

Appendix A:

Corporate Performance Management Report Q1 2023/2024

Introduction

This is an interim report and suite of Key Performance Indicators (KPIs) that will evolve over time whilst services are transitioning.

It is challenging to merge all key performance indicators into a single metric, set targets or tolerance levels. This is due to various factors such as existing contracts, lease arrangements and systems/processes.

For each Executive Directorate section within this report there is

- a summary overview of the performance indicators which provides context for the outturns, notes improvements and/or achievements during the period.
- An outturn table with key performance indicators with Red Amber Green (RAG) rating where possible.

In addition to the performance indicators provided within this report there are many operational service performance indicators currently being reviewed and aligned across the organisation at Service Director level. Any indicators that are expected to be added to this report from Q2/Q3 2023/2024 onwards have been highlighted in this report. It is intended that future reports will also include trend data where possible to show performance over time.

Public Health

Metrics for Public Health have been chosen which align with the new operating model in Public Health and Public Health priorities for Somerset. Work is underway to define these metrics and workstreams further via expert workshops. There are work programmes for all metrics but with emphasis on those areas which are currently amber. Performance on 2.5 years developmental checks is being affected by low staff numbers. This target is a key priority as it is linked to the best start in life education strategy. Nationally we are performing above average although have set a stretch target to improve further. Somerset is subject to recruitment pressures as per the national picture. To address this, the service is looking at skills mix and opportunities, and early years settings, in addition to recruitment processes to boost staff numbers.

There is a national ambition to increase the number of substance misuse treatment places by 20% for adults and 50% for children by 2025. In Somerset we are on target to achieve the 50% increase in numbers of young people accessing treatment. Achieving the increase in numbers of adult treatment places is proving more challenging. Numbers of people presenting to treatment for opiate use have been following a downward trend for several years, both nationally and locally. In this context, progress towards the overall targeted increase for adult treatment numbers has been slower, despite seeing increases in the numbers of clients accessing treatment for other substances. The latest monthly figures are more promising and show a small increase in the numbers of opiate clients accessing treatment, along with further increases in clients using other substance types. Sustaining this is key to meeting the targeted increase and work is ongoing with partners to ensure that the wider system in Somerset is working to get as many people who need help as possible into treatment.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Q4 2022/2023 Performance	Outturns 2023/2024			
					April	May	June	Q1
Breastfeeding - Gold Award working to gold accreditation in July 24	n/a	Green	no tolerance as an assessment	Green	Green	Green	Green	Green
<p>Public Mental Health</p> <p>Rating is based on metrics reflecting performance of training, numbers accessing service delivery, meeting campaign targets and public uptake of suicide prevention programme</p> <p>Amber rating reflects meetings targets around campaigns and suicide prevention but below expectations on numbers accessing training.</p>	n/a	Green	no tolerance as an assessment	Amber	Amber	Amber	Amber	Amber

Coverage of 2.5 years developmental check	High	85%	Amber within 10% of target Red below 10%	March 82.9%	83.10 %	80%	76.30 %	79.80 %
Adults in structured treatment for Substance Misuse. Target 20% increase from 2021/22 across a range of outcomes for adults and children	n/a	Green	no tolerance as an assessment	Amber	n/a	n/a	n/a	Amber
Smoking: Number of people who are quit at four weeks (Commissioned Services Go Smoke Free and Smoke Free Families)	High	250	Amber within 10% of target Red below 10%	287 (Q4 2022/23) Green	n/a	n/a	n/a	TBC
Public Health Ambassador programme (apportioned target will be set)	Low	8	Amber within 10% of target Red below 10%	0 Green	0 Green	0 Green	0 Green	0 Green

Children and Family Services

The financial pressure set against escalating complexity of need demand into Early Help continues to increase. 100% increase for the first part of this year compared to last year in Early Help assessments submitted via the front door for the Family Intervention Service (FIS). The conversion rate remains between 50-60%, from Early Help Assessment to 'episodes' which is impacting on capacity with FIS. Further work is required with the partnership to ensure that there is a coordinated and graduated response to children's needs.

A small cohort of our children looked after are requiring a multi-agency response to incidents of 'missing'.

The number of children and young people who are Not in Education Employment or Training (NEET) remains higher than pre-Covid numbers. The service continues to plan for school places in line with pupil forecast numbers and the associated impact on school budgets triggered by changing pupil numbers. Also working with schools and partners to improve education outcomes and engagement in education for all children, and for those who are disadvantaged so that they are not disproportionately affected.

There are increasing requests for Education Health and Care (EHC) Assessments and associated pressure on the Statutory Special Educational Needs and Disabilities (SEND) team and system partners. Delivering the SEND Accelerated Progress Plan to help address areas of the system that require further improvement.

There is a national crisis of lack of sufficient homes for children who are looked after (both fostering and residential) which impacts on costs, placement stability, and our commitment to keeping our children in Somerset. The 16+ Youth Homelessness Service is being recommissioned.

The service recently won a prestigious Municipal Journal Award for 'Innovation in Partnerships' and was described as setting a precedent for the future of children's social care.

The timely issuing of the Education, Health and Care Plans (EHCPs) continues to be generally above the national average.

The service is working collaboratively with our partners to improve whole-life outcomes for children, young people, and families through a variety of universal and targeted service and transformation activities; maintaining 'lived experience' and the voice of the child at the heart of what we do.

A new approach to performance management has recently been adopted by the service and as such there is no performance outturn for April and May or for Q1 collectively.

*Measures in this section include benchmarking data for comparative performance, rather than as a target.

Key Performance Indicators	What is good performance high or low	Benchmark *	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
The percentage of Somerset schools rated inadequate	Low	3%	TBC	n/a	n/a	6%	n/a
Overall School Attendance	High	95.3% (Pre Covid, National)	TBC	n/a	n/a	91.9%	n/a
Primary Attendance	High	96% (Pre Covid)	TBC	n/a	n/a	94%	n/a

Secondary Attendance	High	94.5%	TBC	n/a	n/a	90%	n/a
Children with SEND (EHCP & SEND support) Attendance	High	EHCP – 91.3% SEND Support 93.5% (Pre- Covid)	TBC	n/a	n/a	86.6%	n/a
Children with a Social Worker (Children Looked After (CLA)) Attendance	High	TBC	TBC	n/a	n/a	82%	n/a
Children with a Social Worker (Children In Need (CIN) & Child Protection (CP)) Attendance	High	TBC	TBC	n/a	n/a	74.0%	n/a
Overall Persistent School Absences	Low	2021/22 Ofsted: England 23.2% South West 25.7% Pre-Covid Somerset 11.3%	TBC	n/a	n/a	21.8%	n/a
Primary Persistent School Absences	Low	8.2% (Pre Covid)	TBC	n/a	n/a	15.3%	n/a

Secondary Persistent School Absences	Low	13.7% (Pre-Covid)	TBC	n/a	n/a	27.9%	n/a
Children with SEND (Education Health and Care Plan (EHCP) & Special Educational Needs and Disabilities (SEND) Support) Persistent School Absences – Special Schools	Low	28.8% (Pre-Covid)	TBC	n/a	n/a	37.8%	n/a
Children with SEND (EHCP & SEND Support) Persistent School Absences – Pupil Referral Units	Low	TBC	TBC	n/a	n/a	85.8%	n/a
Children with a Social Worker (Children Looked After (CLA)) Persistent School Absences	Low	TBC	TBC	n/a	n/a	82%	n/a
Children with a Social Worker (Children In Need (CIN) & Child Protection (CP)) Persistent School Absences	Low	TBC	TBC	n/a	n/a	74%	n/a
Overall Exclusions – Rolling 12 months	Low	120 (2021/22 Somerset Outturn)	TBC	n/a	n/a	144	n/a
Children with SEND (EHCP & SEN Support) Exclusions – Rolling 12 months	Low	75 (2021/22 Somerset Outturn)	TBC	n/a	n/a	100	n/a
Children with a Social Worker (CLA) Exclusions – Rolling 12 months	Low	TBC	TBC	n/a	n/a	0	n/a
Children with a Social Worker (CIN & CP) Exclusions – Rolling 12 months	Low	TBC	TBC	n/a	n/a	12	n/a
EHCPs – Request for Assessment	N/A	N/A	TBC	n/a	n/a	81	n/a

Percentage of Education Health and Care (EHC) Assessments Completed within 20 weeks	High	60%	TBC	n/a	n/a	54.35 %	n/a
Total Number of EHCPs maintained	N/A	N/A	TBC	n/a	n/a	5101	n/a
Not in Education Employment or Training (NEET) %	Low	Somerset 2.1% 2021- 2.2% (National NEET)	TBC	n/a	n/a	4.4%	n/a
NEET – Unknown	Low	For 2021 6.3% Participatio n 93.6%	TBC	n/a	n/a	4.5%	n/a
Percentage of Children receiving a 2-2.5 year review who are in receipt of a Universal Service at time of review	High	N/A	TBC	n/a	n/a	67%	n/a
Percentage of Children receiving a 2-2.5 year review who are in receipt of a Targeted Level Service at time of review	High	N/A	TBC	n/a	n/a	9.2%	n/a
Percentage of Children receiving a 2-2.5 year review who are in receipt of a Specialist Level of Support at time of review	High	N/A	TBC	n/a	n/a	1.9%	n/a
Proportion of Children receiving a New Birth Visit following discharge from midwifery at 10-14 days	High	England: 72.8% SW: 82.7%	TBC	n/a	n/a	84.30 %	n/a

Proportion of Children receiving a New Birth Visit following discharge from midwifery after 14 days	High	England: 25.6% SW: 14.8%	TBC	n/a	n/a	15%	n/a
Overall proportion of children receiving their 2-2.5 year check	High	England: 77.6% SW: 74.1%	TBC	n/a	n/a	76%	n/a
Children Looked After (Rate per 10,000)	N/A	N/A	TBC	n/a	n/a	51.9	n/a
Number of children open to Social Care at Risk of Child Exploitation	N/A	N/A	TBC	n/a	n/a	92	n/a
Targeted Early Help referrals (Local Authority) Rolling 12 months	N/A	N/A	TBC	n/a	n/a	5146	n/a
Number of children in residential care	N/A	N/A	TBC	n/a	n/a	79	n/a
Number of children in Foster Care (combined internal and external provision)	N/A	N/A	TBC	n/a	n/a	343	n/a
Ratio of children in Foster Care (Internal/External provision)	TBC	70% Internal 30% External	TBC	n/a	n/a	Internal 62.5% External 37.5%	n/a
Number of children adopted over the last 12 months	N/A	N/A	TBC	n/a	n/a	52	n/a
Percentage of Children Looked After (CLA) in Residential Care who are placed outside of Somerset	TBC	TBC	TBC	n/a	n/a	37.42%	n/a
Percentage of CLA in Foster Care who are placed outside of Somerset	N/A	N/A	TBC	n/a	n/a	35.76%	n/a

Percentage of Under 16s in Care who are in unregistered provision	N/A	N/A	TBC	n/a	n/a	3.23%	n/a
Number of households with dependent children assessed as being at risk of homelessness	N/A	N/A	TBC	n/a	n/a	34	n/a

Adult Service

Executive Director Mel Lock

Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters over recent months, with levels of unmet homecare need falling to their lowest ever levels since March 2021 (hitting zero at the end of May 2023 and maintaining this for June 2023). This is a significantly improved picture.

Care package contract 'handbacks' had steadily reduced during the latter months of 2022 (from 38 in May to 6 in December 2022). The monthly average for the 3 months from April to June 2023 was 11. The average per month during 2022/23 was 18.6. This compares to 22.5 for 2021/22. 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.

New placements (both permanent and temporary) into residential and nursing care are closely tracked and monitored by the service. Findings emerging from our work with Newton Europe as part of in-depth diagnostic of opportunities across Adult Social Care (ASC) aims to support our practice and approach in promoting people's independence and ensure people receive the right support at the right place at the right time will inform our next steps and strategic planning activity.

In June 2023, 44.5% of safeguarding concerns received by the Safeguarding team were accepted as requiring a formal safeguarding response. This exceeds the 2021/22 national average conversion rate of 29.9% and is an indicator of an effective pathway decision process. The rate for the whole of 2022/23 was 45.3%. Between April and June, in approx. 96% of cases, the identified safeguarding risk was either removed or reduced following enquiry completion.

The number of overdue assessments and reviews continue to remain high and above target, impacted by rising demand, complexity of need and ongoing internal workforce pressures. A weekly Operational Assurance Group has been established to provide strategic

overview on the completion of assessments and reviews in operational teams, and to support reduction of backlogs through close monitoring of trajectories and regular reporting to governance/assurance boards, including the Safeguarding Adults Board.

ASC continues to receive good levels of feedback about teams and functions across our service and from a wide variety of sources. During June 2023, a total of 23 stakeholder feedback responses were submitted, 21 of which (91.3%) rated the service that had been received or the outcome achieved as either ‘Good’ or ‘Excellent’. Both positive and less positive feedback is proving invaluable and helping reinforce areas our understanding of what is working well and where more attention is needed and has already been used to help inform learning and improvement activity, as well as monthly staff ‘shout outs’ and recognition. It is evident that the single biggest element and influencer of both positive and negative feedback is communication – how clear, responsive, professional and compassionate we all are in our respective job roles makes a fundamental difference to the experience of those we engage with and support. Wider learning from customer feedback has been captured in our 2022/23 Annual Report and was promoted in detail in our internal May 2023 Highlight Report.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Sourcing Care: Number of care packages on unmet need list	Low	15	TBC	4	0	0	
Number of returned packages of care (homecare ‘hand backs’)	Low	TBC	TBC	10	12	12	
No of new placements in residential and nursing care in month (18-64)	Low	10 per 10,000	TBC	2	0	2	

No of new placements in residential and nursing care in month (65+)	Low	52 per month	TBC	58	47	46	
% of total contacts handled and resolved with no costed service by Somerset Direct	High	60%	TBC	63.7%	62.7%	60.6%	
Safeguarding risk outcomes – proportion of individuals for whom the risk was reduced or removed following safeguarding intervention	High	90%	TBC	98.0%	95.0%	95.9%	
ASC stakeholder feedback - % rating service received from ASC as 'Good' or 'Excellent' overall	High	75%	TBC	77.8%	92.3%	91.3%	
Total number of overdue Care Act Assessments	Low	200	TBC	767	782	752	

Community Services Key Performance Indicators for Q1 2023/2024
Executive Director Chris Hall

Cultural Services

There is still a large piece of work to be carried out to provide KPIs for this service area as there are many complexities that surround the alignment of services.

The performance outturn shows that there has been a slight decrease in the number of visitors (in person) compared to the same period last year, the reason for this is due to visitor counter damages; additional bank holidays (Coronation); relocation to temporary accommodation.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Q4 2022/2023	Outturns 2023/2024			
					April	May	June	Q1
Library Services - Events (total of: Reading, Digital and other)	High	N/A	Compare to same ¼ pervious year	1732	n/a	n/a	n/a	1803
Library Services - Total Visitors (in person)	High	N/A	Compare to same ¼ pervious year	225,958	n/a	n/a	n/a	220,229

Customer Services

Customer Services were instrumental in moving the new Somerset Council to a single telephony number, using one telephony system, an innovative Welcome BOT, a single complaints process and much more for day one. For customers on vesting day, it was seamless, and performance was good with the Welcome BOT directing over 85% of calls and staff triaging the other 15% of calls within 7-12 seconds. Customer satisfaction in Q1 2023/2024 has been positive and we have seen a small increase in the use of our Virtual Agents in our Customer Access Points which have been created in our Local Community Network (LCN) areas and Libraries. Our performance of Out of Hours and the Lifeline Service have also remained good. Customer Services have also won 2 major awards since vesting day - Best Transformation in the Southwest Contact Centre Forum Awards and the second an international Innovation award with Genesys for our work on our Welcome BOT.

In this first quarter there have also been a number of challenges which have put significant pressure on the First Point of Contact with significant increases in call volumes and failure demand resulting from the Household Support Grant, Finance and customers' ability to pay, confusion for customers over the double bank holiday and change of waste collection, ability to pay for parking penalties and cyber issues with calls undertaken by Capita in the Mendip area. The single number enabled the joins for the authority for day one but processes behind the scenes are still complex for the team. We will be working with services as they transition to ensure the customer journey is as streamlined as it could possibly be. We have also seen a significant increase in the number of complaints since Vesting Day. To address this a review is being undertaken to consider the handling process, levels of resourcing, learning from complaints to prevent repeats, and to work with services to reduce them in the first place.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Overall volume of calls received within period	N/A	N/A	N/A	56774	61597	66978	185349

Resolved at first point of contact Percentage of calls which have been resolved or signposted (includes the payment wrap-up). Does not include Adults or Childrens queues.	High	65%	Green 65% + Amber 50%+ Red <50%	78%	76%	74%	76%
Customer Satisfaction Represents how satisfied callers are with the service they have received. One question with a 1-5 response, 1 being very poor and 5 being very good. Calculated by total score divided by number of responses. Average overall.	n/a	75%	Green 75% + Amber 60% + Red <60%	82.70 %	83.61 %	83.56 %	83.29 %
Out of Hours Somerset Lifeline - Number of calls received in total within period.	n/a	n/a	n/a	22591	24734	24692	72017
Out of Hours Somerset Lifeline - Number of calls answered within 60 seconds.	TBC	TBC	TBC	96.70 %	95.97 %	96.40 %	96.36 %
Complaints - Number of complaints answered within 10 working day across all services.	High	TBC	TBC	56%	57%	62%	58%
Complaints - Number of Ombudsman enquiries received in period across all services.	Low	N/A	N/A	18	9	5	32

Regulatory Services

Licensing

April was the first month we had reported on licence application determination in this manner across Somerset. Following initial staffing issues, specialist skills are being shared across previous district boundaries to help support where we have gaps, which has resulted in improved KPIs.

High Risk Food Inspections

Backlogs and staffing issues in Somerset East have resulted in fewer inspections being completed, impacting on the Somerset total. The East team have 0.6 full time equivalent (FTE) Environmental Health Officer (EHO) returning to the service and Somerset West have offered mutual support through the use of existing contractors to target the backlog of inspections.

Service Requests

Further investigation is required to ensure consistency across Somerset with regards to the service requests which are being reported. However, initial figures have highlighted delays in responding to complaints in Somerset East which is as a result of reduced capacity and staff shortages along with issues with the property database. The use of agency staff is being explored and recruitment is under way.

It is anticipated in Q2/Q3 2023/2024 the service area will report on the number of fly tipping incidents and the number of fly tipping enforcement actions.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Licensing - 90% of valid Licensing applications processed within required timescales from receipt of a valid application. This applies to all licence types and includes statutory timescales where applicable, or timescales set by the service where statutory ones do not exist.	High	90%	TBC	82%	96%	98%	91%
Food Hygiene - Carry out 100% of all programmed high risk food hygiene inspections and interventions each quarter.	High	100%	TBC	71%	120%	69%	87%
Environmental Health Requests - Responding to 95% of all service requests about Environmental Health, Private Sector Housing and Licencing within 7 working days.	High	95%	TBC	84%	88%	84%	85%

Housing Services

Percentage of tenants who are overall satisfied

Tenants are surveyed twice yearly, and the 2nd quartile outturn is 76%, this is below the top quartile of 80.6 % (Pulse data May 2023).

Current Tenant Arrears decreased in performance for the first two months due to payments being stuck in suspense and unable to be debited to rent accounts. This was a SAP365 system cashiers interface issue which has since been resolved. The service is

introducing 'Voicescape' (automated telephone technology) in the coming months to further improve arrears figures. Note: - current performance is top quartile (Pulse May 2023).

Percentage of housing dwellings with a valid gas certificate

At the end of Q1 100% of homes were compliant.

Percentage of communal areas with a Fire Risk Assessment in place.

At the end of Q1 100% of communal areas were compliant.

Homes that do not meet the Decent Homes Standard

This KPI has slipped slightly due to two factors, namely properties falling into 'disrepair' (i.e., past the timeframe for replacement components based upon the Decent Homes Standard), and delays in delivery of capitalised major works. The latter issue is due to procurement pressures, and resource challenges for both internal contract management and contractor availability.

It is anticipated in Q2/Q3 2023/2024 additional indicators will be included for homelessness and housing options.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Percentage of tenants are overall satisfied with the housing services provided by Somerset Council (Tenant Satisfaction Measures survey May 23 and Nov/Dec 23)	High	77%	TBC	77% (2022)	77% (2023)	76% (2023)	76% (2023)
Current tenant arrears at the end of month percentage	Low	2.0%	TBC	2.84%	3.07%	2.03%	2.03%

Percentage of housing dwellings with a valid gas safety certificate	High	100%	TBC	TBC	100%	100%	100%
Percentage of communal areas with a Fire Risk Assessment (FRA) in place and FRA Review complete (where applicable)	High	100%	TBC	TBC	100%	100%	100%
Homes that do not meet the Decent Homes Standard	Low	1%	4%	n/a	5.69%	5.86%	5.86%

Climate and Place Key Performance Indicators for Q1 2023/2024
Executive Director Mickey Green

Climate, Environment and Sustainability

National Indicator (NI) 191 is above target at the end of Q1 2023/2024, albeit by only 6.8kg per household. This appears to be due to spike in residual waste for May 2023, which may be due to the three Bank Holidays occurring that month, including the additional one for the Coronation. Additionally, targets are modelled on previous years and so this additional holiday wasn't accounted for. The increase in residual waste is also much more significant at the recycling sites (up 1,160 tonnes) and may be accounted for by having to deal with Persistent Organic Pollutants (POPs), which may have been dealt with via different routes in 2022/2023.

Although the results for National Indicator (NI) 192 appear to be ahead of target at 58.54%, it should be remembered that recycling rates vary across the year, with Q1 and Q2 usually the two best performing quarters. April and May were pretty much on target, although June didn't reach the level predicted. Again, modelling is based on the levels from the previous year, and so it could be that in reality last June was the exception and the result for June of this year is more normal.

As NI 191 and NI 192 are linked, it should also be noted that the additional residual waste collected has had an effect on the reduction in the recycling rate. This is borne out by seeing an overall increase in the net weight of household recyclables, of just over 1,500 tonnes, however this is unfortunately less than the rise in household residual.

Following the completion of upgrades to the Walpole Anaerobic Digester in the final quarter of 2022/2023, the plant is now back in use, with seeding taking place and all food waste now being routed back through the site.

Visits to recycling sites appear to have increased significantly, comparing Q1 2023/2024 to the same period last year, up from 305,961 to 495,226 (up 61.86%). Although, there has been a large increase, some of this is undoubtedly due to the replacement of the

Automatic Number Plate Recognition (ANPR) system which is used to count visits. The previous system which was still in use in Q1 2022/2023 was older technology and suffered system failures, which didn't always give us accurate, or reliable data. The visits are slightly higher, but very similar to the levels seen pre Covid in Q1 2019/2020.

Note: NI 191 & NI 192 targets are annual outturns.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Waste - Residual household waste per household (N191) cumulative outturns	Low	412kg per year	+ / - 5kg over the year	34.09kg	72.85kg	109.88kg	109.88kg cumulative
Waste -Percentage of household waste reused, recycled or composted (NI 192)	High	56.35% per year	+ 4% / - 1% per year	57.43%	59.42%	58.59%	58.54% monthly
Waste - Percentage of food treated at Somerset's anaerobic digester	High	none set	none set	n/a	n/a	n/a	100%
Waste - Total amount of waste received at recycling centres (tonnes)	n/a	none set	none set	n/a	n/a	n/a	27,168.38
Waste - Percentage of waste received at recycling sites that is recycled (including composted, recovered, residual and hardcore)	High	none set	none set	n/a	n/a	n/a	56.10%

Infrastructure and Transport

Outturns for the percentage of planning applications responded to within 21 days are reported two months in arrears due to the consultation period. Outturns have remained fairly consistent since 2019/2020, there was a drop in turnaround times in June 2022, but this was contributed to a number of applications which were submitted at that time. The transition to unitary has not impacted on the turnaround times although there was a slowdown in applications which could be attributed to the planning teams aligning.

There has been an increase in the number of Street Works permits processed and this indicates the demand to work on the highway network.

The service continually reviews the trends in the number of people killed and seriously injured in road collisions either with education, enforcement (in liaison with the Police) or engineering. The outturns for this metric will be available in Q2 2023/2024 due to the Police adopting a new data entry system.

The KPIs for number of Traffic Regulation Orders, number of event applications received, and the number of enquiries into Traffic Engineering are all interim and are under review.

Key Performance Indicators	Target	Tolerance	Outturns 2023/2024			
			April	May	June	Q1
Highways & Transport – Percentage of planning applications responded to within statutory 21-day deadline	TBC	TBC	94.97 %	92.43 %	N/A	N/A
Highways & Transport – No. of parking penalties issued - On Street	TBC	TBC	2506	3112	2097	7715

Highways & Transport – No. of parking penalties issued - Off Street (car parks)	TBC	TBC	1325	1631	1691	4647
Highways & Transport - No. of parking penalties issued - Bus Gate	TBC	TBC	534	508	467	1509
Highways & Transport - No. of people killed and seriously injured in road collisions	TBC	TBC	n/a	n/a	n/a	Available in Q2
Highways & Transport – No. of Street works permits processed	TBC	TBC	3233	3430	36602	43265
Highways & Transport - No. of Traffic Regulation Orders (incl. Town Police Clauses Act (TPCA's) processed	TBC	TBC	223	426	285	934
Highways & Transport - No. of events applications received	TBC	TBC	34	91	38	163
Highways & Transport - No. of enquiries into Traffic Engineering (as logged onto SharePoint)	TBC	TBC	990	923	1148	3061

Economy, Employment, and Planning

The Strategic Planning Committee meet once a month and receive a report on planning service performance quarterly. The latest annual report for 2022/2023 can be found using this [link](#) and it is agenda item 9.

The service is currently undergoing alignment to merge 4 district councils into one, with different systems being used.

However, the Q1 2023/2024 outturns have been provided, as below, for review by Executive in advance of the Strategic Planning Committee being held later in September 2023.

The outturns show that overall, the Council performance was above the targets set by Government for major, minor, and other.

Where the area teams were below the target this is largely due to a failure to obtain extensions of time and reflects the fact that the Council has been able to start issuing decisions on many of the applications held in abeyance due to the need to provide mitigation measures to ensure nutrient neutrality of proposals.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				Q1	Q2	Q3	Q4
Planning (major applications) Decisions total and percentage in time or extended time within reporting period	High	65%	TBC	82%			
Planning (minor applications) Decisions total and percentage in time or extended time within reporting period	High	75%	TBC	82%			
Planning (other applications) Decisions total and percentage in time or extended time within reporting period	High	85%	TBC	89%			

Strategy, Workforce and Localities Key Performance Indicators for Q1 2023/2024

Executive Director Alyn Jones

Partnerships and Localities

A key objective for the new Partnerships & Localities Service Directorate is to help set the frameworks and strategies for how the Council engages and works with its communities and partners, to deliver priorities.

The focus in Q1 has been on bringing together existing expertise and experience from the predecessor authorities to create structures and services that support a whole systems approach to community and partnership engagement and development. In tandem, service objectives are being developed and associated performance measures will follow.

Key to the Council's relationship with its communities is the establishment of the 18 Local Community Networks (LCNs). The inaugural round of LCN meetings commenced on 8 June 2023 and continues to 9 August 2023. Initial feedback and engagement have been positive. Whilst it is early days for the LCNs, the intention is that each one will identify local priorities which will translate into a delivery plan. These plans will need to have SMART measures. The intention is also to create performance measures relating to LCNs as a function and service, for example around participation and engagement levels, positive impact and community and stakeholder satisfaction.

Strategy and Performance

There are currently no key performance indicator outturns for this service area for Q1 2023/2024. However, there are two key indicators for Equalities, as listed below, whereby the outturns will be provided on a six-monthly basis (Q2 and Q4).

Equalities: Percentage of (permanent) staff completing mandatory equalities modules on the learning management system

Equalities: compliance with the action plan that supports the equalities objectives

Governance, Democratic and Legal

The outturn for Q1 2023/2024 is not quite where we want to be but, pleasingly, not far off. We aim to acknowledge 95%+ of requests within 2 working days and respond fully to 95%+ requests within 20 working days. Q1 2023/2024 shows 90% and 92% respectively. The number of requests being received is in line with our pre-vesting estimations and the system and process is working well. The challenges which have led to being 3% off target on responses for the quarter largely lie with the complexity of the requests - information requested is generally 'old' information (e.g., amount spent on X in last 3 years) and, for a number of requests, needs to be pulled together from 4 or 5 legacy systems. This will likely remain an issue for some time.

**Data outturns are quarterly only.*

Key Performance Indicators	What is good performance high or low	Target	Tolerance	*Outturns 2023/2024	
				Q1	
				Number	%
Freedom of Information (FOI)/Environmental Information Regulations (EIR): The number of requests received in period	n/a	n/a	n/a	437	-
FOI/EIR: % of requests received that were acknowledged within 2 days (when acknowledgement required)	high	2 days	Green 95%+ Amber 80-94% Red <80%	-	90%
FOI/EIR: The number of FOI requests completed in period	n/a	n/a	n/a	346	-
FOI/EIR: The number & % of completed requests where all information was sent	high	n/a	n/a	226	66%

FOI/EIR: The number & % of completed requests where response was a full refusal	n/a	n/a	n/a	29	8%
FOI/EIR: The number & % of completed requests where response was a partial refusal	n/a	n/a	n/a	21	6%
FOI/EIR: The number & % of requests which did not result in disclosure for other reasons (e.g. info not held, invalid or lapsed request)	n/a	n/a	n/a	70	20%
FOI/EIR: Percentage of requests completed within 20 working days	high	20 working days	Green 95%+ Amber 80-94% Red <80%	-	92%
FOI/EIR: The number of internal reviews requested in period	n/a	n/a	n/a	4	-
FOI/EIR: The number of requests outstanding at the end of the period	n/a	n/a	n/a	91	-

Workforce

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
Staff sickness – Working Days lost per Full Time Equivalent (FTE)	Low	2.2 days per	TBC	n/a	n/a	n/a	1.81

		quarter or 8.8 days per annum					
Staff turnover [not currently available at a corporate level]	Low						

Resources and Corporate Services Key Performance Indicators for Q1 2023/2024
Executive Director Jason Vaughan

Finance and Procurement

The Budget monitoring report is being published at the same time as this report.

As the service evolves and, if any, key indicators are identified these will be included within the quarterly corporate performance management report.

Strategic Asset Management

Validation of installed solar photovoltaic (PV) panels across the Somerset Council estate is required before an overall outturn is provided as part of this report.

Significant work was undertaken ahead of vesting day to ensure all district and county energy supply contracts were novated to a central energy contract, but metering was not possible to standardise at the same time. The service is in the process of arranging smart metering to supply live data for locations which use significant energy.

In relation to the building compliance performance outturns, former Somerset County Council and South Somerset District Council are in the process of migrating to a new database system. This is affecting the overall average outturn but should be addressed for Q2/Q3 2023/2024. For former SW&T one of the main areas which is pulling the overall figures down is the 6 monthly full evacuation drills and 4 of those sites (being pavilions/changing rooms) there may not be a legal requirement. We are also setting the stricter target at every 6 months rather than annually. Former Sedgemoor and Mendips teams did not previously have a formal reporting process so those teams are currently working to collate the data to be consistent with the other areas.

As the service evolves, any key indicators that are identified will be included within the quarterly corporate performance management report.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024			
				April	May	June	Q1
An average for all building compliance across Somerset Council	TBC	100%	TBC	N/A	N/A	N/A	76%

Information and Communication Technology (ICT)

There are no key performance indicators for this service area, at this stage, for Q1 2023/2024. However, there are many operational service level indicators the team are reviewing and aligning. As the service evolves, any key indicators that are identified will be included within the quarterly corporate performance management report.