

SSDC Annual Performance Report 2016/17

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Purpose of the Report

This report presents the following annual summaries:

Appendix 1 – Annual Action Plan 2016-17
Appendix A - Annual Action Plan 2016 - 2017 Monitoring Report
Appendix B - Corporate Performance Indicators (CPIs) for 2016-17
Appendix C - Complaints made during 2016-17

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. This report details the annual performance for 2016/17.

Recommendation

That Council note the 2016/17 performance information at Appendices A, B and C.

A New Framework for Corporate Performance Management

Our approach to corporate performance management is in transition and this report is likely to be the last in this particular format.

The Council Plan on a Page 2016 - 2021 sets out what the Council wants to achieve over that period and was adopted by Full Council in April 2016. It includes the **Action Plan for 2016-17** and the very first “action” is **C1.01 - Commence the delivery of the Transformation Programme**.

The full Transformation Programme represents a massive change in the way the council works and delivers services - the biggest change for over twenty years.

The Transformation Programme will see us adopt a very different way of working and delivering services, using technology as an enabler to support the development of a more modern, flexible organisation that can continue to change and develop in to the future.

We need our performance management framework to change too so we can achieve the highest quality outcomes for our communities. As an integral part of the Transformation Programme, work has begun to redesign the collection, analysis and reporting of performance data throughout SSDC, not only to ensure we achieve the outcomes we set ourselves but also to ensure that good quality data will drive and underpin our future policy development. Updates on this work will be made to members as part of the Transformation Programme reporting cycle.

The Action Plan for 2016-17 is included as Appendix 1 and the Annual Monitoring Report as Appendix A.

Annual Performance Indicator Report

The Performance Indicator report consists of 39 locally set indicators which are linked to our corporate priorities. These were selected and approved by members on 3rd May 2012. 18 of these are corporate performance indicators, against which the Council's performance is measured. The remaining South Somerset indicators are those over which the Council has less influence.

Summary of Corporate Performance Indicators:

Indicator Status	2016/17		2015/16	
On or Above Target	15	83.3%	14	82%
Within 10% of Target	2	11.1%	0	0%
More than 10% Below Target	1	5.6%	3	18%
TOTAL	18	100%	17*	100%

* Annual data not available for PI031 in 2015/16.

Please refer to Appendix B for details.

As noted in Appendix B performance data for PI013 - % of household waste sent for reuse, recycling and composting and PI009 – Number of bin collections missed per 1,000 households will no longer be collected on a district by district basis and will therefore no longer be reported via the Annual Performance Indicator Report.

Complaints

During the period 1st April 2016 – 31st March 2017, SSDC received 170 complaints from members of the public.

The number of complaints in relation to the volume of transactions completed remains very low. The majority of cases (98.2%) have been resolved at stage 1, indicating that the complaints procedure is effective.

Please refer to Appendix C for details.

Financial Implications

None

Carbon Emissions and Climate Change Implications

None

Equality and Diversity Implications

None

Background Papers

Council Plan 2016-2021

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

SSDC Corporate Indicators – District Executive May 2012