

## **Corporate Performance Report 2018-19: 3<sup>rd</sup> Quarter**

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<i>Director:</i>	<i>Netta Meadows, Director of Strategy and Support Services</i>
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### **Purpose of the Report**

1. This report sets out the current position of the council's agreed key performance indicators and covers the period from October to December 2018 (Q3).

### **Forward Plan (for District Executive reports only)**

2. This report appeared on the District Executive Forward Plan with an anticipated Committee date of February 2019.

### **Public Interest**

3. The council is accountable to the local community for its performance. We publish performance monitoring information to demonstrate outcomes and to highlight opportunities to learn and improve for the future.

### **Recommendation**

4. The District Executive is asked to note and comment on the report.

### **Background**

5. The Council monitors a set of key performance indicators (KPIs) which are published on our website [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk) on a quarterly basis. We are continuing to develop a framework for performance management as part of the Transformation Programme and therefore our current approach to corporate performance management is in transition. We propose to further develop these reports during the year alongside other elements of the new performance framework, and we welcome feedback.

### **Quarter 3 performance**

6. The attached report includes our performance from October to December 2018 measured against 22 KPIs.
7. The last two years has seen significant activity and change across the whole of South Somerset District Council (SSDC). We have delivered many key parts of our Transformation programme, at pace and with significant staff changes, whilst ensuring that our key business areas continue to deliver for the communities we serve. This has not been without its challenges, but we are on schedule to deliver not only the financial benefits required, but also new ways of working (in terms of processes and systems) within a completely new organisational model.
8. We have a committed group of leaders, managers and staff who are working hard to deliver services to our residents whilst also transforming what we do. We are now in the transition phase of the

Transformation Programme looking forward to our new ways of working, and are continuing to support staff into their new roles. Transition presents some challenges, yet our teams have demonstrated commendable professionalism, dedication and hard work, and should be justifiably proud of all we have achieved over the past months.

9. The changes we have to make are not yet complete and we have a good awareness of the considerable work that remains ahead for us as an organisation. This includes completing the redesign of our services and supporting our customers to take up new digital channels, together with embedding new ways of working within the 'One Team'.
10. We continue to monitor the delivery of services and the impact of transformation and whilst we have noticed some dips in performance, which we expected and have responded to mitigate, the attached report shows that overall our key areas are still delivering, and improving in their direction of travel – 17 out of 22 KPIs are either showing a steady position or are improving. 9 out of 14 of our KPIs with targets set are either on or above target. We will continue to monitor these closely and take action as appropriate.

### **Financial Implications**

11. There are no direct financial implications related to this report.

**Risk Matrix – this report is for information only – no risk profile.**

### **Council Plan Implications**

12. This report is consistent with the Council Plan 2016 – 2021

### **Carbon Emissions and Climate Change Implications**

13. There are no direct implications

### **Equality and Diversity Implications**

14. There are no direct implications

### **Privacy Impact Assessment**

15. There are no direct implications

### **Background Papers**

Council Plan 2016-2021 & Annual Action Plan 2018/19

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