

Appendix A:
Corporate Performance Management Report Q2 2023/2024

Introduction

This appendix sets out performance against each indicator that has been agreed with Executive Directors as part of the interim performance management arrangements that will evolve and develop over the transition period for the new Somerset Council as teams, services, budgets, and systems are aligned.

Each Executive Directorate 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.

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 Q3/Q4 2023/2024 onwards have been highlighted in the covering report. It is intended that future reports will also include trend data where possible to show performance over time.

Public and Population Health Executive Director Professor Trudi Grant
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The Council is continuing to work towards the Breastfeeding Gold status, and coverage of 2 to 2.5 year reviews has been maintained at a higher level in Q2 2023/2024.

The additional investment by central government through the supplementary substance misuse treatment and recovery grant has resulted in reduced caseloads for specialist treatment workers. This has led to a higher than national treatment completion rate. We are working with the specialist service, to ensure that we continue to see an increase in the numbers of people accessing specialist treatment.

Although recruitment of the first ambassadors has not yet been completed, we have received 8 nominations across the directorates. The first two workshops are being organised and are planned to run in November 2024 to formalise the first recruitment processes.

Smoking cessation quit data for the most recent period is provisional. This is due to a number of people starting their referral within the quarter not yet having reached the 4-week mark.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn				Outturn				DoT
				April	May	June	Q1	July	August	Sept	Q2	
Breastfeeding - Gold Award working to gold accreditation in July 24 RAG	n/a	Green	no tolerance as an assessment	Green	Green	Green	Green	Green	Green	Green	Green	↔
Mental Health Promotion RAG based on range of metrics	n/a	Green	no tolerance as an assessment	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	↔
Coverage of 2.5 years developmental check	High	85%	Amber within 10% of target Red below 10%	83.10%	80%	76.30%	79.80%	86.10%	86.90%	86.90%	86.70%	↑
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	n/a	Green	no tolerance as an assessment	n/a	n/a	n/a	Amber	2237	2272	2305	Amber	↔
Smoking: Number of people who are quit at four weeks (SC Commissioned Services)	High	250	Amber within 10% of target	n/a	n/a	n/a	282	n/a	n/a	n/a	223 (Provisional)	n/a

Go Smoke Free and Smoke Free Families)			Red below 10%									
Public Health Ambassador programme (apportioned target will be set)	Low	8	Amber within 10% of target Red below 10%	0	0	0	0	0	0	0	0	n/a

Children and Family Services
Executive Director Claire Winter

The Children’s Commissioner has identified Somerset ChAIRS service (Children's Advocacy and Independent Reviewing Service) as one of the best in the Country. Somerset’s good practice in this area was considered to be positively impacting children’s lives and will feature in a report by the Children’s Commissioner in due course.

Five 'Homes and Horizons' children's homes have now opened. The first six young people are progressing well, supported by the collaborative partnership approach between Somerset Council, Somerset NHS Foundation Trust, and Homes2Inspire. Specialist staff have been appointed into the Homes and Horizons Therapeutic Education Service and work to refurbish the first setting is about to commence.

Continued engagement with schools and partners to develop a programme of work that will support delivery of the Somerset Education for Life Strategy.

The 12 appointed Connect Somerset Area Champions continue to work closely with communities to make it easier for families to access the help that they need earlier. Work is progressing well with schools to refresh the 'Team around the School' model - enabling schools to access local help for children/families within their own communities.

Around 8,000 children participated in the 'Holiday Activities and Food Programme' over the summer holidays and has provided opportunities for Young People to train as coaches with SASP.

43 Somerset Schools are now actively engaged in the 'Young Carers in Schools' awards (which seek to demonstrate that a school is meeting the needs of young carers).

Further DfE funding has been provided to Somerset to work alongside other Authorities to support the development of data sharing arrangements.

Data evidences that the Family Safeguarding model has been instrumental in reducing drug and alcohol and domestic abuse incidents in families supported by the team.

The recommissioning of the 16+ Youth Homelessness Service received a positive response from Providers - demonstrating a willingness to work together to meet the needs of this cohort.

For the data in September the percentage of NEETs and Not Knowns are in a state of flux, until the colleges complete their enrolment returns at the end of September/beginning of October. SomersetWorks is receiving weekly enrolment data from each of the Colleges and are sending these to our Secondary schools for checking of individual student destinations. These will continue to be checked against actual enrolments and any 'Not Known's' chased up for clarification / support. Transition panels with each school have started in September and these are being used to identify those at risk of NEET and track against the Year 12.

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	Outturn 2023/2024		DoT
				Q1 (June)	Q2 (Sept)	
The percentage of Somerset schools rated inadequate	Low	3%	TBC	6%	6%	↔

Overall School Attendance	High	95.3% (Pre Covid, National)	TBC		91.9%	93.8%	↑
Primary Attendance	High	96% (Pre Covid)	TBC		94%	95.7%	↑
Secondary Attendance	High	94.5%	TBC		90%	92.1%	↑
Children with SEND (EHCP & SEND support) Attendance	High	EHCP – 91.3% SEND Support 93.5% (Pre-Covid)	TBC		86.6%	89.0%	↑
Children with a Social Worker (Children Looked After (CLA)) Attendance	High	TBC	TBC		82%	84.7%	↑
Children with a Social Worker (Children In Need (CIN) & Child Protection (CP)) Attendance	High	TBC	TBC		74%	75.9%	↑
Overall Persistent School Absences	Low	2021/22 Ofsted: England 23.2% South West 25.7% Pre-Covid Somerset 11.3%	TBC		21.8%	19.4%	↑
Primary Persistent School Absences	Low	8.2% (Pre Covid)	TBC		15.3%	15.3%	↔
Secondary Persistent School Absences	Low	13.7% (Pre-Covid)	TBC		27.9%	23.0%	↑
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		37.8%	35.5%	↑
Children with SEND (EHCP & SEND Support) Persistent School Absences – Pupil Referral Units	Low	TBC	TBC		85.8%	60.5%	↑

Children with a Social Worker (Children Looked After (CLA)) Persistent School Absences	Low	TBC	TBC		82%	28.1%	↑
Children with a Social Worker (Children In Need (CIN) & Child Protection (CP)) Persistent School Absences	Low	TBC	TBC		74%	48.1%	↑
Overall Exclusions – Rolling 12 months	Low	120 (2021/22 Somerset Outturn)	TBC		144	140	↑
Children with SEND (EHCP & SEN Support) Exclusions – Rolling 12 months	Low	75 (2021/22 Somerset Outturn)	TBC		100	99	↑
Children with a Social Worker (CLA) Exclusions – Rolling 12 months	Low	TBC	TBC		0	2	↓
Children with a Social Worker (CIN & CP) Exclusions – Rolling 12 months	Low	TBC	TBC		12	14	↓
EHCPs – Request for Assessment	N/A	N/A	TBC		81	43	n/a
Percentage of Education Health and Care (EHC) Assessments Completed within 20 weeks	High	60%	TBC		54.35%	37.93%	↓
Total Number of EHCPs maintained	N/A	N/A	TBC		5101	5247	n/a
Not in Education Employment or Training (NEET) %	Low	Somerset 2.1% 2021-2.2% (National NEET)	TBC		4.4%	2.4%	↑
NEET – Unknown	Low	For 2021 6.3% Participation 93.6%	TBC		4.5%	89.6%	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		67%	71.05%	↑
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		9.2%	23.68%	↑

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		1.9%	5.26%	↑
Proportion of Children receiving a New Birth Visit following discharge from midwifery at 10-14 days	High	England: 72.8% SW: 82.7%	TBC		84.30%	84.91%	↑
Proportion of Children receiving a New Birth Visit following discharge from midwifery after 14 days	High	England: 25.6% SW: 14.8%	TBC		15%	13.40%	↓
Overall proportion of children receiving their 2-2.5 year check	High	England: 77.6% SW: 74.1%	TBC		76%	78.11%	↑
Children Looked After (Rate per 10,000)	N/A	N/A	TBC		51.9	52.36	n/a
Number of children open to Social Care at Risk of Child Exploitation	N/A	N/A	TBC		92	94	n/a
Targeted Early Help referrals (Local Authority) Rolling 12 months	N/A	N/A	TBC		5146	5125	n/a
Number of children in residential care	N/A	N/A	TBC		79	84	n/a
Number of children in Foster Care (combined internal and external provision)	N/A	N/A	TBC		343	357	n/a
Ratio of children in Foster Care (Internal/External provision)	TBC	70% Internal 30% External	TBC		Internal 62.5% External 37.5%	Internal 64.71% External 35.29%	n/a
Number of children adopted over the last 12 months	N/A	N/A	TBC		52	45	n/a
Percentage of Children Looked After (CLA) in Residential Care who are placed outside of Somerset	TBC	TBC	TBC		37.42%	40.99%	n/a

Percentage of CLA in Foster Care who are placed outside of Somerset	N/A	N/A	TBC		35.76%	37.72%	n/a
Percentage of Under 16s in Care who are in unregistered provision	N/A	N/A	TBC		3.23%	1.68%	n/a
Number of households with dependent children assessed as being at risk of homelessness	N/A	N/A	TBC		34	40	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. This significantly improved picture is partly consequent to:

- Homecare pods funded by system – supported stimulation of the market (5 pods of 200hrs),
- Fee increase 2023/24 to £25 per hour – has enabled providers to pay above national minimum wage, offer contracted hours and improved term and conditions,
- Overseas recruitment and focussed Proud to Care marketing have stimulated recruits coming into homecare market.

Between April and September 2023, the highest month end position in terms of the number of unsourced packages of homecare, has been 4 (2 at end of Sept 2023). In contrast between April and September 2022 Unmet Needs ranged from 85 to 111.

Homecare package contract 'handbacks' have steadily reduced since hitting a peak (38) in May 2022. The average per month so far this year (to end of Sept 2023) is 14. This compares to 19.5 in 2022, and 16.9 in 2021.

The proportion of calls resolved by Somerset Council's Customer Services (the Council's front door) at 'first point of contact' has remained broadly in line with our target despite demand and enquiry levels remaining very high. This supports our ongoing objective for an effective front door that helps people find solutions to their problems and demonstrates its impact in terms of the delivery of good outcomes and diversions from formal/statutory care services. In June 2023, Somerset Direct won the Best Transformation Programme 2023 at the South West Contact Centre Forum Awards. Focused work is currently underway to try to manage the number

of 'chaser' calls that are being received. These are adding to the volume of contacts being handled and the proportion being passed to Neighbourhood triage teams. Cumulative position for period April to September 2023 shows that in 93.6% of concluded safeguarding enquiries the risk was reduced or removed. National Safeguarding Adults Collection data for 2022/23 was published on 7 Sept 2023; this showed that safeguarding risks were identified in Somerset in 84% of cases, compared to 75% both nationally and in our peer group. Where a risk was identified in Somerset, this was reduced or removed entirely in 92% of cases, compared to 91% Nationally and 89% in our peer group. This data and other local performance reporting will inform our upcoming Safeguarding Adults Board in October 2023, as part of our routine and established monitoring and assurance activity. Feedback from the LGA/Southwest ADASS who observed a safeguarding presentation from Somerset in late June 2023 referenced that we were able to “provide considerable and strong evidence of your strengths in safeguarding as a Council and on a multi-agency basis and on your next steps in further improvement. You presented strong evidence in relation to safeguarding practice and you have consistent professional and high-quality oversight and leadership in this area”.

Since launching in January 2022, our Adult Social Care (ASC) Feedback form responses have offered the service valuable insights on the experience of service users and carers, partner colleagues and other key stakeholders, and opportunities for learning and improvement. Positive feedback is used in staff shout outs and shared in Highlight Reports, and less positive is shared with workers/line managers with the aim of mitigating further escalation of concern or complaints. 78.5% of the 144 responses received via the ASC Stakeholder Feedback route during the 2023/24 year to date (to end of Sept 2023) rate the overall service received from our adult social care teams as either good or excellent; this compares to 82.9% in 2022/23. Whilst performance dipped below target in August and September, this was raised for discussion and oversight at our monthly Practice Quality Board. We anticipate stakeholder satisfaction levels rising again to good levels from October 2023. 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.

The number of overdue assessments and reviews continue to remain high and above our desired targets, impacted by rising demand, complexity of need, and ongoing internal workforce capacity pressures which our operational restructuring in part seeks to mitigate. A weekly Operational Assurance Group has been established to provide strategic oversight of the completion of assessments and reviews in our operational teams, and to support reduction of backlogs through close monitoring of trajectories and regular reporting to governance and assurance boards, including the Safeguarding Adults Board which receives quarterly updates (next due in November 2023). Somerset has recently contributed to a survey of all regional councils carried out by the Southwest Association of Directors of Adult Social Services (SW ADASS) to understand the scale of the issue for overdue assessments and reviews. Somerset are currently analysing the responses on behalf of the region and findings will be available soon.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn 2023/2024			DoT
				July	August	Sept	
Sourcing Care: Number of care packages on unmet need list	Low	15	TBC	2	4	2	↑
Number of returned packages of care (homecare 'hand backs')	Low	TBC	TBC	10	14	13	↓
No of new placements in residential and nursing care in month (18-64)	Low	10 per 10,000	TBC	1	3	1	↑
No of new placements in residential and nursing care in month (65+)	Low	52 per month	TBC	39	50	40	↑
% of total contacts handled and resolved with no costed service by Somerset Direct	High	60%	TBC	59.1%	59.1%	60.0%	↑
Safeguarding risk outcomes – proportion of individuals for whom the risk was reduced or removed following safeguarding intervention	High	90%	TBC	95.9%	94.8%	93.6%	↓
ASC stakeholder feedback - % rating service received from ASC as 'Good' or 'Excellent' overall	High	75%	TBC	90.0%	74.1%	53.3%	↓
Total number of overdue Care Act Assessments	Low	200	TBC	826	845	858	↓

Community Services Key Performance Indicators
Executive Director Chris Hall

Cultural Services

Work continues to develop key performance indicators for this service area as there are many complexities that surround the alignment of services.

For Q2 2023/2024 we have continued to report on libraries as a quarterly performance outturn.

The overall performance for libraries has increased since Q1 2023/2024, which is as expected for this service and the Council is in a good position against national benchmarking. The number of library members has grown significantly over the past 12 months, with increasing numbers of new members due to a targeted membership drive. The number of events (reading, digital and other) has increased by 8% and the total number of visitors has also increased by 4%, both compared with the same period last year.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn 2023/2024		DoT
				Q1	Q2	
Library Services - Events (total of: Reading, Digital and other)	High	N/A	Compare to same ¼ previous year	1803	1838	↑
Library Services - Total Visitors (in person)	High	N/A	Compare to same ¼ previous year	220,229	240,095	↑

Customer Services

Customer Services continue to see an increase in the overall call volumes since vesting day across services with a 13.36% and 8% rise in calls relating to Children and Adult Services, respectively. The team have also supported increased volumes due to emergency situations brought about from flooding in May, September, and October. Customer Services, receive around 65,000 calls per month alongside 750 online 'Contact Us forms, 100's of emails, professional referrals and around 200 social media/digital messages. In September we resolved 75.67% calls at the First Point of Contact and customer satisfaction remained good at 84.52%, this is the highest performance rating this year. Over the last quarter we have seen 7,823 customers visit our face to face Customer Service Points and answered/resolved on average 97.57% of all interactions at the first point of contact. Use of our virtual assistants offer, where customers connect to the service through the Attend Anywhere software has been slow. We are planning a launch of VAL [Video Assistant Live] in November to raise its profile, encourage its use and self-serve functionality.

The average wait time for Customer Service calls over the last quarter has been consistent around 3 minutes, however this does mask longer wait times on some queues such as Revenues and Benefits where the average wait time for customers in July was 7 minutes 47 seconds and the maximum wait time 1hour 17minutes and for Adult Services the average wait time is 9 minutes 38 seconds and maximum wait time 54 minutes and 28 seconds. We are working hard and creatively to try to reduce these wait times but capacity issues and increased demand hamper performance. Our Welcome BOT abandonment of 8% is consistent month on month. We continue to review why customers abandon the call. Currently we are reviewing how many customers listen to the welcome message and then choose an online option with a view to increasing these and working with Digital to enable more channel shift. This quarter we have also seen a reduction in customers using the old legacy council telephone numbers from 19529 in April to 7998 in September. The proposal is to cease the old lines 12 months after vesting day and wrap more communications around this to support the change.

The Out of Hours/Lifeline service performance over the last quarter has remained consistently good receiving 75,788 calls over the last quarter. September saw a slight dip below our answering within 60 seconds target of 97%. A digital switchover programme has commenced and aim to deliver by the government deadline of 2025. Complaints for Somerset Council continue to increase for the second quarter from 987 to 1057. We are working with services to not only learn from them but also to see how these can be actively reduced as well as undertaking a review of resources in this area.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn				Outturn				DoT
				April	May	June	Q1	July	August	Sept	Q2	
Overall volume of calls received within period	N/A	N/A	N/A	56774	61597	66978	185349	58699	57854	58130	174683	n/a
Resolved at first point of contact Percentage of calls which have been resolved or signposted	High	65%	Green 65% + Amber 50%+ Red <50%	78%	76%	74%	76%	75%	74%	77%	75%	↓
Customer Satisfaction Represents how satisfied callers are with the service they have received.	n/a	75%	Green 75% + Amber 60% + Red <60%	82.70%	83.61%	83.56%	83.29%	83.26%	82.31%	84.52%	83.36%	↑
Out of Hours Somerset Lifeline - Number of calls received in total within period.	n/a	n/a	n/a	22591	24734	24692	72017	35013	22907	22232	80152	n/a
Out of Hours Somerset Lifeline - Number of calls answered within 60 seconds	High	97.5% SLA	No threshold as it is a pass / fail	96.70%	95.97%	96.40%	96.36% average	97.65%	97.73%	96.17%	97.18% average	↑
Complaints - Number of complaints answered within 10 working day across all services	High	75%	>75% Green 50-74% Amber <50% Red	56%	57%	62%	59% average	49%	59%	55%	54% average	↓
Complaints - Number of Ombudsman enquiries received in period across all services	Low	N/A	N/A	18	9	5	32	8	6	10	24	n/a

Regulatory Services

For this report we have included Fly tipping outturns for the whole of Somerset. During this period there have been some staffing issues in the South which have contributed to a reduction in the overall percentage figure. There was also a brief dip in performance in the West during September, but this is being investigated and will be rectified during Q3 2023/2024.

The Environmental Health team are carrying some vacancies which is leading to the dip in performance in some areas. The food inspection performance has increased in August and September 2023.

Key Performance Indicators	Target	Tolerance	Outturn				Outturn				DoT
			April	May	June	Q1	July	August	Sept	Q2	
Licensing - 90% of valid Licensing applications processed within required timescales from receipt of a valid application.	90%	TBC	82%	96%	98%	92%	96%	97%	97%	97%	↑
Food Hygiene - Carry out 100% of all programmed high risk food hygiene inspections and interventions each quarter.	100%	TBC	71%	120%	69%	87%	46%	92%	100%	79%	↓
Environmental Health Requests - Responding to 95% of all service requests about Environmental Health, Private Sector Housing and Licencing within 7 working days.	95%	TBC	84%	88%	84%	85%	82%	83%	88%	84%	↓
Fly-tipping - incidents responded to within 5 working days (Somerset Wide)	n/a	TBC	95% 327/345	94% 270/286	89% 312/349	93% 909/980	87% 291/333	84% 314/374	86% 322/373	86% 927/1080	↓

Housing Services

There continues to be a steady improvement in compliance of housing dwellings with a valid electrical safety certificate (EICR), with both in-house and external contractor resource allocated to the programme. There has however been a delay caused by the lead-in times being quoted by national grid for installing 'contractor switch' isolators prior to our replacing consumer units (as required following a previous EICR), but this element of the programme is due to commence in November 2023. We also have a high proportion of 'no-access' cases and are working with housing tenancy colleagues to obtain entry to carry out the EICR tests and any remedial repairs that may be necessary.

Performance has been relatively stagnant overall for Homes that do not meet the Decent Homes Standard, (i.e. statistically as more properties fall into 'Non-Decency' due to component age life-cycles, this is broadly balanced by our current pace of undertaking planned programmed works). However, the Council has recently undertaken a range of procurement activities and are now entering into contracts, agreeing accelerated programmes with contractors, and have fully staffed our Capital Programme team to enable the required works to be undertaken to increase our DHS compliancy.

It is anticipated in 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	Outturn				Outturn				DoT
				April	May	June	Q1	July	August	Sept	Q2	
Percentage of tenants are overall satisfied with the housing services provided by Somerset Council (Tenant Satisfaction Measures survey May 23 and Nov/Dec 23)	tbc	77%	tbc	77% (2022)	77% (2022)	76% (2023)	76% (2023)	76% (May 2023)	76% (May 2023)	76% (May 2023)	76% (May 2023)	n/a
True current tenant arrears at the end of month percentage	Low	2.00%	2.0 - 2.2% is Amber	2.84%	3.07%	2.03%	2.03%	1.84%	1.85%	1.84%	1.84%	↑
Percentage of housing dwellings with a valid gas safety certificate	High	100%	tbc	TBC	100%	100%	100%	100%	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%	99.18	100%	100%	100%	↔
Homes that do not meet the Decent Homes Standard	Low	1%	4%	n/a	5.69%	5.86%	5.86%	6.20%	6.20%	5.93%	5.93%	↓

Climate and Place Key Performance Indicators
Executive Director Mickey Green

Climate, Environment and Sustainability

In Q2 2023/2024, the cumulative outturn of residual waste per household (NI191) showed an improvement from the previous quarter dropping from 102.67kg/hh to 102.20kg/hh. NI191 has reduced from an adverse position in Q1 and is now on target. During Q1 there were several bank holidays and the waste collection complexities arising from the Kings Coronation that led to an increase in refuse being accepted through our services.

The percentage of household waste reused, recycled, or composted (NI192) in Q2 2023/2024 surpassed expectations, reaching an impressive 59.13%.

In Q2 2023/2024 the total food waste remained static compared to Q1 2023/2024, with the Walpole Anaerobic Digester continuing to take all of Somerset's food waste.

Visitor numbers to recycling sites are steadily increasing each quarter, approaching pre-covid levels, the total weight throughout was down compared to Q1 2023/2024, however the recycling rate for the recycling sites remained static at around 56%.

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


Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn				Outturn				DoT
				April	May	June	Q1	July	August	Sept	Q2	
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	142.12kg	176.67kg	210.98kg	210.98kg cumulative	↓
Waste -% 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	58.48%	61.02%	57.71%	59.13% Monthly	↑
Waste - Total amount of food waste (tonnes)	High	none set	none set				5,473.57				5,438.00	↔
Waste - % of food treated at Somerset's anaerobic digester	High	none set	none set				100%				100%	↔
Waste - Total number of visits to recycling centres	n/a	none set	none set				495,226				497,234	n/a
Waste - Total amount of waste received at recycling centres (tonnes)	n/a	none set	none set				27,168.38				24,753.04	n/a
Waste - % of waste received at recycling sites that is recycled (incl composted, recovered, residual and hardcore)	High	none set	none set				56.10%				56.00%	n/a

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 consistent since 2019/2020.

There has been a slight decrease in the number of Street Works permits processed compared to Q1 2023/2024. Overall, there continues to be demand to work on the highway network.

The service continually reviews the trends in the number of people killed and seriously injured (KSI's) in road collisions either with education, enforcement (in liaison with the Police) or engineering. Current outturns represent a 70% drop in KSI's. We have no reason to expect a significant drop, this is likely due to a backlog of collisions from Avon and Somerset Police. Year-on-Year shows 1 reduction in KSI which represents a decrease of -2.4%, although the higher proportion of fatal collisions is a concern to be monitored.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn				Outturn				DoT
				April	May	June	Q1	July	August	September	Q2	
Highways & Transport - % planning applications responded to within statutory 21-day deadline	High	TBC	TBC	94.97%	92.43%	94.97%	n/a	92.43%	90.54%	93.22%	n/a	
Highways & Transport – No. of parking penalties issued - On Street	TBC	TBC	TBC	2506	3112	2097	7715	2123	2468	2312	6903	n/a
Highways & Transport – No. of parking penalties issued - Off Street (car parks)	TBC	TBC	TBC	1325	1631	1691	4647	2004	1954	2142	6100	n/a
Highways & Transport - No. of parking penalties issued - Bus Gate	TBC	TBC	TBC	534	508	467	1509	662	777	603	2042	n/a

Highways & Transport - No. of people killed and seriously injured (KSI) in road collisions	TBC	TBC	TBC	5	8	1	14	1	2	0	3	n/a
Highways & Transport – No. of Street works permits processed	TBC	TBC	TBC	3233	3430	3992	10655	3492	2998	2866	9356	n/a
Highways & Transport - No. of Traffic Regulation Orders (incl. TPCA's) processed	TBC	TBC	TBC	223	426	285	934	341	287	293	921	n/a
Highways & Transport - No. of events applications received	TBC	TBC	TBC	34	91	38	163	18	29	24	71	n/a
Highways & Transport - No. of enquiries into Traffic Engineering (as logged onto Sharepoint)	TBC	TBC	TBC	990	923	1148	3061	928	1121	882	2931	n/a

Economy, Employment, and Planning

Performance for Q2 2023/2024 has exceeded the nationally set targets for major, minor, and other applications and shows an improvement from Q1 2023/2024. The service continues to have a significant workload not included in the returns to government including prior approvals, adverts, trees, and discharge of conditions applications as well as the pre-application advice service. All 4 area teams have a greater number of applications on hand at the end of the quarter than the number received.

Key Performance Indicators	Target	Tolerance	Outturn				Outturn				DoT
			April	May	June	Q1	July	Aug	Sept	Q2	
Planning (major applications) Decisions total and % in time or extended time within reporting period	65%	TBC	n/a	n/a	n/a	82%	n/a	n/a	n/a	87%	↑

Planning (minor applications) Decisions total and % in time or extended time within reporting period	75%	TBC	n/a	n/a	n/a	82%	n/a	n/a	n/a	91%	↑
Planning (other applications) Decisions total and % in time or extended time within reporting period	85%	TBC	n/a	n/a	n/a	89%	n/a	n/a	n/a	93%	↑

Strategy, Workforce and Localities Key Performance Indicators
Executive Director Alyn Jones

Partnerships and Localities

The team continue to bring 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. Whilst it is early days for the Local Community Networks (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 two key performance indicators for Equalities that are provided every six months. They do not have a RAG status applied but a commentary update.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn		DoT
				Q1	Q2	
Equalities: Percentage of (permanent) staff completing mandatory equalities modules on the learning management system	n/a	n/a	n/a	n/a	Currently mandatory training has not been launched, although there is individual service-based training being undertaken	n/a
Equalities: compliance with the action plan that supports the equalities objectives	n/a	n/a	n/a	n/a	The current Equality Objectives are being reviewed with the intention of identifying 3 new ones from 1st April 2024	n/a

Governance, Democratic and Legal

Whilst the FOI/EIR requests completed on target is slightly below the target of 95%, achieving 92% is pleasing given the increased complexity post vesting (e.g., often now having to gather and collate data from 4 or 5 separate area teams in order to answer a single request). The team are also currently carrying a vacancy within the team.

The percentage of requests being acknowledged has improved significantly compared to Q1 2023/2024 and is achieving the target levels expected.

*Data outturns are quarterly only.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturn				DoT
				Q1		Q2		
				Number	%	Number	%	
FOI/EIR: The number of requests received in period	n/a	n/a	n/a	437		472		n/a
FOI/EIR: % of requests received that were acknowledged within 2 days (when ack required)	high	2 days	Green 95%+ Amber 80-94% Red <80%		90%		97%	↑
FOI/EIR: The number of FOI requests completed in period	n/a	n/a	n/a	346		390		n/a
FOI/EIR: The number & % of completed requests where all information was sent	high	n/a	n/a	226	66%	223	57%	↓
FOI/EIR: The number & % of completed requests where response was a full refusal	n/a	n/a	n/a	29	8%	55	14%	n/a
FOI/EIR: The number & % of completed requests where response was a partial refusal	n/a	n/a	n/a	21	6%	32	8%	n/a
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%	80	21%	n/a
FOI/EIR: Percentage of requests completed within 20 working days	high	20 working days	Green 95%+ Amber 80-94% Red <80%	318	92%	359	92%	↔
FOI/EIR: The number of internal reviews requested in period	n/a	n/a	n/a	4		10		n/a
FOI/EIR: The number of requests outstanding at the end of the period	n/a	n/a	n/a	91		82		n/a

Workforce

Due to the resource and financial pressures in this area the performance outturns for Q2 2023/2024 are not available, these will be included in the Q3 2023/2024 report.

Key Performance Indicators	What is good performance high or low	Target	Tolerance	Outturns 2023/2024				DoT
				April	May	June	Q1	
Staff sickness – Working Days lost per Full Time Equivalent (FTE)	Low	2.2 days per quarter or 8.8 days per annum	TBC	n/a	n/a	n/a	1.81	n/a
Staff turnover [not currently available at a corporate level]	Low							n/a

**Resources and Corporate Services Key Performance Indicators
Executive Director Jason Vaughan**

Finance and Procurement

Business Rates: Monthly targets have been identified for this year, which are broadly based on last year’s actual collection rates across the 4 legacy districts, although we are still in the process of refining these targets. The position at the end of Q2 2023/2024 indicates that we are a 2.17 percent below target. This is not surprising given the combination of the economic climate and the delays in commencing recovery action in some areas due to the cash posting problems resulting from the implementation of the new finance system. The council has not yet implemented internal transfers to clear our own rating liability. Ordinarily, this would happen early in the financial year, so this is further distorting the collection rates. Work is underway to plan the recommencement of recovery activity in all areas during the remainder of this financial year, which should help to get us back on track with collection.

Key Performance Indicators	Target	Tolerance	Outturn				Outturn				DoT
			April	May	June	Q1	July	August	Sept	Q2	
Council Tax collection rate (%)	Q2 56.47	TBC	11.82	20.81	29.88	29.88	38.89	48.06	58.01	58.01	↑
Business Rate collection rate (%)	Q2 57.36	TBC	9.48	19.46	28.14	28.14	35.65	44.79	55.19	55.19	↑
Average number of days for processing new Housing Benefit claims	15	TBC	15.07	20.69	14.75	16.78	13.93	11.9	12.64	14.61	↑
Average number of days for processing Housing Benefit change of Circumstances	7	TBC	7.59	6.63	9.87	8.1	6.21	4.86	5.46	6.95	↑

Strategic Asset Management

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 and are in the implementation phase, not all aspects of reporting is fully live. This is affecting the overall average outturn but should be addressed for Q3/Q4 2023/2024. For former Somerset West and Taunton 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		
				Q1	Q2	DoT
An average for all building compliance across Somerset Council	TBC	100%	TBC	76%	78%	↑

Information and Communication Technology (ICT)

There are no key performance indicators for this service area, at this stage, for Q2 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.