

Appendix A

Performance Management Report Climate and Place – Qtr. 1 2024-25

This appendix provides the Performance Management Report for Climate and Place Directorate 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.
- Details of progress made towards a revised suite of indicators

Contents

1. Indicators for a Greener, More Sustainable Somerset
 - i. Current indicators and outturn table for Somerset Waste
 - ii. Progress towards a revised set

2. A Healthy, Caring Somerset
 - i. Current indicators and outturn table for Traffic and Transport
 - ii. Current indicators and outturn table for Trading Standards

3. A Fairer, Ambitious Somerset
 - i. Current indicators and outturn table for Somerset Waste

4. A Flourishing and Resilient Somerset
 - i. Current indicators and outturn table for Highways, Traffic and Transport
 - ii. Table of Projects and Programmes delivered by the Infrastructure and Transport Group
 - iii. Progress towards a revised set
 - iv. Current indicators and outturn table for Development and Building Control
 - v. Current indicators and outturn table for Parking Services
 - vi. Current indicators and outturn table to demonstrate Financial Resilience
 - vii. Current indicators and outturn table for Economic Development
 - viii. Emergency Preparedness, Resilience and Response

5. General Fund Revenue Budget Monitoring Report

1. A Greener, More Sustainable Somerset

i. Somerset Waste

The current indicators below are measured for the Somerset Waste Service.


For the indicator N191, 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.



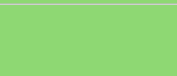



However, both May and June's results were lower than predicted, reducing the overall increase by almost 2.0kg.

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 in excess of 70k tonnes.

The percentage of waste received at recycling centres that is recycled Residual Waste at recycling centres is showing a negative variation to budget.

Performance Metric	Target	Tolerance	Qtr.4 Value	Qtr. 1 Value	RAG rating	DoT
Waste - Residual Household waste per household (N1191) Cumulative Outturns (Kg)	410	+ / - 5Kg over the year	425.68	110.49		

Waste - % of household waste reused, recycled or composted (NI192)	56.00%	+ 4% / - 1% per year	55.89%	58.18%		
% of food waste treated at Somerset's Anaerobic Digester	N/A	N/A	100%	100.00%		
% of waste received at recycling sites that is recycled	N/A		52.2%	65.24%		

ii. Progress towards a revised set of indicators

Climate: Progression towards tackling the climate Emergency (improvements in data)

- Scope 1- These are direct emissions from sources that are owned or controlled by Somerset Council.
- Scope 2 These are indirect emissions from the generation of purchased electricity, steam, heating, and cooling consumed by the council.
- Scope 3 These are all other indirect emissions that occur in the value chain of the council, both upstream and downstream.

Natural Environment: Progression towards tackling the ecological emergency (improvements in data)

- Green Estate & Protected sites – 30 by 30 data targets (Environment Act duty)
- Local Nature Recovery Strategy (LNRS): Delivery of the completed strategy
- Tree Strategy Numbers planted (Corporate Plan / LiB Dem manifesto) – Tree Register
- National Landscapes Management Plans in place (delivered document)

Once blueprints for the service have been put in place we will be in a stronger position to set KPI's for the service based on the resources we have available.

A proposed date would be the end of November / December for KPIs across the service, once the service structures and personnel has been confirmed. We can redefine the service plans, the project and programme plans, review prioritisation of work streams based on capacity and assess the dependencies we need in place to deliver some of the actions (i.e. Data intelligence, energy, Fleet, property services, etc).

2. A Healthy and Caring Somerset



Climate and Place Services play an integral role in enabling people to adopt healthy lifestyles. A safe, serviceable and sustainable highways and transport network, that is fit for purpose for all users under all conditions, facilitates access to services including health care and social needs.





i. **Traffic and Transport**

The performance metrics below demonstrate how our Traffic and Transport teams are achieving this by helping to create safer roads through their road safety strategy. It is currently being reviewed with the imminent setting of new targets. Even though a target for the number of people killed or seriously injured (KSI) has not yet been set, the year-on-year trend is positive. Due to delays in injury collision data from Police, an accurate Q1 2024 is now estimated to be ready for submission in late Sept. However, we can confirm Q1 counts we have received to date, the team expects these numbers to increase (circa 40%) by Sept. The team also checked the last CPI overrun 2023/24 and positions have not changed.

The Road Safety team have delivered face to face talks/presentations and events to 10,000 people.

Our Active Travel plan, encompassing Local Cycling and Walking infrastructure Plans and Local Transport Plan clearly feed into our vision to see healthy and active communities. Our Services are busy analysing and reviewing the most useful performance metrics to measure our progress and ensure we are achieving this.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr1 Value	RAG rating	DoT
Number of people killed or seriously injured (KSI) in road collisions	Tbc – this is being considered as part of the new Road Safety Strategy		26	26	n/a	
Social Care Transport – Number of Passenger Journeys			10,304	9654	n/a	

Health Transport – Number of Passenger Journeys			16,585	16,240	n/a	
Mainstream School Transport – Children Transported Daily			Not available	7574 per day	n/a	
SEND School Transport – Children Transported Daily			Not available	739 per day	n/a	
Taunton Park & Ride – Number of Passenger journeys			123,928	111,483	n/a	
Slinky services across Somerset – Number of passenger journeys			8287	7627	n/a	
Public Transport Network (excluding Park & Ride) – All Journeys			1,528,738	1,639,658	n/a	

ii. Trading Standards

A Healthy and Caring Somerset also means one where communities feel safe and the most vulnerable feel protected and the work of our Trading Standards colleagues plays an important role in this. We work collaboratively as a key partner in the Heart of the South West Trading Standards Service. The priorities of the Service are reactive, and intelligence led by Government departments so measuring a fixed set of criteria year on year can be problematic. However, the focus is on ensuring that the most vulnerable are protected and supported and that the local community are encouraged to lead healthier lives by preventing harm and promoting individual health.

The five priority areas for 2024/25 are Scams, Doorstep crime and rogue trading, Animal health and welfare including disease control, Illicit tobacco and vapes and Food allergens and standards.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating
Trading Standards – Enforcement visits (livestock)	n/a		Not recorded	13	
Trading Standards – Number of doorstep crime/rogue trader complaints received and dealt with	n/a		Not recorded	100% 4/4	
Trading Standards – Number of scam complaints received and dealt with	n/a		Not recorded	100% 26/26	















3. A Fairer, Ambitious Somerset

We want to ensure that our Services are easy to access, inclusive and provide the residents of Somerset with a positive experience of interacting with us – keeping them informed and feeling empowered in their ability to access the information they need.

i. Somerset Waste

The service provided by Somerset Waste has been of particular focus with some cause for concern - County Wide Re-routes by Suez since February have resulted in an increase in the number of missed waste collections. A Service Improvement Plan has been initiated with Suez, with expected sustained improvements in service delivery by Oct 2024. However, in terms of our interactions with customers, we continue to deliver a positive experience with the improvement and enhancement of online services, such as the ease of renewing garden waste subscriptions. All waste services transactions are now online, and fully accessible. Improvement in checking garden waste subscription validity and reduced failure demand. Indeed, the total number of garden waste subscribers has exceeded budget expectations.

Performance Metric	Target	Tolerance	Qtr4 Value	Qtr1 Value	RAG rating	DoT
Garden Missed per 100,000 Collections	45		117	178.7		↓
Residual Missed per 100,000 Collections	45		169	139.9		↓
Kerbside Recycling Missed per 100,000 Collections	45		113	119.9		↓
All Service Areas Missed per 100,000 Collections	45		125	129.2		↓
Total complaints	N/A		4560	3898		↑

Total container orders	N/A		15521	15678		
Total garden waste renewals	59000 annually		5229	32544		
Somerset Waste Total customer transactions	N/A		46019	77150		
Somerset Waste % transactions online	80%		23.4%	15.85%		
Total garden waste subscribers	59000 annually		58662	61485		
Flood team - Planning Response & Land Drainage Consent's completed within timeframes	95%			97%		
Flood team - Public Queries responded to within 28 days	100%			96%		

4. A Flourishing and Resilient Somerset

i. Highways, Traffic and Transport

Our Highways and Transport network is integral in supporting the development of the local economy with the aim of enabling regeneration and minimising congestion and delays. Effective network coordination and events management helps to minimise traffic impacts. The number of works permits, and traffic regulation orders received is beyond our control and are determined by statutory undertaker customer and maintenance requirements, including emergencies to fix supply issues. Each permit can take between several minutes to several days to approve depending on the type of works and the potential impact on the network as maintained by Somerset Council as a highway authority. The permits processed are works by both statutory undertakers and for our highway maintenance activities and schemes. As per the Somerset Council Permit scheme, all works requiring excavation or a form of traffic management requires a permit to work on the maintainable highway.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating	DoT
Number of Traffic Regulation Orders (TROs) processed	n/a		1095	1012	n/a	↑
Number of streetworks permits processed	n/a		6180	8695	n/a	↑
Rectification of street lighting faults: non DNO (Average number of days) - Actual	7		Jan – 7.58 Feb – 7.96 Mar – 8.25	Apr – 9.2 May – 6.12 June – 7.32		↔
% of street lights working	98%		Jan – 97.76 Feb – 99.45	Apr – 99.21 May – 98.36		↔

			Mar – 99.55	June – 98.05		
--	--	--	----------------	-----------------	--	--

ii. Projects and Programmes delivered by Infrastructure and Transport

The following table gives a summary of the current RAG status for the projects and programmes delivered by the Infrastructure and Transport Group

A Summary of the Projects and Programmes Delivered by the Infrastructure and Transport Group

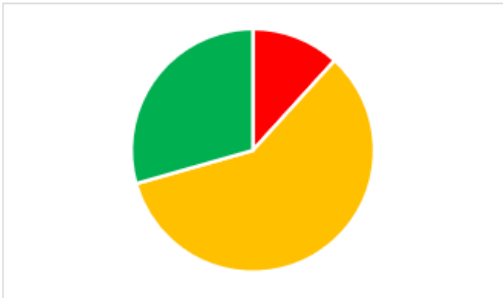
Please note this is a summary of the overall RAG status of each key Project/Programme. The PMO facilitates governance and provides an assurance role, actively monitoring Programmes, Budget and Risk. A detailed Highlight Report and RAIDL is available for each in a central repository of information which is drawn on to aid numerous management and supporting functions (i.e. proactive PR)

RAG Definitions

Red – Currently not on track to deliver against either agreed time and/or cost, and/or quality or insufficient resources identified/available. Not on track to deliver benefits/outcomes or outputs. Without immediate remedial attention support will be needed from outside of the programme/project to resolve.

Amber – Currently not on track to deliver against either agreed time, and/or cost and/or quality but the programme/project manager is confident that actions can be taken to get things back on track and benefits, outcomes and outputs can still be realised.

Green – On track or completed to time, cost and quality as expected or better. Benefits/outcomes or outputs are also on track to be realised or exceeded.

RAG status of all projects and programmes	Supplementary Summary of key points by the Service Director of Infrastructure and Transport Mike O'Dowd-Jones
	<p>The majority of Projects and Programmes are progressing well and a range of challenges are being managed effectively.</p> <p>We continue to tolerate long-standing issues in Rights of Way modifications which are related to legal processes that are out of our control, and staff capacity. Whilst frustrating for individuals and communities there is no risk of individuals coming to harm.</p> <p>Staff capacity and ability to recruit suitably qualified staff remains an issue across the programme.</p> <p>Transitions to new contracts are resulting in temporary pressures which are being well-managed and will be resolved shortly.</p> <p>We await Government approval for spend on some projects which is starting to result in delays due to the Government review of infrastructure investment.</p> <p>Cost inflation remains a challenge.</p>

Project/Programme	Description	Jul-24	Aug-24	Summary Narrative
		Overall RAG Status	Overall RAG Status	
Structures	Asset management. Inspections and remedial works. Cyclic & reactive maintenance programme.	A	A	The final internal vacancy is due to be filled this month which will help with the high Workload. The team further draw upon WSP the Councils provider for Professional Consultancy Services. Work is underway on the replacement to the existing delivery Framework Contract.
Structural Maintenance	Delivery of county wide, capittally funded, highway maintenance programmes through the suite of new Term Maintenance Contracts. Types of work include, Carriageway Resurfacing, Surface Dressing, Footway resurfacing, Patching, Earthworks, Drainage work, Specialist surface treatments	A	A	Amber status. Reflecting the early stage of the programme with the three new contractors that support the Structural Maintenance Programme (SMP), and the status of the current design programme.
Rights of Way	CAPITAL A capital inspection and investment programme to ensure the Rights of Way network assets are in an appropriate and safe condition for the public to use, to minimise the liabilities for the Council. Primarily relating to bridges and other structures but also includes other assets such as surfacing and limitations (stiles/gates). The programme also assists with the delivery of volunteer initiatives through purchase of capital items. REVENUE The revenue programme ensures that we fulfil our	R	R	The significant backlog of applications to modify the Definitive Map is the primary reason why the programme status is red. It should be noted that the backlog of modification applications is not entirely within our control as we have little ability to prevent new applications being submitted. The announcement from DEFRA that the cut-off date for applications based on historic documentary evidence will be introduced in 2031 is likely to encourage the submission of more applications. Backlogs are increasing across the region and England as a whole (Cornwall 348, Wiltshire 367, Lincs 460, Herts 336, Durham 331) Continuing challenges with retention of personnel, and scrutiny of process/decisions from stakeholders are impacting on rate of

	statutory responsibilities in relation to surface upgrowth, signage, and other limitations on the network such as stiles, gates and small bridges, and also keeping the Definitive Map & Statement up to date.			determinations.
Highway Lighting	Instruct and monitor delivery and maintenance of our Lighting Asset through our services provider. Proceed with the de-mobilisation and mobilisation of the new and existing contracts. Continue to add former District illuminated assets to our database. Monitor and audit task orders completed by the contractor for payment.	R	A	High workload consolidating all assets of the former Councils. Contract award has now be made to VolkerHighways Ltd for the next 8 years commencing 1st October 2024. Continue to monitor and work with the incumbent (Enerveo) to ensure a smooth close out of the current contract is implemented.
Road Safety Engineering Schemes	The delivery of safety schemes through feasibility, design, construction and post construction phases	A	A	The Amber status reflects a high workload and budgetary pressures. Accordingly the Team continue to champion a prioritised programme of intervention and safety measures.
Signals Recovery Programme Framework	The works include construction of new and/or improvements, modifications and refurbishments of existing traffic signal-controlled junctions and traffic signal-controlled crossings, including associated civil engineering activities such as carriageway and footway/cycleway works, earthworks, drainage, pavements, service diversions, landscaping, street lighting and retaining wall construction as required by each	G	G	The Council has let a multi-supplier framework agreement for the carrying out of works for the refurbishment of traffic signals including all required civil engineering works at various sites across Somerset. The traffic signals at Charlton Crossroads in Shepton Mallett, has been completed ahead of schedule. Works at upper High Street in Taunton completed as planned, ahead of the Taunton Flower Show.
Small Improvement Schemes [post construction activities]	Historically the programme consisted of delivery of Small Improvement Schemes through feasibility, design, construction phase and post construction phases. Latterly the focus is on the post construction phase.	G	G	Good progress continues to be made on undertaking post construction activity.
M5 J23 Dunball	Works to upgrade a priority roundabout connecting the A38 with the A39 spur that passes through the Dunball interchange with the M5. The roundabout is also the point of access to the EDF Hinkley Point C Park & Ride and Freight Management Facility.	G	A	The Executive Committee took the decision on 5th August2024 to award the contract for Dunball Roundabout Improvement scheme to the preferred supplier, following a competitive tender process. Amber status as awaiting formal DfT approval before commencing th contract

EV Charging Infrastructure Programme	LEVI, Home Charging, Depot Charging, Pavement Channels, Sedgemoor and now Mendip are part of this programme.	G	A	<p>LEVI - Waiting for approval from LEVI. Draft contract still being worked on (delayed due to Yeovil devolution deal). Deadline to issue draft contract to LEVI 13 September in order to meet LEVI Board meeting 11 October, ahead of new procurement act which comes into force, 28 October.</p> <p>Home Charging - new Allstar fuel card (inc EV) contract signed. Legal advice related to H&S at Work Act/Fire Reform now being referred for external employment law advice.</p> <p>Depot charging - progress/next steps meeting held with Fleet Manager. Agreed to draft a position/discussion paper setting out options.</p>
A38 MRN - FBC Stage	Somerset Council are working jointly alongside North Somerset Council on a bid for government funding to undertake a series of junction and an online improvements on the A38 major road network to provide additional capacity, improved journey reliability and enhanced resilience, across all modes including active travel, on the major highway corridor between Bristol and the South West, which is also the primary access to Bristol Airport.	G	G	RAG status remains green. The programme is currently proceeding on time and on budget and in accordance with the draft MOU between SC and North Somerset Council.
Levelling Up Fund Active Travel	The Levelling Up Programme comprises of upgrades to the A38 corridor in Bridgwater, including Dunball Signalisation & Throughabout project, Cannon Cross Rifles Junction Improvements, with integrated cycling and walking elements, together with cycling and walking infrastructure along the corridor as a separate active travel provision.	A	A	RAG status remains amber due to increased construction costs caused by inflation. Active Travel elements of the Levelling Up Fund remain on time.
Active Travel	Funding has been received from Active Travel England for capital (construction) delivery and revenue schemes for capability building schemes, such as training, route designs and policy development. Some funding is competition-based (i.e. specific schemes are applied for) and some is granted as a sum for the Council to allocate accordingly. Schemes and work to be commissioned are therefore currently being	A	A	Additional Staff resources are activity being sought to deliver a challenging programme and future aspirations. Existing schemes continue to be scoped and delivered and policy development is underway.

BSIP Greenwaves - Pre Construction Phase Only	The Taunton Bus Town concept will see a transformative approach to delivering local bus services. Combining the emphasis on bus priority measures with additional targeted approaches designed to make buses more affordable, accessible, and efficient, seeing new and existing bus passengers benefit substantively.	A	A	Challenging programme and funding deadline but Design work continues to progress at pace for the proposed Greenwave corridors. We continue to explore and develop a combined approach to consultation, procurement and delivery with other projects planned for Taunton Town Centre.
BSIP - Mobility Hubs - Pre Construction Phase Only	The Taunton Bus Town concept will see a transformative approach to delivering local bus services. Combining the emphasis on bus priority measures with additional targeted approaches designed to make buses more affordable, accessible, and efficient, seeing new and existing bus passengers benefit substantively.	R	R	Pressing timeline for delivery and resource pressures. Taunton Mobility Hub Public engagement continues to capture the views from the public on our proposals. Somerton Mobility Hub Concept designs continues to be reviewed internally before decisions are made on how to progress the project further.
Local Transport Plan	A 'vision-led' approach, which recognises the importance of integrating transport planning and delivery across modes, networks and land use planning to deliver strategic objectives. The aim of the LTP is to create a strategic framework which sets out Somerset's priorities, and also acts as a bidding document which will inform the DfT's future funding model. Robust data collection will be necessary during the development of the plan to meet QCR requirements, with support from Peninsula Transport (Sub National Transport	G	A	First draft completed but progress delayed by resource pressures and staff illness. Remedial action plan underway.
EV Fleet Transition	All associated works to aid the transition of all ICE vehicles below 3.5T to EV	G	G	46 x EV's now delivered by SFS as part of the lease contract with them. A further 6 x EV's left to be delivered in the next 3 months. On-going project to establish the requirements for all operational depot charging infrastructure requirements from 2024 to 2030.

iii. Progress towards a revised set of indicators

A key role for the Directorate is to maintain a highway network which is in an appropriate condition to enable people and goods to move around the County safely supporting a wide range of social and economic activity. There are a wide range of assets to maintain including the road surface, footways, traffic signals, bridges & other structures, street lights and hidden assets such as drainage. We operate published service standards for the time taken to address safety defects which are related to the severity of the safety issue and the function of the road. We have reached a major transition point in moving from one long-term contract for highway maintenance services with Milestone Infrastructure to a new suite of contracts with Kier (highway term maintenance), Heidelberg (surfacing) and Kieley Brothers (surface dressing). We have just mobilised the new contracts which started in April; and whilst we experienced initial delays in tackling a backlog of potholes and in mobilising the summer grass cutting programme, operations are now fully up and running. The contracts allowed 6 months to agree a new set of contract performance indicators and associated data so we are not able to provide a quarter 1 performance report but the data below shows the performance of the service at the close of the last financial year in March 2024. A full set of up to date data will be provided in future reports. The indicators in the table below are indicative of what we have measured for our previous contract.

KPI Name	Description	Value %	Target Score	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Comments
Safety Defect Repair	To confirm compliance with the Employer's policy for safety defect repair within time	4	96	98.25	97.56	97.24	96.02	96.72	
Emergency Response	To confirm compliance with the Employer's policy for emergency response to highway incidents	3.5	99	100	97.74	98.43	99.45	98.58	
Winter Service	To confirm compliance with the Employer's Winter Service Policy for the salting network	3.5	100	100	100	100	100	100	5 route treatments removed from data due to change of climatic conditions where action could not be completed earlier







Defective works	To monitor the quality of surface treatment and efficiency of delivery	3.5	95	100	100	100	100	100	
Defect Completion	To monitor the completion of defects within the defect correction period	3.5	98			100			
Data Integrity	To monitor the accuracy and timeliness of inventory data and works delivery information input by the Contractor into the Employer's Highway Integrated Management System, where needed	3.5	10						This remains an activity that is being picked up through demobilisation, and there is a task over the next month to ensure that joint sign off of all remaining SMP schemes is fully completed
Works Programme	To monitor provision of accurate works programmes	3.5	100			100			
Payment Applications	Applications for payment of completed jobs by due date in contract	3.5	95	100	100	100	100	100	
Audits	To monitor Employer and Contractor audit results	4	95	97.00	96.97	95.83	100.00	100	
Provision of Public Information	To monitor effectiveness of public information in terms of: a) Timeliness b) Accuracy c) Communication channel/method d) Proactive public engagement	3.5	85	100	n/a	n/a	n/a	n/a	

iv. Development and Building Control

Creating a flourishing and sustainable economy is at the heart of the objectives for Climate and Place Services. A proactive and efficient Planning Service is essential, and we continue to perform in excess of the targets set by Government. The metrics below for our Development Management and Building Control Services demonstrate this. Our focus is to support new sustainable development that puts the local transport plan at the heart of what we do. Improved business and housing growth in Somerset is achieved through more integrated and resilient development management that places a clearer focus on shared strategic outcomes over process and rules. This makes the system easier for those developers wishing to take forward development that is consistent with strategic and local plans and policies.

KPIs relating to planning cover the performance of the council's development management functions and relate to the effectiveness of the council in processing planning applications over a rolling two year, consistent with performance reporting requirements to the ministry of housing communities and local government. Similarly, KPI's for Building Control as a service associated with development cover the performance of the council in undertaking building control appraisals. Performance in this area has dropped due to various reasons, particularly around the drop in staff who are able to do this activity unsupervised. BC is not a registered profession, meaning the number of staff available has dropped significantly within the team. Similarly, performance has dropped for the number of applications validated within 2 working days. However, the figure does not consider that approx. 25% of the applications were not validated because we were waiting for outstanding information from the applicant. In reality we are looking closer to 70% of applicants being acknowledged on time.

The Highway Authority reports two months in arrears on our figures and were measured against our KPI or returning 80% of our responses within 21 days. Over the last couple of months, we have seen a slight drop in applications response times due to resourcing within the team as we have had one member of staff whilst another was on long term sick at the time. This meant response times took a bit longer than they would normally. We have undertaken a restructure of the team with the remaining resource with a view to be able to react where the work is required so that were able to meet our KPI target.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating	DoT
Planning (major applications) Decisions total and % in time or extended time within reporting period	65%		68.6%	66.7%	 	
Planning (minor applications) Decisions total and % in time or extended time within reporting period	75%		87.4%	80.3%	 	
Planning (other applications) Decisions total and % in time or extended time within reporting period	85%		93%	91.1%	 	
Building Control percentage of applications validated or 'outstanding matters letter' sent within 2 working days of registration	85%		71%	57.27%	 	
Building Control Percentage of plan appraisals being carried out within 15 workings days of the validation date.	85%		73.64%	61.57%	 	
Highways and Transport - % of planning application consultations responded to within statutory 21-day deadline (excluding those that go to standing advice)	80%		86.74%	59.86%	 	

v. Parking Services

Maintaining an effective flow of traffic helps to minimise congestion and delays, and our Parking Services team play a key role in enforcing this. The Statutory Guidance relating to Civil Parking Enforcement prohibits the setting of targets both in terms of penalty numbers or revenue. It is therefore not appropriate to have a target. However, the performance metrics below are indicative of the work that the Service carries out.



Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating
No of parking penalties served off street (car parks)	n/a		6544	7935	n/a
No of parking penalties served (bus gates)	n/a		1028	2481	n/a
No of parking penalties served on street	n/a		7681	8383	n/a

vi. Financial Resilience

We are focussing on sustaining a financially resilient service that adopts robust asset management principles and delivers best value with the resources available. We continue to focus on our strategy of utilising volunteers and the local community through opportunities such as the Somerset Local Access Forum and Parish Path Liaison Officers in Rights of Way which has enabled us to consistently achieve our target for the %age of the rights of way network that is classed as easy to use.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating
%age of the rights of way network that is classed as 'easy to use'	80%		79.1%	Not known until end of year as collated annually	
Number of volunteer hours utilised by Rights of Way Service	22,000		22,555	Not known until end of year as collated annually	

Our services endeavour to generate income where possible (within legislative criteria), in order to remain financially resilient. The Building Control Service has demonstrated this by measuring performance targets for income generation and percentage market share as highlighted below. Building Control has a fee earning and non-fee earning arm. The fee earning is in an open commercial market and therefore people can choose to use us or a private alternative. For the viability of the councils' service, it is important that we maintain a high portion of the Somerset building control "marketplace" and current performance indicates that the service is achieving this. Whilst the 3% drop in market share could be an issue moving forward, consideration is to be had that some private providers have merged or gone into administration during this time. This means that their on-going projects are being transferred to other providers and this is likely to cause issues with our statistic. In summary, this does not mean we are losing work at this point – The next quarter is likely to show the same. In terms of income generation, based on this time period, it appears we are slightly below target when taking tax into account. However, the accountant has no concerns at this point.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 & Qtr. 2 combined Value	RAG rating	DoT
Building Control - Annual income generation	£1.2 million (300k per quarter)		£329,933	£347,660		
Building Control - %age of fee earning market share	66%		66.39%	63%		

vii. Economic Development

Our Economic Development service is integral to this objective and the focus will be to measure a number of indicators as detailed below. For many indicators, the figures are a rolling previous year average. There is a time lag and wider determinants that are beyond SC control, so these are more an 'indicator' of success. KPI's relating to economic development combine measures that provide a strategic overview of Somerset's economic performance and operational measures of service impact. For the former, KPIs cover economic activity rates, the proportion of the population with degree level or equivalent skills and digital connectivity. Operational measures include the impact of the portfolio of skills unemployment programmes that the council manages, occupancy rates in our innovation and enterprise workspace and connections delivered by the Connecting Devon and Somerset programme

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating
Employment, unemployment and economic inactivity rates			Jan-Dec 23, Somerset Employment rate (16-64): 252,800 (78.9%) Unemployment rate (econ active, 16-64): 6,900 (2.7%) Economically Inactive (16- 64): 60,800 (19.0%)		
% of working age population qualified to L4+ or equivalent			Jan-Dec 23, Somerset % aged 16-64 with RQF4+: 122,000 (38.7%)		
% of successful outcomes relating to Skills Bootcamps (e.g. employment offer, progression)	>75%	0%	91%	100%	
% of successful outcomes relating to Adult Community Learning (e.g. progressing in learning or into employment)	100%	20%	94%	Not yet available	
Total spend (actual and %) against target spend across SPF (Shared Prosperity Fund) and REPF (Rural England Prosperity Fund) programmes	100%	10%	7% (£750,987)	14.2% (£1,520,857)	

Adoption of Economic Strategy, plus subsequent 3-year action/implementation plan	Jan-March 2025 for Strategy TBD for Implementation Plan				
% area occupancy of leased and licensed space across: Enterprise Centre Network (ECN) iAero Firepool Centre for Digital Innovation (FCDI) occupancy level Somerset Energy Innovation Centre (SEIC) Yeovil Innovation Centre (YIC) (Chard Enterprise Centre opened to tenants 1st Dec 2023 & was being marketed by Alder King until 1st April 2024, when it came back into SC responsibility. All figures shown here are based on entire sites rather than by Unit/Office - Chard has a disproportionate amount of Units (2 / 3780sqft) and Offices (10 / 1168sqft) - units therefore, represent 76% of space)	85%		ECN: 93% * see notes IAero 80% FCDI n/a pre-opening SEIC 100% YIC n/a	ECN: 90% * see notes 12% IAero 80% FCDI 12% SEIC 100% YIC n/a	
% premises in Somerset with superfast broadband (30mbps+) and ultrafast broadband (50mbps+).				94% (there are around 16,600 premises that are sub-superfast i.e less than 30 mbps which equates to around 6%)	
Number of superfast and ultrafast broadband connections delivered in Somerset via Connecting Devon and Somerset (CDS) programme				121.700 total. Of these, 5,527 are ultrafast.	

viii Emergency Preparedness, Resilience and Response

Our Emergency Preparedness, Resilience and Response team are critical in providing support during an incident and giving advice and guidance to ensure well-rehearsed business continuity plans are in place. The team are also working closely with communities to build resilience and reduce the impact of severe weather events, something we continue to see an increase in.

Performance Metric	Target	Tolerance	Qtr. 4 Value	Qtr. 1 Value	RAG rating
Business Continuity Plans Updated across Somerset Council (% of plans reviewed by annual review date)	100%			43.69% (measured throughout the year on a rolling basis)	
Percentage of Strategic incident response/rostered staff trained?	100%			16.6% (4 of 25)	
Percentage of LCNs that have undertaken resilience briefings or workshops. <i>(Holding measure until resilience dashboard is developed.)</i>	100%			44% (8 of 18) measured throughout the year on a rolling basis	

	Current	Last year
Number of emergencies per year (Major Incident, Weather /flood, Other) Summary of incidents by year.xlsx include in report	48 (0/6/42)	59 (4/36/19)

2. General Fund Revenue Budget Monitoring Report Month 3

Service Area	Current Expenditure Budget	Current Income Budget	Current Net Budget	Full Year Projection	Month 3 Variance	A/(F)	RAG Status
	£m	£m	£m	£m	£m		
Climate, Environment & Sustainability							
Climate & Place Management	0.5	(0.1)	0.4	0.4	0.0	-	Green
Business Support	1.4	0.0	1.4	1.3	(0.1)	(F)	Green
Somerset Waste	58.3	(6.8)	51.5	54.5	3.0	A	Red
Drainage Board Levy	2.3	0.0	2.3	2.3	0.0	-	Green
Climate Change Costs	0.6	0.0	0.6	0.5	(0.1)	(F)	Green
Emergency Planning	0.4	0.0	0.4	0.4	0.0	-	Green
Flood & Water	0.9	0.0	0.9	0.9	0.0	-	Green
Countryside	0.9	(0.6)	0.3	0.3	0.0	-	Green
Mendips AONB	0.2	(0.2)	0.0	0.0	0.0	-	Green
Quantock AONB	1.1	(1.0)	0.1	0.1	0.0	-	Green
Ecology	0.1	0.0	0.1	0.3	0.2	A	Red
sub total	66.7	(8.7)	58.0	61.0	3.0	A	Red
Infrastructure & Transport							
Highways & Transport Commissioning	1.6	(0.7)	0.9	0.9	0.0	-	Green
Infrastructure Programmes Group	1.3	(1.1)	0.2	0.5	0.3	A	Red
Highways	18.1	(0.8)	17.3	18.0	0.7	A	Red
Traffic Management	7.0	(5.0)	2.0	2.0	0.0	-	Green
Transporting Somerset	15.4	(6.3)	9.1	9.1	0.0	-	Green
Car Parks	5.9	(12.7)	(6.8)	(6.8)	0.0	-	Green
Fleet Management	0.8	(0.3)	0.5	0.5	0.0	-	Green
sub total	50.1	(26.9)	23.2	24.2	1.0	A	Red
Economy, Employment & Planning							
Development Control	6.8	(5.4)	1.4	1.4	0.0	-	Green
Planning Policy	3.4	0.0	3.4	3.4	0.0	-	Green
Economic Development	5.3	(1.9)	3.4	3.4	0.0	-	Green
Building Control	1.8	(1.5)	0.3	0.3	0.0	-	Green
Regeneration and Major Projects	0.3	0.0	0.3	0.3	0.0	-	Green
Land Charges	0.5	(1.1)	(0.6)	(0.3)	0.3	A	Red
Service Director - Economy, Employment & Planning	0.0	0.0	0.0	0.0	0.0	-	Green
sub total	18.1	(9.9)	8.2	8.5	0.3	A	Red
Accountable Bodies							
Somerset Rivers Authority	3.1	0.0	3.1	3.1	0.0	-	Green
Local Enterprise Partnership	0.0	0.0	0.0	0.0	0.0	-	Green
Connecting Devon & Somerset (CDS)	1.0	(0.5)	0.5	0.5	(0.0)	(F)	Green
sub total	4.1	(0.5)	3.6	3.6	(0.0)	(F)	Green
Climate & Place Total	139.0	(46.0)	93.0	97.3	4.3	A	Red

Key explanations, actions, & mitigating controls

Climate and Place (including Accountable Bodies) outturn position is currently forecasting an adverse variance of £4.3m. The variances across Climate and Place are due to the following:

Climate, Environment and Sustainability Waste Service is forecasting to be £3.0m overspent at outturn, this is due to the pressure on the service via the negotiations with the Waste contract. The settlement will include increased contractor payments for the remaining six years of the contract totalling £47.0m, this is currently an unfunded pressure for the service. Work will continue to understand how this will be funded, and a pressure bid will be included in the MTFP. It is worth noting that the service is volatile and is subject to fluctuating demands with outside influences such as the weather, impacting the volumes of waste presented at both the kerbside and recycling centres. It is important to note that the Waste Services budget includes an MTFP saving of £0.9m, work is ongoing to identify this saving and it is currently unknown if the full saving will be achieved in this financial year. If this is not achieved the forecasted overspend will increase, finance will continue to work with the service and will highlight the additional pressure as early as possible.

Ecology is forecasting an overspend of £0.2m, this is due to reliance on agency staff to manage the service, but the overspend will reduce once permanent recruitment is carried out.

Infrastructure and Transport Highways is forecasting an overspend of £0.7m, in the main this is due to forecasted overspends with in safety defects (£0.6m), an increase in vehicle costs (£0.1m). The service also has had an increase to the Insurance Premium for Public Liability (£0.2m). The pressures in the service can be off set slightly due to forecasted underspends in Street Lighting costs, and a reduction in staff costs. The service is currently forecasting that the winter maintenance, salt purchase and emergency budgets will come in on budget. At present it is difficult to know the true impact on these budgets as these will be impacted by extreme weather throughout the year. Finance will continue to monitor these with the service and will adjust forecasts accordingly.

Infrastructure Programmes Group is forecasting an overspend of £0.3m. The service currently has an MTFP saving of this value to capital salary costs against project. The service and Finance are currently reviewing what salary costs can be truly capitalised and until the work is completed it is not possible to confirm how much of this MTFP is achievable.

Economy, Employment and Planning Land Charges is currently forecasting an overspend of £0.3m, this is due a recurring structural pressure in the budget resulting from over-estimation of income for the service. Land Charges has moved into the service from April 2024 and had a similar under recovery of income in 2023/24 which was mostly likely due to Covid-19 and the artificial inflation of the housing market. Work has started to look at this area, but it is dependent on the number of applications received so it is difficult to increase income easily.

All other areas within Economy, Employment and Planning are reporting to be within budget, however it is important to note that there are risks associated with them which will impact the outturn position of the service:

Building Control - fee income is slightly lower than the anticipated budget for the period, if this continues it may be possible to mitigate this by reducing expenditure within the building control service.

Development management – at present the service has achieved its target for quarter one of 2024/25. It is important to note that this budget area is dependent on numbers of applications submitted, therefore this will be monitored carefully and should applications reduce the impact will be seen in the outturn position. Development management agency costs – costs are increasing due to the staff turnover within the service.

Accountable Bodies

Somerset Rivers Authority (SRA) Current forecasts suggest that the SRA are to be within budget.

Local Enterprise Partnership (LEP) The LEP disbanded in April 2024 and will now report under Economy, Employment and Planning, and will no longer be reported for separately under Accountable Bodies

Connecting Devon & Somerset (CDS) The Connecting Devon and Somerset (CDS) programme expects to be on budget. CDS are continuing to monitor and review their position as the Superfast Contracts move forward:

- The contract with Wessex Internet is continuing to move at pace with most of the remaining milestones planned for technical and financial assurance in this financial year.
- Our contractor Airband has been through a period of restructure and the CDS team are working with Airband to determine the timeline for this contract.
- The contract with Openreach is going through the final closure process, with build completed recently. CDS are working with the contractor and BDUK on this process. The final position on the clawback position from this contract will be known shortly as we move to closure. The next phase of the Mobile Booster scheme has launched and is expected to run until late 2024/25. The CDS Team continue to work closely with the external funders as the contracts move forward.