

Somerset West and Taunton

Scrutiny Committee – 20th January 2020 (for information)

Corporate Performance Report

This matter is the responsibility of Cllr Ross Henley.

Report Author: Christine Fraser, Head of Performance and Governance.

1 Executive Summary / Purpose of the Report

- 1.1 This paper is for information and provides a brief summary of current performance on a selection of key indicators.

2 Recommendations

- 2.1 Councillors are asked to consider the attached performance report.

3 Risk Assessment

- 3.1 Failure to regularly monitor performance could lead to the council not delivering on some of its corporate priorities.

4 Background and Full details of the Report

- 4.1 As part of the Councils commitment to transparency and accountability this report provides an update on a range of performance indicators. The format of this report will be developed further from the start of the 2020/21 financial year in order to monitor progress of the Councils Corporate Strategy and to reflect the new Directorates.
- 4.2 The table in Appendix 1 includes a number of the councils Key Performance Indicators and shows how the council has performed for the first 8 months of 2019/20. Some of the targets are still being finalised to take account of performance across the new council.

5 Links to Corporate Strategy

- 5.1 This performance report and future development of it will be a key tool for helping to monitor progress with the implementation of the Corporate Strategy.

6 Finance / Resource Implications

- 6.1 Headline financial indicators will be included in future reports alongside performance. The detailed budget position is contained within the separate budget monitoring paper available here (p49 onwards):
<https://democracy.somersetwestandtaunton.gov.uk/documents/g2305/Public%20reports%20pack%2008th-Jan-2020%2018.30%20SWT%20Scrutiny%20Committee.pdf?T=10>

Democratic Path:

- **Scrutiny / Corporate Governance or Audit Committees – Yes**
- **Cabinet/Executive – Yes**
- **Full Council – No**

Reporting Frequency: Once only Ad-hoc Quarterly
 Twice-yearly Annually

List of Appendices (delete if not applicable)

Appendix A	Performance Report (April to November 2019)
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Appendix 1 Performance Report as at 30 November 2019

	Service Area & Corp Strategy Theme	Indicator	Target	As at 30 Nov	RAG	Comments
1	Transparent and customer focused Council (Planning)	% of major planning applications determined within 13 weeks (or within agreed extension of time)	75%	87.5%	Green	
2		% of minor planning applications determined within 8 weeks or agreed extension of time	65%	78.1%	Green	
3		% of other planning applications determined within 8 weeks or an agreed extension of time.	80%	80%	Green	
4		Number of planning appeals overturned	14	10 (total)	Amber	The target value is the number of appeals overturned in 2018/19.
5	Transparent and customer focused Council (Revenues and Benefits)	Council Tax Collection. % collected by 31st March	97%	79.9%	Green	Although the current figures appear below target, these are cumulative totals, and projections show that the target will be met for the year end.
6		Business Rate Collection. % collected by 31st March	97.5%	74.2%	Green	
7		Average processing times of new Housing Benefit claims only	25 days	22.5 days	Green	
8		Average processing times for changes in circumstances for Housing Benefit claims only	10 days	8.3 days	Green	
9	Homes and	Completion of Urgent housing	99%	99%	Green	

	Communities	repairs within 24 hours (priority one)				
10	(Housing)	Completion of a housing repair within the timescale agreed with the tenant.	90%	88.65%	Amber	
11	Transparent and customer focused Council (Environmental Health & Licensing)	% of reported fly tipping incidents responded to within 5 working days	80%	89.05%	Green	This indicator currently only measures fly tipping incidents cleared by idverde. In the Taunton area, some fly tipping (in parks and open spaces) is cleared by the Localities team. A single performance report is being developed to report on all fly tipping.
12		% of service requests for street cleansing actioned within 5 working days	85%	92.9%	Green	
13		Licensing applications processed within timescales	95%	95.7%	Green	
14	Transparent and Customer Focused Council	% of General calls answered within 60 seconds (in the last month)	80%	79%	Green	General – 10,187 calls handled, average speed to answer for last month was 46 seconds with an abandonment rate of 4%
		% of Deane Helpline calls answered within 60 seconds (in the last month)	90%	92%		Deane Helpline – 29,674 calls handled with an abandonment rate of 1%
15		% of complaints responded to in 20 days	90%	46.5%	Red	This is a priority issue to be improved. Staff training is being

						developed and People Managers will support and monitor.
16		% of Freedom of Information Requests responded to in 20 days	75%	52.6%	Red	Poor performance at the start of the year is being addressed with dedicated resource and improved processes. During Oct 80% were on time and in Nov, 61%.