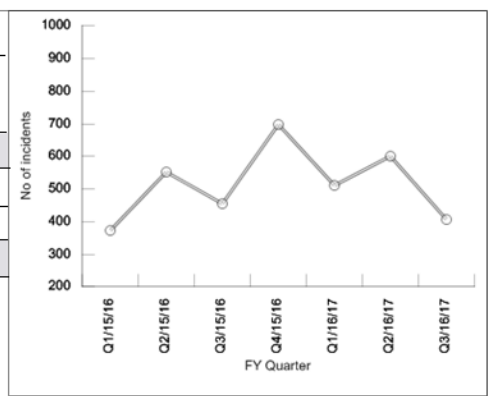
<b>Indicator:</b>	<b>PI 009 - Number of bin collections missed per 1000 households (all types - dry recycling and kitchen waste, refuse and garden)</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
2.51	2.27	2.11	2.90	2.91	3.94			
<b>Latest Comments including any necessary action:</b>								
<p>The rise in the number of missed bins is due to a number of factors, but mainly associated with a period of driver shortage. A new supervisor has now been appointed in our area, and the situation has stabilised, so these figures should show a steady improvement over the next two quarters.</p> <p>The latest performance data is available here:  <a href="http://www1.somerset.gov.uk/council/meetings/results.asp?ccode=32">http://www1.somerset.gov.uk/council/meetings/results.asp?ccode=32</a></p>								



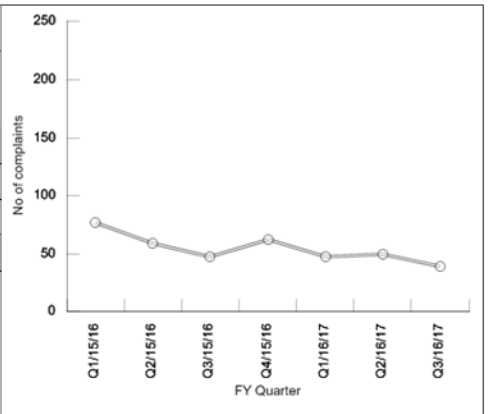
<b>Indicator:</b>	<b>PI 015 - % of households on the Choice Based Letting waiting list (all categories)</b>							
<b>Quarter Target:</b>	N/A				<b>Annual Target:</b>	N/A		
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Bronze	53.3%	52.7%	53.2%	52.4%	51.2%	52.6%	58.0%	
Silver	31.5%	33.5%	33.7%	34.3%	34.9%	35.3%	34.9%	
Gold	15.1%	13.6%	13.0%	13.4%	13.8%	11.9%	7.1%	
Emergency	0.1%	0.2%	0.2%	0.0%	0.1%	0.2%	0.0%	
<b>Latest Comments including any necessary action:</b>								
Q2 2016-17				Q3 2016-17				
Bronze	1,016			Bronze	1,114			
Emergency	3			Emergency	0			
Gold	230			Gold	137			
Silver	681			Silver	671			
Total	1,930			Total	1,922			



<b>Indicator:</b>	<b>PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	373	554	455	698	513	600	409	
<b>Latest Comments including any necessary action:</b>								
Decrease on last quarter but comparative figure to Q3 last year. Decrease not unexpected in this period due to seasonal change								



<b>Indicator:</b>	<b>PI 033 - Total number of complaints received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	77	59	48	63	48	50	39	
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	<b>PI 034 - % of complaints resolved at stage 1 of complaints procedure</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	97.4%	96.6%	91.7%	100.0%	100.0%	98.0%	94.9%	
<b>Latest Comments including any necessary action:</b>								
Stage 1: 37 Stage 2: 2 Stage 3: 0								

