



Corporate Performance Report 2020-21: 4th Quarter and End of Year Achievements Report

Executive Portfolio Holder: Val Keitch, Strategy and Policy
Strategic Director: Nicola Hix, Director of Strategy and Support Services
Lead Specialist: Brendan Downes, People, Performance and Change
Lead Officer: Cath Temple, Specialist - Performance
Contact Details: Cath.temple@southsomerset.gov.uk or 01935 462587

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 January to March 2021 (Q4). In addendum the Covid weekly report has been amalgamated to form part of the performance report for information. The End of Year Achievements report is also included.

Forward Plan

2. This report appeared on the District Executive Forward Plan with an anticipated Committee date of May 2021.

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.

Recommendations

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

Background

5. The Council monitors a set of Key Performance Indicators (KPIs) which are published on our [website](#)

Quarter 4 Performance

6. The attached report includes our performance from January to March 2021 and covers KPIs for each of the five themes within the Council Plan.
7. It should be noted that the targets within the report were set before the pandemic, therefore all areas should be commended on achieving or exceeding their targets when having team members redeployed coupled with unprecedented workloads



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and extra tasks involved in supporting our Communities over the past year. Demand for our services remained high, whilst continuing to support additional services to aid our communities and businesses during the pandemic.

8. The Digital Team is now embedded and making excellent progress with implementation of new systems and ways of working to assist with our changed workplace.
9. The Covid report that was previously completed weekly has been converted into a quarterly report and attached at the end of this report.
10. The report shows that whilst some areas are not achieving targets they are progressing against ever increasing volumes. Commentary provided within the report is from the relevant Lead Officer and explains the background and improvement plans in place.
11. Overall, 11 KPIs are below target, 27 KPIs are either on or above target, with 3 non-returns. Due to Q3 reporting being suspended there are no direction of travel measures this quarter. We continue to monitor performance closely and take action as appropriate.

End of Year Achievements Report

12. The End of Year Achievements report includes successes and highlights from each of the five areas of focus within the Council Plan as well as updates on the Priority Projects. There are some fantastic examples of cross team and agency working in what has been an extremely challenging year.

Financial Implications

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

Legal implications (if any) and details of Statutory Powers

14. Not applicable for this report

Risk Matrix

This report is for information and comment only, there is no risk profile.

Council Plan Implications

15. This report is consistent with the Council Plan 2020-24.

Carbon Emissions and Climate Change Implications

16. This report covers some of the measures from the Environment Strategy.



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Equality and Diversity Implications

17. There are no direct implications within this report.

Privacy Impact Assessment

18. There are no direct implications as the report contains no personal data.

Background Papers

- Council Plan 2020-24 and Annual Action Plan 2020/21.