

**Appendix A:**  
**Corporate Performance Management Report Q1 2024/2025**

**Introduction**

This appendix provides the Corporate Performance Management Report for Q1 2024/2025, consisting of the following Corporate Priority areas.

- A Greener, More Sustainable Somerset
- A Healthy & Caring Somerset
- A Flourishing & Resilient Somerset
- A Fairer, Ambitious Somerset
- An Effective, Efficient & Sustainable Council

The performance indicators in this report form part of the interim approach agreed by Executive pending the implementation of a new suite of corporate indicators.

Each Corporate Priority section below sets out:

- A summary overview of performance, including context, areas for improvement, and/or achievements during the period.
- An outturn table with key performance indicators with Red Amber Green (RAG) rating where possible.
- Direction of Travel (DoT) arrows shows where performance is improving or getting worse between the most recent reporting periods whether May to June or Quarter 4 to Quarter 1. Where data is cumulative, the DoT is based on the same quarter of the previous year, for example Council Tax collection.

## A Greener, More Sustainable Somerset

### Waste and Recycling

**SC/CP01 (NI191)** - The result for Q1 is higher than target at 110.49kg but is still within tolerance (5.0kg), at 4.03kg. The result was affected by a higher-than-expected figure for April (+6.02kg), which was mainly a result of higher tonnages for household waste through the recycling sites and street cleaning residues sent for recovery. However, both May and June's results were lower than predicted, reducing the overall increase by almost 2.0kg.

**SC/CP02 (NI192)** - The individual monthly results in Q1 are all below target, however the total result for the Quarter (58.18%) is only 0.30% lower than Q1 in 2023-24. This brings the Quarterly result within tolerance (-1.0%).

To put this in perspective, this is the effect over the Quarter of an increase of total household recycling of 58.22 tonnes and an increase in household residual waste of only 398.21 tonnes, not large changes when the total household waste arisings are more than 70k tonnes.

Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CP01 Waste - Residual household waste per household (N191) cumulative outturns (Kg)	106.46	+ / - 5kg over the year	109.88	210.98	313.15	425.68	110.49	↓
SC/CP02 Waste -% of household waste reused, recycled or composted (NI 192)	60.01%	+ 4% / - 1% per year	58.48%	59.2%	54.09%	51.14%	58.18%	↑
SC/CP03 Waste - Total amount of food waste (tonnes)	N/A	N/A	5,473.57	5,438	5,687.79	5,694.02	5,406.42	↓
SC/CP04 Waste - % of food treated at Somerset's anaerobic digester	N/A	N/A	100%	100%	100%	100%	100%	▬
SC/CP05 Waste - Total number of visits to recycling centres	N/A	N/A	495,226	497,234	366,801	378,060	520,194	↑
SC/CP06 Waste - Total amount of waste received at recycling centres (tonnes)	N/A	N/A	27,168.38	24,753.04	17,435.41	19,177.76	24,673.45	↑
SC/CP07 Waste - % of waste received at recycling sites that is recycled (incl composted, recovered, residual and hardcore)	N/A	N/A	56.1%	56%	54.4%	52.2%	65.2%	↑
SC/CS11 Fly-tipping - incidents responded to within 5 working days (Somerset Wide)	TBC	TBC	93%	86%	97%	87%	96%	↑

### Adults Services

**SC/AS01** - Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment, with sustained low levels of unmet homecare this financial year. There was just 1 homecare package marked as 'unmet need' / waiting to be sourced after a week of advertising as of end of June 2024.

**SC/AS02** - Care package contract handbacks place additional pressure on Local Authority staff to find replacement care within a stretched care market and is therefore an indicator we monitor closely as part of both commissioning and quality activity. Although occasional care package handbacks are not uncommon and can occur for a variety of reasons, most commonly staffing capacity issues within the provider, these rose sharply during the pandemic as evidenced by annual stats below but pleasingly reduced by 34% when comparing 2023 numbers to those in 2022: 2020 – 54 package handbacks, 2021 – 233 package handbacks, 2022 – 238 package handbacks, 2023 – 157 package handbacks.

During 2023/24 we saw the highest number of contract handbacks in November 2024 - however, 16 of the 21 stemmed from one provider which had decided to rationalise some of their runs to make it more economically viable to deliver support in other areas. On average this past financial year we have seen 9.3 contract handbacks per month – this compares to 13 in 2023 and 20 in 2022. There have been 28 contract handbacks so far in 2024/25.

**SC/AS03a & b** - New placements (both permanent and temporary) into residential and nursing care are closely tracked and monitored by the service. During 2023/24 we averaged 40.1 new placements per month for people aged 65+ (this compares to an average 40.5 placements per month in 2022/23). So far in 2024/25 we are averaging 57 placements per month (65+) – slightly above target. As well as permanent placements, we are also monitoring the number of temporary / interim placements being made. A key part of this is ensuring that temporary placements are reviewed in a timely manner.

**SC/AS04** - Our 'My Life My Future' transformation programme is focused on seizing opportunities to support practice and continue to promote people's independence, ensuring people receive the right support at the right place at the right time in line with our Strategic ambitions. We are closely monitoring new residential starts seen this financial year to date but this is partly associated with improved productivity across adult social care operational teams and our work addressing waiting lists. During the 2023/24 financial year, the average number of adult social care calls received per month was 5,205 – this is a decrease of approx. 10% when compared to 2022/23.

The overall resolution rate in relation to total contacts handled and resolved with no costed service (e.g. through signposting, advice or information) for 2023/24 was 61.1%. This compares to 63.7% for 2022/23. Latest performance for June 2024 stands at 59.6 - in line with our 60% target. This is despite there being a higher number of contacts received in June than any other month so far this financial year (5,372). Where people are signposted to information, advice, and guidance, the customer contact centre follows up one week later to check this met their outcomes; this was recognised by our LGA March 2024 Assurance peer challenge as good practice. Work is planned during 2024 to improve the Council's public-facing website to ensure it is easier to navigate and obtain information people require supported by the Council's web team.









**SC/AS05** - 83.6% of Safeguarding Enquires resulted in the identified risk being reduced or removed between April and June 2024 – below our 90% target. This is a cumulative figure for the 3-month period but specific figures for the individual months are as follows: April = 91.2%, May = 74.4%, June = 82.0%. Routine validation work takes place to confirm outcomes are appropriate depending on the specifics of the case itself though it is notable that majority of cases where risk 'remained' the alleged perpetrator was known to the individual (in a non-professional capacity) and acknowledge the person's choice where they have capacity to make decisions about the preferred outcome. We are closely monitoring performance in safeguarding currently given impacts noted in relation to capacity/resource challenges within the Safeguarding Service and a growing triage waiting list associated with this. Daily review and prioritisation activity is taking place to mitigate associated risks, alongside recruitment / temporary workforce support activity. Safeguarding data and trends also continue to be monitored via the county's multiagency Safeguarding Adults Board. In June the service submitted the national Safeguarding Adults Collection return for 2023/24. The SSAB's Performance and Quality Subgroup also met in May 2024 and examined latest performance in depth, with this also informing the SSAB Board later the same month. It will next meet in August 2024. Safeguarding practice quality audits were undertaken in February and evidenced reassuring practice overall – with further 'Safeguarding People' audits progressed throughout May 2024 – results were presented to the ASC Practice Quality Board in June 2024. It identified good practice in relation to person-centred recording, an effective triage process and proportionate approach to safeguarding. Improvement opportunities identified in relation to enhancing advocacy recording quality.

Both the Board and the ASC Safeguarding Service will play a key role in informing the CQC Assessment of LA in relation to how the system ensures safety and is focused on improving local effectiveness. The LGA Assurance Peer Challenge held in March 2024 included a focus on how the Local Authority ensures safety across the Somerset system and involved members of the local Safeguarding Adults Board. Feedback was positive about service improvement, support for staff and the leadership and values instilled within the Council's Safeguarding Adults service, partnership working, and found good evidence of how we apply 'making safeguarding personal' principles. Somerset's latest Safeguarding Board effectiveness survey was conducted in January 2024 and saw confidence levels improve across all 12 Effectiveness statements when comparing survey results to those taken 12 months ago

in early 2023. Results from the survey assist the Board in benchmarking its current performance and has informed 2024/25 strategic planning.

**SC/AS06** - Since launch in January 2022, our ASC Feedback form responses have offered valuable insights on the experience of service users and carers, partner colleagues and other key stakeholders, and opportunities for learning and improvement. We know the single biggest element and influencer of both positive and negative feedback is communication – how clear, responsive, professional and compassionate we are in our respective job roles makes a fundamental difference to the experience of those we engage with and support. In June 2024, over 95% of the feedback received via this route rated the overall service received from our staff and teams as good or excellent – well above our 75% target. Last financial year (from April 2023 to March 2024) 273 submissions were received and 77% of those were rated good or better overall, with some teams' feedback exceeding this average. We are also now capturing feedback from people receiving services as part of our monthly practice quality auditing approach. The experience of people is critical to our understanding of our performance and plays an important part in future CQC assessment. A detailed report on the experience of people using adult social care services during 2023/24 has been produced and was presented to our Practice Quality Board in April. This will inform any CQC Information Return. The methodology for this measure changed from 1 April 2024. This measure now reflects the number of pending Care Act Assessments – that is assessments where more than 28 days has elapsed since the start date and where the assessment does not have an allocated worker.

**SC/AS07** - It is worth noting that during 2023/24 a total of 3,994 Care Act assessments were completed. The figure for March 2024 was 386 - the highest monthly figure during the 23/24 financial year. Significant work has been undertaken to address the waiting times for assessments and reviews in Somerset, ensuring that our practice is robust and consistent across our frontline operational teams. We have focused on improving data visibility and control to support us in this work, and on improving productivity across our teams. In January 2024 we initiated a weekly Operational Oversight Meeting to develop a consistent set of indicators to minimise and monitor waiting lists and waiting times. We provided guidance issued by the LGA to support in monitoring how we are managing waiting lists and mitigating any risks to ensure individuals receive the support they require, whilst focusing on strength-based approaches. Whilst we remain above desired target, there is a downward trend evidence in the total number of overdue assessments, with more assessments being completed by our teams over recent months. We will be reporting to the Adults & Health Scrutiny Committee on assessments and reviews on 11 July 2024 and continue to present updates on a quarterly basis to the Somerset Safeguarding Adults Board also as part of wider governance arrangements.

Key Performance Indicators	Target	Outturn (Months)						DoT
		Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	
SC/AS01 Sourcing Care: Number of care packages on unmet need list	15	3	1	0	0	0	1	
SC/AS02 Number of returned packages of care (homecare 'hand backs')	14	6	11	2	15	7	6	
SC/AS03a No of new placements in residential and nursing care in month (18- 64)	0	5	0	3	5	3	4	
SC/AS03b No of new placements in residential and nursing care in month (65+)	52	48	33	32	67	61	44	
SC/AS04 % of total contacts handled and resolved with no costed service by Somerset Direct	60%	60.8%	61.6%	62.5%	61.2%	59.3%	59.6%	
SC/AS05 Safeguarding risk outcomes – proportion of individuals for whom the risk was reduced or removed following safeguarding intervention	90%	92.1%	92.1%	90.5%	91.2%	84.4%	83.6%	
SC/AS06 ASC stakeholder feedback - % rating service received from ASC as 'Good' or 'Excellent' overall	75%	70.4%	61.9%	78.6%	84.2%	85.7%	95.5%	
SC/AS07 Total number of overdue Care Act Assessments	200	901	918	964	620	581	525	

### Customer Services - Lifeline

**SC/CS06b** - The Lifeline service target of percentage of calls answered in 60 seconds is set by the Technical Services Association. There are no concerns about the delivery of the service as it whilst it is performing below the target set, it is still doing well to respond to 93% of calls within 60 seconds. The service has recently completed the merger of three Lifeline Services and is introducing a new combined staffing rota and with additional capacity will seek to close the gap between our performance and the target set.

### Public Health



**SC/PH01** - Breastfeeding Gold Award - In June Somerset was awarded the prestigious Gold accreditation by UNICEF Baby Friendly Initiative (BFI). The UNICEF Baby Friendly Gold award is the highest level of accreditation and celebrates excellent and sustained practice in the support of infant feeding and parent-infant relationships. The accreditation comes after showcasing over 10 years of continued commitment to providing high quality care to families, babies and young children of Somerset. By implementing the UNICEF UK BFI standards, we are putting families, babies and young children at the heart of the service's care and helping to make a difference to population health outcomes.

**SC/PH02 - Mental Health:** Rated amber as 3/5 indicators are below target. We are in the process of recommissioning the suicide prevention and mental health training programmes, to ensure training for this important area of public health is maximised. The new suicide prevention strategy has been drafted aligning to the national strategy released late last year. The aim is to have more accessible training available including emotional wellbeing e-learning, mental health awareness and MHFA, this will help to increase numbers reached.

**SC/PH03 - Coverage of 2 Year developmental review:** We appear to have seen a continued improvement in coverage of the review and the improvement has continued month on month in quarter 1. This is potentially due to work taking place to improve data quality within the new RIO system and the RiO reporting has been finalised after 18 months of development. In April 76.1% of children turning 2.5 years received a review before they 2.5 years old which is the best month on record (since April 2015). Accompanying improvements in data quality is a service improvement plan 24/25 with the objective to increase the uptake among parents (and ensure we are capturing children most in need), improve the quality of the intervention and link to the wider system objectives as part of the Education for Life Strategy.

**SC/PH04 - Adults in structured treatment:** We are now in the final year of the Supplemental Substance Misuse Treatment and Recovery Grant which means we are working towards achieving the national treatment number trajectory by 31st March 2025, we have a plan in place. There is a consistent increase in the number of adults in structured treatment, but we are not yet reaching the target level. However, successful treatment completions remain higher than national average.

**SC/PH05 - Smoking:** The smoking quit rates as anticipated are slightly lower for quarter one, this relates to capacity relating to vacancies and leave within the team. Additional funding has been received to increase the number of quitters going forwards. Recruitment for additional staff is underway.

Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CP12 Highways & Transport - No. of people killed and seriously injured (KSI) in road collisions	TBC	TBC	54	69	41	26	26	
SC/CS06a Out of Hours Somerset Lifeline - Number of calls received in total within period	N/A	N/A	72,017	80,152	74,829	73,457	71,847	N/A
SC/CS06b Out of Hours Somerset Lifeline - Percentage of calls answered within 60 seconds	97.5%	No threshold as it is a pass / fail	96.36%	97.18%	95.14%	94.86%	93.05%	






Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CS09 Food Hygiene - Carry out 100% of all programmed high risk food hygiene inspections and interventions each quarter	100%	TBC	87%	81%	104%	100%	80%	↓
SC/CS10 Environmental Health Requests - Responding to 95% of all service requests about Environmental Health, Private Sector Housing and Licencing within 7 working days	95%	TBC	85%	86%	82%	90%	91%	↑
SC/CSH16 - HAM15 Percentage of homes that do not meet the Decent Homes Standard	0.5%	4%	5.86%	5.93%	6.25%	5.31%	5.44%	↓
SC/PH01 Breastfeeding - Gold Award working to gold accreditation in July 24 RAG	Green	No tolerance as an assessment	Green	Green	Green	Green	Green	■
SC/PH02 Mental Health Promotion RAG based on range of metrics	Green	No tolerance as an assessment	Amber	Amber	Amber	Amber	Amber	■
SC/PH03 Coverage of 2.5 years developmental check	85%	Amber within 10% of target Red below 10%	79.8%	86.6%	84.1%	75.8%	77.2%	↑
SC/PH04 Adults in structured treatment for Substance Misuse Commissioning RAG against 20% increase from 2021/22 baseline option across a range of outcomes for adults and children	Green	No tolerance as an assessment		Amber	Amber	Amber	Amber	■
SC/PH05 Smoking: Number of people who are quit at four weeks (SC Commissioned Services Go Smoke Free and Smoke Free Families)	250	Amber within 10% of target Red below 10%	282	283	247	275	241	↓



## A Flourishing & Resilient Somerset

### Planning

**SC/CP17a-c** - A more detailed report will be going to 16 September Strategic Planning Committee. The service is reporting monthly to the Chief Executive to address the significant recruitment and retention challenges and has put in place an action plan. Notwithstanding the challenges the service is nevertheless meeting the national targets.

Key Performance Indicators	Target	Outturn (Quarters)					DoT
		Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CF01 The percentage of Somerset schools rated inadequate	3%	6%	6%	5%	5%	5%	
SC/CP15 Highways & Transport - No. of events applications received	N/A	163	71	74	134	122	N/A
SC/CP17a Planning (major applications) Decisions total and % in time or extended time within reporting period	65%	82%	87%	88.9%	68.6%	66.7%	
SC/CP17b Planning (minor applications) Decisions total and % in time or extended time within reporting period	75%	82%	91%	87.9%	87.4%	80.3%	
SC/CP17c Planning (other applications) Decisions total and % in time or extended time within reporting period	85%	89%	93%	94.5%	93%	91.1%	
SC/CS01 Library Services - Events (total of: Reading, Digital and other)	N/A	1,803	1,838	1,832	2,015	2,003	N/A
SC/CS02 Library Services - Total Visitors (in person)	N/A	220,229	240,095	202,531	226,757	209,915	N/A
SC/CS08 Licensing - 90% of valid Licensing applications processed within required timescales from receipt of a valid application	90%	92%	97%	98%	98%	93%	

### Children and Family Services

#### Our Priorities

Working collaboratively with partners to improve whole-life outcomes for children, young people and families through a variety of universal and targeted service and transformation activities. Focus over the last quarter has been on establishing the refreshed Children's Transformation Programme under a revised set of priorities:-

- Local mainstream school is the right choice for most children
- Developing an excellent workforce for children
- Families can access support early
- Sufficient homes for children in care and school places for children with additional needs in Somerset

The Somerset Children and Young People's Plan 2024-30, which has been created by Somerset's young people will launch in September 2024 with a shared vision that Somerset's children and young people grow up in a safe, child friendly county that supports them to be happy, healthy and prepared for adulthood. Six thousand of Somerset's children and young people have chosen their priorities and they

- have asked that schools, colleges and education help students to feel more included and supported
- want to be supported to lead healthier lives in Somerset
- want support to lead happy lives and help in their school, colleges and communities if their mental health deteriorates
- have told us that they want to live in safe communities where streets and parks feel safe at night
- want support to build better connections with their families, friend and relationships
- told us that they need cradle to career support to become independent and prepared for adulthood

#### What's Working Well

##### Governance

The newly established Children's Transformation Board and Finance Board are now up and running and providing strengthened oversight and assurance for the delivery of transformation activity.

Positive progress has been made in building relationships and delivering programme activities with improvement already evidenced in some areas.

## Education

Engagement around changing SEND and Inclusion practice continues to be received favourably by stakeholders **(Education SC/CF02-12)**

## Children's Social Care

Homes and Horizons - we are seeing children move on from Homes and Horizons both into fostering and semi-independent provision which is a huge success.

We have had a net gain of foster carers over the last year and the trajectory for this year is positive.

## Our Challenges

### Education

- Continuing high school exclusion rates, including a sharp increase in new exclusions at the end of the school year **(SC/CF02-12)**

### Children's Social Care

- The number of children in care is increasing. Whilst this is in line with national and south west trends Somerset does remain lower. We continue to focus on proportionate intervention and keeping children in their family networks wherever it is safe to do so. **(SC/CF16)**
- The increase in children in residential care is as a result of sufficiency issues - there are not sufficient foster carers to meet the demand for children and children with more complex needs. We continue to focus on the recruitment and retention of foster carers. **(SC/CF19)**

- Due to lack of sufficiency in Somerset we are being forced to place children outside of Somerset. Wherever possible we are moving children back to Somerset or close to the county and this will continue to be a focus, e.g. opening of remaining Homes and Horizons Homes, working with local providers to secure beds homes for Somerset children. **(SC/CF23a)**
- Exploitation - the recent JTAI outlined concerns re how the partnership identifies children at risk of serious youth violence - we know that this is closely linked with missing and exploitation. As we have set up initiatives across the partnership this has improved our identification of children at risk. There are increasing concerns re exploitation in the county and the impact this has on vulnerable children. **(SC/CF17)**

### Highways & Transport

**SC/CP08** - Reported figures remain fairly consistent although variations can be put down to a number of factors such resources or number of applications.

### Housing

**SC/CSH17** - The proportion of prevention cases that were successfully prevented remains below the national average and dipped particularly in May.

**SC/CSH18** - The number of households in temporary accommodation has remained stubbornly high at around 280 – 290 throughout the quarter.

**SC/CSH19** - There were 6 families (those with dependent children and/ or are pregnant) in B&B for more than 6 weeks at the end of each month during the quarter.

Key Performance Indicators	Target	Outturn (Quarters)					DoT
		Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CF02 Overall School Attendance	92.5%	91.9%	93.8%	92.5%	92%	91.9%	↓
SC/CF02a Primary Attendance	94%	94%	95.7%	94.7%	94.3%	94.3%	▬
SC/CF02b Secondary Attendance	90.7%	90%	92.1%	90.4%	89.9%	89.8%	↓
SC/CF03 Children with SEND (EHCP & SEND support) Attendance	86.7%	86.6%	89%	87.3%	86.6%	86.6%	▬
SC/CF04a Children with a Social Worker (Children Looked After (CLA)) Attendance		82%	84.7%	81.8%	80.7%	77%	↓

Key Performance Indicators	Target	Outturn (Quarters)					DoT
		Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CF04b Children with a Social Worker (Children In Need (CIN) & Child Protection (CP)) Attendance		74%	75.9%	74%	72.4%	73%	↑
SC/CF08 Overall Exclusions – Rolling 12 months	120	144	140	162	138	151	↓
SC/CF08a Children with SEND (EHCP & SEN Support) Exclusions – Rolling 12 months	75	100	99	100	75	83	↓
SC/CF08b Children with a Social Worker (CLA) Exclusions – Rolling 12 months	0	0	2	1	1	1	▬
SC/CF08c Children with a Social Worker (CIN & CP) Exclusions – Rolling 12 months	9	12	14	19	15	16	↓
SC/CF09 EHCPs – Request for Assessment		81	43	71	113	80	N/A
SC/CF10 Percentage of Education Health and Care (EHC) Assessments Completed within 20 weeks	64%	54.35%	37.93%	57.5%	31.88%	53.06%	↑
SC/CF11 Total Number of EHCPs maintained		5,101	5,247	5,403	5,289	5,427	↑
SC/CF12a Not in Education Employment or Training (NEET) %	2.1%	4.4%	2.4%	3.8%	4.2%	4.2%	▬
SC/CF12b NEET – Unknown	6.3%	4.5%	89.6%	3.8%	2.8%	3.1%	↓
SC/CF13a Percentage of Children receiving a New Baby Review who are in receipt of a Universal Service at time of review		67%	71.05%	72.67%	68.89%	68.89%	▬
SC/CF13b Percentage of Children receiving a New Baby Review who are in receipt of a Targeted Level Service at time of review		9.2%	23.68%	22.81%	27.5%	27.5%	▬
SC/CF13c Percentage of Children receiving a New Baby Review who are in receipt of a Specialist Level of Support at time of review		1.9%	5.26%	4.5%	3.59%	3.59%	▬
SC/CF14a Proportion of Children receiving a New Birth Visit following discharge from midwifery at 10-14 days	82.7%	84.3%	84.91%	89%	83%	83%	▬
SC/CF14b Proportion of Children receiving a New Birth Visit following discharge from midwifery after 14 days	14.8%	15%	13.4%	9%	13%	13%	▬
SC/CF15 Overall proportion of children receiving their 2-2.5 year check	74.1%	76%	78.11%	82%	73%	73%	▬
SC/CF16 Children Looked After (Rate per 10,000)	70	51.9	52.36	54	54	55.2	N/A

Key Performance Indicators	Target	Outturn (Quarters)					DoT
		Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CF17 Number of children open to Social Care at Risk of Child Exploitation		92	94	106	113	118	↓
SC/CF19 Number of children in residential care with external providers		79	88	97	98	105	↓
SC/CF19a Number of children in Homes and Horizons homes		4	6	11	11	10	↓
SC/CF20 Number of children in Foster Care (combined internal and external provision)		343	357	361	365	367	↑
SC/CF21a Ratio of children in Foster Care (Internal provision)	70%	62.5%	64.71%	63.99%	62.19%	62.67%	↑
SC/CF21b Ratio of children in Foster Care (External provision)	30%	37.5%	35.29%	36.01%	37.81%	37.33%	↑
SC/CF22 Number of children adopted over the last 12 months		52	52	35	34	44	N/A
SC/CF23a Percentage of Children Looked After (CLA) in Residential Care who are placed outside of Somerset		37.42%	40.99%	38.04%	36.16%	40.96%	↓
SC/CF24 Number of households with dependent children assessed as being at risk of homelessness		34	40	15	38	49	↓
SC/CP08 Highways & Transport - % planning applications responded to within statutory 21-day deadline		94.12%	92.06%	90.35%	86.74%	59.86%	↓
SC/CSH17 Percentage of cases where Prevention duty ended successfully in the period (note: circa 50% national average)		35%	30%	32%	47%	38%	↓
SC/CSH18 Number of households in temporary accommodation at the end of the period		110	255	233	265	279	↓
SC/CSH19 Number of families in B&B more than 6 weeks at the end of the reporting period	0		7	5	5	6	↓

## An Effective, Efficient & Sustainable Council

### Customer Services - Satisfaction

**SC/CS05** - Overall performance of Customer Services remains good. Customer satisfaction over the last quarter has consistently performed above the target of 75% and is measured by customers giving their views in after call surveys. Over the last quarter we had over 3575 surveys completed, and the slight dip in performance is as a result of wait time increases due to, for example additional calls from elections, rather than its quality and how the call was handled.

### Council Tax collection

**SC/RC01** - The target in-year collection rate for the Council Tax for 2024/25 is 96.75%. This represents the proportion of the £484m net collectable debit for the year that is actually collected within the year.

At the end of quarter 1 we have collected 30.00% against a target of 29.04%, which in monetary terms equates to £145m.

Whilst the actual collection rate is slightly above target, this could drop in future quarters with the Revenues and Benefits service starting a major project to consolidate four different software systems into a single system. This project, which is expected to take between 18 to 24 months to complete, is likely to impact on collection rates at time during this period, as there will be delays in issuing bills and recovery notices whilst we are migrating data. However, work is underway to minimise any adverse effect on collection rates as a result of this project, including reviewing levels of staff and processes/procedures that are currently in place.

### Business Rates collection

**SC/RC02** - The target in-year collection rate for Business Rates for 2024/25 is 96.52%. This represents the proportion of the £183m net collectable debit for the year that is actually collected within the year.

At the end of quarter 1 we had collected 29.17% against a target of 29.13%, which in monetary terms equates to £53m.

Whilst the actual collection rate is slightly above target, this could drop in future quarters with the Revenues and Benefits service starting a major project to consolidate four different software systems into a single system. This project, which is expected to take between 18 to 24 months to complete, is likely to impact on collection rates at time during this period, as there will be delays in issuing bills and recovery notices whilst we are migrating data. However, work is underway to minimise any adverse effect on collection rates as a result of this project, including reviewing levels of staff and processes/procedures that are currently in place.

### Housing Benefits processing

**SC/RC03** and **SC/RC04** - The indicators measure the time taken to process new claims for Housing Benefit and Changes in Circumstances. The target for new claims is to process them within 15 days and we have achieved an average of 14.95 days. For Changes of Circumstance the target is 7 days and we have achieved an average of 7.01 days.

The prompt processing of claims and changes is critical to both ensuring that claimants quickly receive help towards paying their rent and in preventing overpayments and debt problems. These indicators show the impact of performance to our customers and are monitored by the Department of Work and Pensions who will intervene if required. These indicators only cover a limited element of the overall workload undertaken within the Benefits teams.

Whilst the processing rate of new claims and the target for Changes in Circumstances are on track, this could change in future quarters with the Revenues and Benefits service starting a major project to consolidate four different software systems into a single system. This project, which is expected to take between 18 to 24 months to complete, will at times impact on the speed with which we can process claims and changes of circumstance whilst we are migrating data between systems. Detailed project planning is underway, and this will include taking steps to minimise downtime.

More rounded and representative performance indicators, including those around Overpayment collections, are still under development.

### Building Compliance

**SC/RC05** - Work continues to align the management of building compliance across the corporate estate. All FM teams are now reporting health and safety tours via the Civica Property Management system in a consistent approach across all former Council areas (although we continue to work through historic data issues following migration to close out outstanding items). Planned Maintenance Inspections are still managed separately although we expect to move to finally implement the 'Inspections Module' within the Civica system and by the end of the year plan for all such inspections to be on the system and managed via a single route. Therefore, good progress is being made with regards to alignment and management of processes/procedures. In the meantime, the respective former teams still managing specific areas separately remain responsible for the buildings within their portfolio and are reporting their compliance information separately to be collated until such time as all data can be reported directly off of the Civica system.

Items deemed non-compliant generally relate to a mix of outstanding paperwork or reports being chased from contractors and inspections which have fallen overdue although in all cases are scheduled and being followed up accordingly. We did however identify some areas of non-compliance during the last quarter specifically in relation to the former South Somerset District Area where certain statutory servicing inspections it was found had not been mapped across as part of the work to amalgamate. After investigation we have concluded that this was due to, in some cases, poor quality of the original data within the former SSDC, compounded by loss of staff (and therefore knowledge within that same Council) and limited resource within the (then) County teams who provided support to undertake further due diligence to verify the data received. We continue to work this through, but all gas safety inspections have now been completed and we are doing further checks to validate whether other inspections are outstanding. We have reviewed procedures to mitigate such things happening again in the future and have been in close contact with the Central Health and Safety Team around this issue.



Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CP09 Highways & Transport - No. of parking penalties issued - On Street	TBC	TBC	7,715	6,903	8,123	7,681	8,383	N/A
SC/CP10 Highways & Transport - No. of parking penalties issued - Off Street (car parks)	TBC	TBC	4,647	6,100	6,664	6,544	7,935	N/A
SC/CP11 Highways & Transport - No. of parking penalties issued - Bus Gate	TBC	TBC	1,509	2,042	1,368	1,028	2,481	N/A
SC/CP13 Highways & Transport - No. of Street works permits processed	TBC	TBC	10,655	9,356	7,906	6,180	8,695	↑
SC/CP14 Highways & Transport - No. of Traffic Regulation Orders (incl. TPCA's) processed	TBC	TBC	934	921	912	1,095	1,012	N/A
SC/CP16 Highways & Transport - No. of enquiries into Traffic Engineering (as logged onto SharePoint)	TBC	TBC	3,061	2,931	2,401	2,824	2,734	N/A
SC/CS03 Overall volume of calls received within period	N/A	N/A	185,349	174,683	150,614	175,742	180,771	N/A
SC/CS04 Resolved at first point of contact - Percentage of calls which have been resolved or signposted	65%	Green 65% + Amber 50%+ Red <50%	76%	75%	73%	74%	77%	↑
SC/CS05 Customer Satisfaction - Represents how satisfied callers are with the service they have received	75%	Green 75% + Amber 60% + Red <60%	83.29%	83.36%	84.59%	85.11%	83.78%	↓
SC/CS07a Complaints - Percentage of complaints answered within 10 working days across all services	75%	Green >75% Amber 50-74% Red <50%	59%	54%	53%	51%	53%	↑
SC/CS07b Complaints - Number of Ombudsman enquiries received in period across all services	N/A	N/A	32	24	34	43	28	↑
SC/CS07c Complaints - Number of complaints which have been upheld across all services	TBC	TBC	56%	61%	53%	56%	50%	↑
SC/CSH12 - TSE06 Percentage of tenants are overall satisfied with the housing services provided by Somerset Council	77%	TBC	76%	76%	73%	73%	73%	▬
SC/CSH13 - TRS01 True current tenant arrears at the end of month percentage	2%	2.0-2.2% is Amber	2.03%	1.84%	1.96%	1.44%	1.28%	↑

Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/CSH14 - PSC01 Percentage of housing dwellings with a valid gas safety certificate	100%	TBC	100%	100%	100%	100%	100%	▬
SC/CSH14b -PSC05 Percentage of housing dwellings with a valid electrical safety certificate.	100%	TBC	91.2%	94.01%	94.24%	95.4%	96.14%	↑
SC/CSH15 - HC11 Percentage of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	100%	TBC	100%	100%	100%	100%	100%	▬
SC/RC01 Council Tax collection rate (%)	29.04%	TBC	29.88%	58.01%	85.16%	96.68%	30%	↑
SC/RC02 Business Rate collection rate (%)	29.13%	TBC	28.14%	55.19%	79.82%	96.57%	29.17%	↑
SC/RC03 Average number of days for processing new Housing Benefit claims	15	TBC	16.78	12.79	12.45	11.87	14.95	↓
SC/RC04 Average number of days for processing Housing Benefit change of circumstances	7	TBC	8.1	5.51	4.31	2.56	7.01	↓
SC/RC05 An average for all building compliance across Somerset Council	100%	TBC	76%	78%	91%	92.5%	87.7%	↓
SC/SW03 FOI/EIR: The number of requests received in period	N/A	N/A	437	472	426	574	496	N/A
SC/SW04 FOI/EIR: Percentage of requests received that were acknowledged within 2 days (when ack required)	95%	Green 95%+ Amber 80-94% Red <80%	90%	97%	90%	91%	93%	↑
SC/SW05 FOI/EIR: The number of FOI requests completed in period	N/A	N/A	346	390	399	526	477	N/A
SC/SW06 FOI/EIR: The percentage of completed requests where all information was sent	N/A	N/A	65%	57%	63%	62%	63%	↑
SC/SW07 FOI/EIR: The percentage of completed requests where response was a full refusal	N/A	N/A	8%	14%	13%	11%	11%	↑
SC/SW08 FOI/EIR: The percentage of completed requests where response was a partial refusal	N/A	N/A	6%	8%	9%	5%	6%	↑
SC/SW09 FOI/EIR: The percentage of requests which did not result in disclosure for other reasons (e.g. info not held, invalid or lapsed request)	N/A	N/A	20%	21%	15%	22%	19%	↓

Key Performance Indicators	Target	Tolerance	Outturn (Quarters)					DoT
			Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	
SC/SW10 FOI/EIR: Percentage of requests completed within 20 working days	95%	Green 95%+ Amber 80-94% Red <80%	92%	92%	84%	83%	80%	↓
SC/SW11 FOI/EIR: The number of internal reviews requested in period	N/A	N/A	4	10	8	9	13	↑
SC/SW12 FOI/EIR: The number of requests outstanding at the end of the period	N/A	N/A	91	82	117	123	96	N/A
SC/SW13 Staff sickness – Working Days lost per Full Time Equivalent (FTE)	2.2	2.2 days per quarter or 8.8 days per annum	1.86	2.27	2.51	2.44	2.13	↑
SC/SW15 Number of vacancies	N/A	N/A		964	911	885	1,013	N/A
SC/SW16 Number of new starters	N/A	N/A	134	175	133	86	93	N/A
SC/SW17 Number of leavers	N/A	N/A	170	218	182	174	187	N/A
SC/SW19 Workforce Apprentices	TBC	TBC	33	34	31	31	28	N/A