

# CABINET

Agenda Item: 7

**Ward:** Districtwide

**Portfolio:** Crosscutting

**Report Author(s):** Cllr John Parham,  
Portfolio Holder for Finance,  
Governance and Corporate  
Services

**Meeting Date:** 9 October  
2017

**SUBJECT: Corporate Performance Management Report Quarter 1 Plus 2017/18**

1. Internal Use Only:			
2. Please complete sign off boxes below prior to submission to Democratic Services			
Report Sign off	Seen by:	Name	Date
	Chief Executive/ Deputy Chief Executive(s)	Stuart Brown Tracy Aarons Donna Nolan	22/09/2017
	Legal	Lesley Dolan	22/09/2017
	Finance	Paul Deal	22/09/2017
	Group Manager	Sara Skirton	22/09/2017
	Portfolio Holder	Cllr John Parham	22/09/2017
	Ward Member(s)	N/A	
	<b>Summary:</b>	<p>This report introduces the high level actions and projects that will support the delivery of the Council's new Corporate Strategy 2017-20 <i>Shape the District</i>. A status update is provided for those actions and projects that are already live.</p> <p>Additionally, the report provides performance information in relation to corporate complaints and praise, Freedom of Information (FOI) and Data Protection Act (DPA) requests, Finance and Human Resources (HR) statistics for Q1 2017/18.</p>	
<b>Recommendation:</b>	<p>Members are asked to:</p> <ol style="list-style-type: none"> <li>1. Consider and comment on the information contained within this report</li> <li>2. Consider and comment on the format of the report and levels of detail provided</li> <li>3. Identify any issues or performance exceptions that the committee wish to highlight as a concern</li> <li>4. Where performance exceptions are identified consider whether the proposed actions are adequate to improve performance to the desired level and take actions to address concerns as appropriate.</li> </ol>		
<b>Direct and/or indirect impact on service delivery</b>	<p>Performance Management and effective Complaints Management links to all priorities within the Corporate Plan and cuts across all service areas. This report summarises performance against</p>		

<b>to our customers and communities:</b>	achievement of the priorities and what actions are needed to ensure continuous improvement.
<b>Contribution to Corporate Priorities:</b>	This report supports the delivery of the Council's corporate priorities by providing performance management information in relation to the Corporate Strategy commitments.
<b>Legal Implications:</b>	There are no direct legal implications arising from this report. However, if performance is not at satisfactory level, the risk of legal issues arising increases.
<b>Financial Implications:</b>	There are no direct financial implications arising from this report. However, if performance is not at the expected or desired level, then resources may need to be reviewed or redirected to enable improved performance.
<b>Impact on Service Plans:</b>	The new Corporate Strategy, <i>Shape the District</i> , sets the direction for all Council services and is reflected in each Group's plan for 2017/18.
<b>Value for Money:</b>	Effective performance management supports value for money by demonstrating how resources are being directed within the Council.
<b>Equalities Implications:</b>	Customer feedback can help the Council identify any groups of people who may potentially be experiencing our services differently to the majority of our customers. When reviewing performance and making recommendations Members should be minded to consider how services might impact on different sections of the community.
<b>Risk Assessment and Adverse Impact on Corporate Actions:</b>	Any areas at risk of missing target are highlighted within this report. Members are asked to consider these areas and take appropriate action. Each Group Plan will have its own risk register, to ensure that service risks are managed at an operational level.
<b>Scrutiny Recommendation (if any)</b>	Scrutiny Board endorsed the report on 18 September 2017. Members requested further clarity on key projects for future reports and more service metrics. This is being taken forward by Group Managers.

Contact Officer: Sara Skirton  
Extension: 340  
E-mail: Sara.Skirton@mendip.gov.uk



## Corporate Performance Management Report 2017/2018 Quarter 1 Plus

Report contents and highlights	Page
Overview and Summary	4
Corporate Strategy Commitments and Supporting Actions – Status as at 31 August 2017 (Quarter 1 Plus)	7
Finance Dashboard	17
Customer Feedback Overview - as at 30 June 2017	18
Freedom of Information and Data Protection Act Overview as at 30 June 2017	23
Human Resource Figures – as at 30 June 2017	27
Annual Local Government Ombudsman Complaints Review 2016/17	28

## **Overview and Summary**

### **Introduction**

This report sets out Corporate Performance for the first five months of 2017/18. This 'Quarter 1 Plus' period reflects the fact that the Council adopted its new Corporate Strategy, [Shape the District](#) in July 2017. [Shape the District](#) sets the direction for the Council for the next three years and is directly informing service delivery and how we prioritise projects.

In addition to reporting on how we are delivering against key projects and strategic actions, we will in future be providing more service level performance detail, including Key Performance Indicators (KPIs) in relation to services now provided via the 5Councils Partnership (please see below).

Also included is performance information in relation to corporate complaints and praise, Freedom of Information (Fol) and Data Protection Act (DPA) requests, Finance and Human Resources (HR) statistics for Q1 2017/18. Highlights and summaries for this are given below, with more detail later in the report.

Performance management has interdependencies with governance matters, such as those reported to Audit Committee. We will be working over the current months to ensure transparency and integration of performance and governance information.

### **Corporate Strategy Commitments and Supporting Actions**

This report introduces performance in relation to the ten commitments within the Corporate Strategy to support achievement of our two Corporate Priorities; Transformation and Inclusive Growth. As of 31 August 2017, 9 of these commitments are green and 1 is amber.

These commitments will be delivered through a number of strategic actions. At present there are a total of 43 actions. This number may change during the lifetime of the Strategy as actions are achieved and new ones are identified.

At 31 August 2017, 33 (77%) are green, 7 (16%) are amber, 0 are red and 3 (7%) are not yet due to start.

See from page 7 for more detail.

### **Senior Leadership Team (SLT) Comment**

SLT is pleased to note that the majority of strategic actions are green. However it is also acknowledged that many of these represent complex projects that are in the early stages and that could be impacted as a result of local, regional and national changes and influences.

### **5 Councils Partnership Update**

Following transition of service delivery on 31<sup>st</sup> July 2017, the following services are now managed and delivered by Capita Business Services and Vinci Facilities.

- **Capita:**

Customer Services – Telephony & Face to Face Services	Local Land Charges
Operational HR	Payroll
IT	Procurement
Finance	Revenues
Benefits	

- **Vinci:** Print, Post and Design Services

Each of the above services transitioned on or before 31<sup>st</sup> July 17, and each is subject to a Target Operating Model (TOM), in which the optimum solution will be achieved by the supplier. These TOM dates vary for each service as they are dependant of implementation of systems, staff changes and local requirements. Ultimately all TOMs will be achieved by April 2018.

The above are all subject to a number of KPIs and Performance Indicators (PIs), which allow the 5Councils Partnership to monitor the performance of the service and challenge accordingly. The suite of indicators will be provided to the partnership on a quarterly basis, however, it should be noted that not all are measured within this period of time. For example, Council Tax Collection remains as an annual measure.

The suite of KPI/PIs will also be reflected in MDC's quarterly Corporate Performance reports in the future. They will also be supported through the 5Councils governance, with members sitting on both the Joint Committee and Joint Overview and Scrutiny Committee for all councils in the partnership.

### **Other key service delivery contracts**

Over the coming months we will be looking at the performance of other key contracts including Somerset Waste Partnership, Id Verde Core Services Contract and South West Audit Partnership. This will be reflected in future Corporate Performance reports and / or 'Spotlight On' themed sessions with Scrutiny.

### **Corporate Finance**

Four out of five of the Corporate Finance objectives are green. The one amber relates to revenue spending (over/under spend against budget). See page 17 for more detail.

### **Customer Feedback**

The Council received 18 customer complaints during Quarter One (1 April to 30 June 2017) and logged 20 expressions of praise for Council services during this time.

See from page 18 for more detail.

### **Freedom of Information (FOI) and Data Protection Act (DPA) Requests**

In quarter 1 the number of FOI requests received was 148. This is lower than for the preceding two quarters.

23 DPA requests were received during Quarter One. This continues the upward trend in requests received over the past two years.

See from page 23 for more detail.

### **Human Resources Figures**

At the end of Quarter One, the Council had 153 employees, equating to 135.5 full time equivalents. There were 11 leavers and 6 starters in the quarter. See from page 27 for more detail.

Sickness levels are slightly up from the previous quarter. This is mostly due to long term sickness. The levels of long term sickness are higher than expected, even during a period of significant change, and therefore managers are proactively addressing this.

Please note that following the transfer of HR services to the 5Councils Partnership, it is anticipated that more detailed HR statistics will be available for future performance reports.

### **Local Government Ombudsman Complaints Review 2016/17**

The Council receives an annual review letter from the LGO. It includes a summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about the Council for the year ended 31 March 2017.

During 2016/17, the LGO received 19 queries and complaints in relation to MDC. This continues a slight downward trend from previous years.

The LGO carried out detailed investigations on 3 complaints in 2016/17, of which 1 was upheld and remedied by the LGO.

See page 28 for more detail.

## Corporate Strategy Commitments and Supporting Actions as at 31 August 2017 (Quarter 1 plus)

Alert Symbol Key	
⊕	On Target
⊖	Some issues/currently off target
⊗	Unlikely to be achieved
ND	Not yet due to start / scoping

Corporate Priority
Transformation

Corporate Commitment		Q1	Q2	Q3	Q4
<b>T1</b>	Pursue a prudent approach to investment in land, buildings and other commercial opportunities to boost income and / or safeguard the future of service delivery to our communities.	⊕			
Action or Project	Key Message	Q1	Q2	Q3	Q4
<b>T1.1</b>	Deliver the Asset Investment Strategy which includes commercial property acquisitions, and development opportunities in the district	⊕			
<b>T1.2</b>	Maximise opportunities of MDC owned land and other assets across the district	⊕			
<b>T1.3</b>	Deliver the objectives of Shape Housing Company	⊕			

		them. Risk register for the project has been updated with assistance from SWAP and this will be continually reviewed. Tender document for development partner is under construction.				
<b>T1.4</b>	Undertake Strategic Car Park Review	Procurement process underway. Review to be completed end 2017 to inform 2018/19 budgets.	⊕			
<b>T1.5</b>	Identify and explore appropriate opportunities presented by 5 Councils Partnership Innovation Hub	The processes associated with 5 Councils Partnership engagement with the Innovation Hub are being refined.	⊘			
<b>T1.6</b>	Deliver Shape Energy project	Commercial opportunities associate with energy will be considered by Phoenix Board shortly. Work to drive efficiencies associated with the Council's direct energy use is ongoing.	⊘			

<b>Corporate Commitment</b>			<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T2</b>	Develop and deliver strategic options for the delivery of good quality services to our communities, through a mix of approaches which include commissioning, selling, merging and divesting models.		⊕			
	<b>Action or Project</b>	<b>Key Message</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T2.1</b>	Embed 5 Councils Partnership approach to service delivery	Transition and transformation phase continues. With the exception of licensing, all services in scope have now transitioned to new Capita service model.	⊕			
<b>T2.2</b>	Identify and develop opportunities from 5	Currently not actioned, but targeted to commence in Q4	ND			

	Councils Partnership to improve service delivery	after 5CP services have transitioned to the Capita new contract.				
<b>T2.3</b>	Deliver strategic review of key contracts to ensure quality and best value	Fundamental reviews of two key high value contracts are nearing completion.	⊕			
<b>T2.4</b>	Undertake service reviews, ensuring linkages across groups, consider new service delivery models	Programme of service reviews underway.	⊕			
<b>T2.5</b>	Define the strategic direction for future delivery of key frontline services	Scoping work underway for Neighbourhood Services	⊕			

<b>Corporate Commitment</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T3</b>	Work with our full range of partners to integrate services focused on client groups to improve customers' experience and reduce duplication.	⊕			
<b>Action or Project</b>	<b>Key Message</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T3.1</b>	Maximise the opportunities for increasing the range and integration of services at Shape Mendip Hub and other public sector locations	⊕			
<b>T3.2</b>	Deliver objectives of Shape Mendip One Team	⊕			

<b>T3.3</b>	Develop Shape Mendip Neighbourhoods project, working with contractors, communities, and town and parish councils	Business case being developed, with specific strands of work progressing.				
<b>T3.4</b>	Develop and deliver an integrated customer strategy, to include new website	This will commence in Q3 and will align with Marketing Strategy and 5 Councils Partnership plans.	ND			

<b>Corporate Commitment</b>			<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T4</b>	Grow the Shape Mendip brand to represent public sector best practice and our marketing strategy to enhance our reputation as a vibrant place to live and work.					
	<b>Action or Project</b>	<b>Key Message</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>T4.1</b>	Develop and deliver a marketing strategy and delivery plan that covers Mendip as a council, place and partner	Strategic Marketing advisors engaged. Initial scoping underway. Engagement with key stakeholders to commence in September.				
<b>T4.2</b>	Work with significant, high growth and key sector employers across the district to promote strategic opportunities for business retention and expansion	Consultation on the draft EDS in Q1 included discussions with key local employers. Charlie Bigham's new food campus set to start recruitment in Q2 for 100 new jobs.				
<b>T4.3</b>	Develop an Opportunity Mendip initiative to broaden and strengthen industry and education links across the district and promote employment opportunities	Following consultation with education partners, businesses and the DWP, this action forms part of draft EDS due for adoption by Cabinet in Q2.				

Corporate Commitment		Q1	Q2	Q3	Q4
<b>T5</b>	Develop and train our staff and councillors to have the right skills and competencies to deliver our ambitious corporate strategy and build an organisational culture of innovation and collaboration.	⊕			
Action or Project	Key Message	Q1	Q2	Q3	Q4
<b>T5.1</b>	Develop Shape our Future programme of member and officer development to ensure an organisation that is fit for the future.	⊕			
<b>T5.2</b>	Achieve <a href="#">Member Charter Plus</a> accreditation	⊕			
<b>T5.3</b>	Achieve <a href="#">Investors in People</a> accreditation	⊕			
<b>T5.4</b>	Achieve <a href="#">Timewise Council</a> accreditation	⊕			
<b>T5.5</b>	Implement Mod Gov software (paperless meetings)	⊘			

<b>Corporate Priority</b>	
	<b>Inclusive Growth</b>

<b>Corporate Commitment</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>G1</b>	Work with our businesses to deliver the ambitions of our Economic Strategy and increase the economic vibrancy of the Mendip area.				
<b>Action or Project</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>G1.1</b>	Develop the Mendip Economic Development Strategy 2017-2020 and Delivery Plans for Business, Place and People	Consultation completed with key stakeholders and businesses in Q1. Strategy considered at Cabinet, July 2017.			
<b>G1.2</b>	Explore the potential of our markets to deliver economic vibrancy	Market Strategy Review underway to ensure the Council have a thorough understanding of the performance of all current markets and to identify any future opportunities.			
<b>G1.3</b>	Contribute to the delivery of the Heart of the South West (HotSW) Better Business For All (BBfA) ambition to create the conditions for an effective and efficient regulatory system to support business growth through removing real and perceived regulatory barriers	MDC chairs steering group. Commercialisation investigative work being undertaken with BEIS support and HotSW regulatory enforcement policies being developed.			
<b>G1.4</b>	Improve the customer journey for businesses by providing self-service and on-line payments allowing micro and SMEs to access Council services at a time convenient to them	Tender document being prepared for replacement systems across Community Health/Housing and Neighbourhood Services enabling self-service and status tracking. On-line payments are awaiting			

		implementation of Integra financial system April 2018.
--	--	--

Corporate Commitment			Q1	Q2	Q3	Q4
<b>G2</b>	Work with our communities to deliver successful place shaping through vehicles such as the Local Plan, towns working groups and Neighbourhood Plans.		⊘			
Action or Project	Key Message	Q1	Q2	Q3	Q4	
<b>G2.1</b>	Adopt local Plan part 2 and gypsy and traveller document	Timing of Local Plan Part 2 has slipped from published timetable with publication by Q3 and submission by Q4. Work on Gypsy and Traveller document to start in Q3.	⊘			
<b>G2.2</b>	Promote and support parish councils in drawing up neighbourhood plans	Rode Neighbourhood Plan referendum took place July 2017. Ongoing support for Street, Walton, Glastonbury, Westbury Sub-Mendip and Wells.	⊕			
<b>G2.3</b>	Develop or establish town working groups, aligned with economic, commercial, assets and property objectives	Proposals for scope, contributors and governance of working groups to be agreed with Portfolio Holder and EDG in Q2.	⊕			
<b>G2.4</b>	Update Infrastructure Development Plan and ensure effective use of developer contributions	IDP update alongside plan publication in Q3. Ongoing work to clarify s106 protocols and policy by Q4.	⊘			

Corporate Commitment		Q1	Q2	Q3	Q4
<b>G3</b>	Take an active role in improving the health of our communities, challenging our partners to successfully deliver the Somerset Sustainability and Transformation Plan (STP) while adapting our services to support actions to prevent ill health and promote the mental wellbeing of our residents	⊕			
Action or Project	Key Message	Q1	Q2	Q3	Q4
<b>G3.1</b>	Identify and agree new Mendip Health and Wellbeing Board priorities for 2017 - 2019 and an associated action plan with our partners ensuring links to the Somerset Sustainability and Transformation Plan	⊕			
<b>G3.2</b>	Support initiatives to improve community wellbeing through partnerships	⊕			
<b>G3.3</b>	Take an active role on the Somerset Health and Wellbeing Board and in the joint deliver, with partners, of the workstreams of the Somerset Health and Wellbeing Strategy	⊕			

Corporate Commitment		Q1	Q2	Q3	Q4
<b>G4</b>	Use our position as a community leader to influence partners who can in turn deliver outcomes that improve the wellbeing of Mendip residents	⊕			

	Action or Project	Key Message	Q1	Q2	Q3	Q4
<b>G4.1</b>	Identify new partners and partnerships that can help the Council deliver wellbeing objectives	Opportunities are being proactively pursued.	⊕			
<b>G4.2</b>	Take an active role, both politically and at officer level, in the devolution discussions for the South West	The Leader of the Council and Chief Executive are actively involved in devolution discussions.	⊕			
<b>G4.3</b>	Use the Council's presence as a LEP board member to deliver influence for the area	The Council continues to exert its influence on the LEP Board.	⊕			
<b>G4.4</b>	Bring communities together to develop support networks and make the Mendip District area dementia friendly	Investigative work undertaken and gaps being identified for future action planning.	⊕			

	Corporate Commitment		Q1	Q2	Q3	Q4
<b>G5</b>	Work with partners at county, regional and national levels, to build stronger communities where people are supported to live well in good quality homes		⊕			
	Action or Project	Key Message	Q1	Q2	Q3	Q4
<b>G5.1</b>	Improve cross agency referrals, including through implementation of the Homeless Reduction Bill	Homelessness Reduction Act enactment date has been announced for April 2018. Preparation for the new act will begin when the code of guidance is released (expected by Oct 2017).	ND			
<b>G5.2</b>	Work across partners to provide co-ordinated support, advice and guidance to help people	Service review of disabled facility grant (DFGs) planned for September 2017. Review to be	⊕			

	stay in their own homes (e.g. disabled facilities grants, energy efficiency)	undertaken by external consultant via Government funding. Recommendations should improve timeframes of DFGs.			
<b>G5.3</b>	Support Somerset Community Land Trust in seeking suitable sites in the district	Outline business case approved by Phoenix Board on 30 August.			
<b>G5.4</b>	Establish and support Scrutiny Working Group in relation to Town and Parish Councils	Exploratory discussions underway.			
<b>G5.5</b>	Deliver aspirations of Somerset Positive Life Strategy	Positive Life Strategy and programme agreed.			

### Frequently Used Acronym Decoder

Acronym	Meaning
B2B	Business to Business
BBfA	Better Business for All
BEIS	Business Energy and Industrial Strategy
DFG	Disabled Facility Grant
EDG	Economic Development Group
FDI	Foreign Direct Investment
FOI	Freedom of Information
GD	Growth Deal
HotSW	Heart of the South West
LDO	Local Development Order
LDS	Local Development Scheme
LEP	Local Enterprise Partnership
MDC	Mendip District Council
DPA	Data Protection Act
RB&WS	Royal Bath & West Society
SCC	Somerset County Council
SDP	Supplementary Planning Document
SME	Small Medium Enterprise
STP	Sustainability and Transformation Plan
TOM	Target Operating Model

## Finance Dashboard

**Quarter 1 2017-2018 (1<sup>st</sup> April – 30<sup>th</sup> June 2017)**

Objective	Key Message	Q1	Q2	Q3	Q4
Revenue Spending (over/under spend against budget)	<ul style="list-style-type: none"> <li>As at the end of Q1 of 2017/18 financial year, the gross projected outturn is an over spend of £198k. With active budget management and forecasting actions it is possible this forecast over spend will be reduced during the year by savings from services and contracts.</li> </ul>	⊗			
Revenue Spending: write off to reserves	<ul style="list-style-type: none"> <li>N/A</li> </ul>	⊕			
Capital Spending (Over/under spend)	<ul style="list-style-type: none"> <li>The Capital programme as at Q1 of 17/18 is forecasting spend to budget of £1,370K.</li> </ul>	⊕			
Capital Slippage (projected)	<ul style="list-style-type: none"> <li>No slippage is forecast as at Q1.</li> </ul>	⊕			
General Reserves: balance	<ul style="list-style-type: none"> <li>Even if an over spend of £198k materialised reducing reserves, general reserves remain above the minimum level specified in the MTRS and the Council has earmarked funds in areas of specific risk or priority requirement.</li> </ul>	⊕			

## Customer Feedback Overview

### Quarter 1 2017-2018 (1<sup>st</sup> April – 30<sup>th</sup> June 2017)

#### Complaints and Praise

Learning from customer feedback to improve the way we do things is part of the performance management culture we are striving to embed throughout the Council.

#### Quarter 1 2017-2018

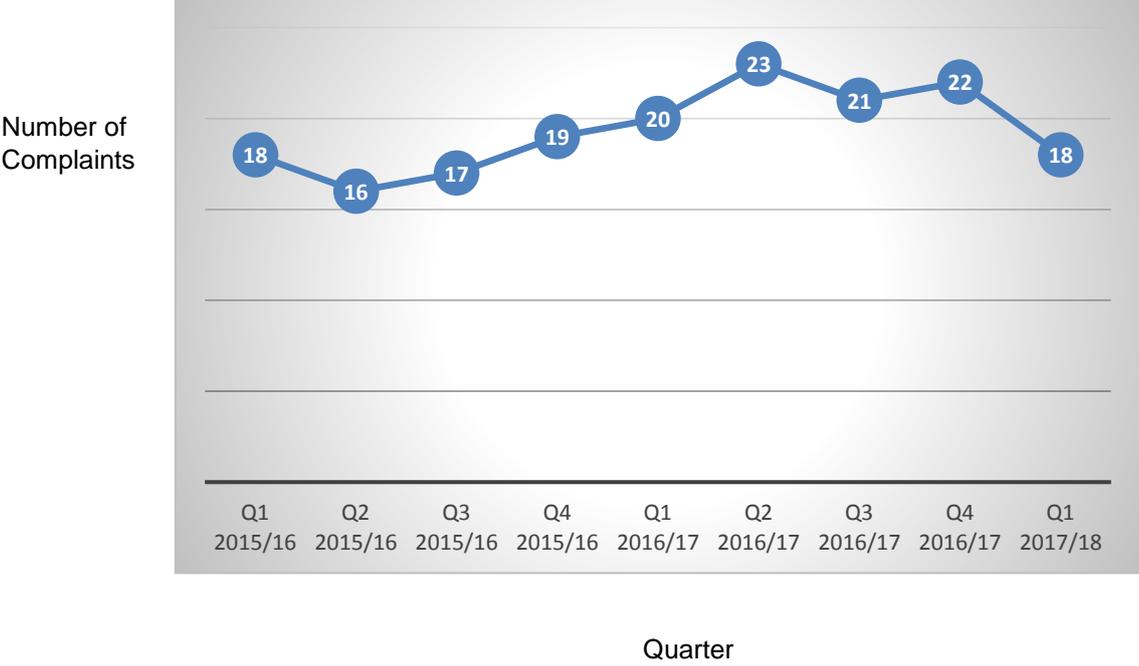
The Council received 18 customer complaints during Q1 and logged 20 expressions of praise for Council services during this time.

The 1<sup>st</sup> Stage Justified Complaints information for Quarter 1 2016-2017 is summarised below:

	Total Number of Complaints Received in Q1	Total Number of Complaints Responded to in Q1*	Average Number of Days taken to Respond to Complaints in Q1*	Percentage Complaints Responded to within the 10 Day Target in Q1*
Corporate Services	1	0		
Law and Governance Services	0	0		
Neighbourhood Services	2	2	0 days	100%
Community Health Services	1	1	27 days	0%
Planning and Growth Services	2	1	9 days	100%
Housing Services	0	0		
Strategic Leadership Team	0	0		
Revenue, Benefits and Customer Services	12	12	3 days	92%
<b>Total</b>	<b>18</b>	<b>16</b>	<b>5 days</b>	<b>88%</b>

\* This will include complaints received in previous quarters

**Total Number of Complaints per quarter Q1 2015/2016 to Q1 2017/2018**



For the fiscal year 2015/2016 there was an average of 18 complaints per quarter, this increased in the fiscal year 2016/2017 to an average of 22 complaints per quarter.

In quarter 1 2017/2018 there were 18 complaints, this is an improvement on the previous 5 quarters.

## Number of Complaints per Month grouped by Service Area

As the chart shows, complaints in Quarter 1 have principally been received by Revenues Benefits and Customer Services.

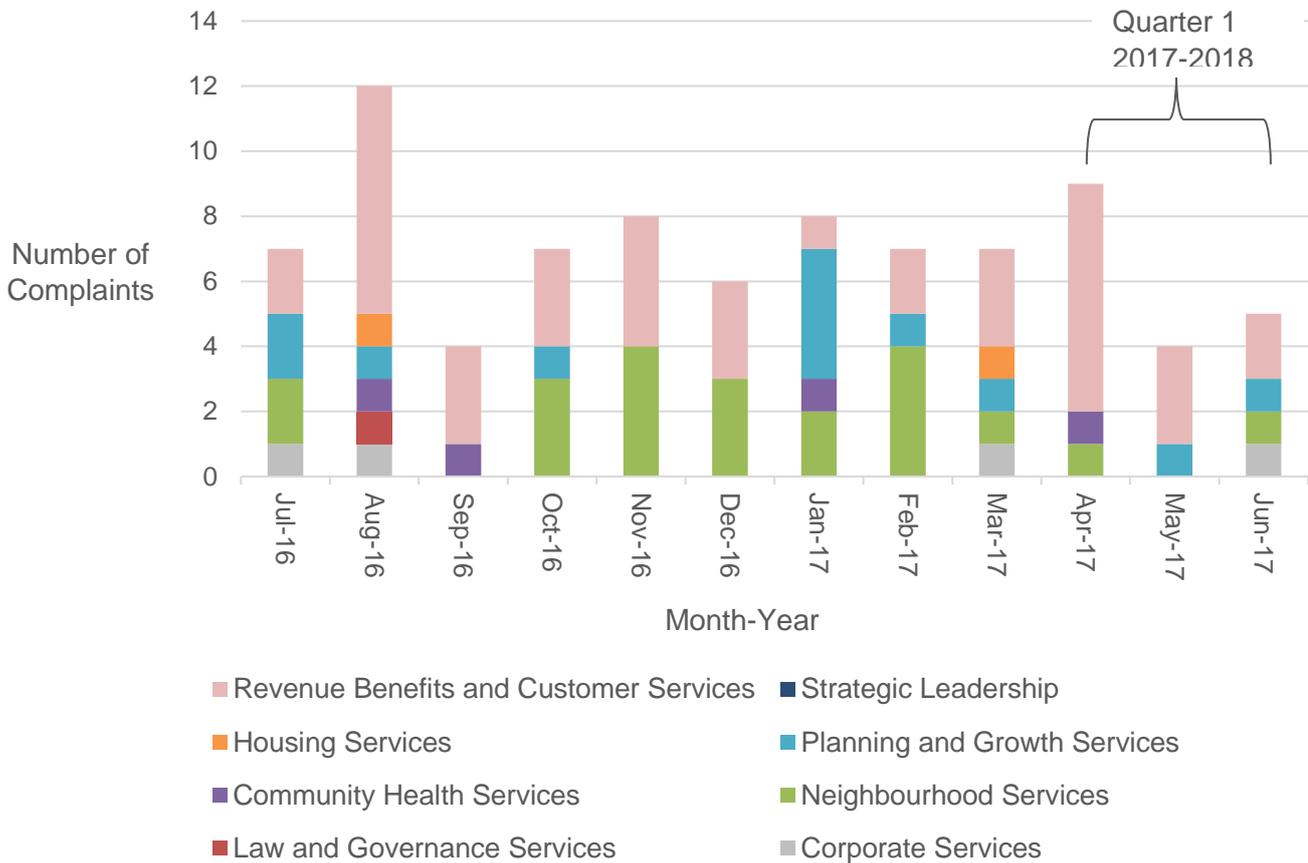


Table to show Number of Complaints per Month grouped by Service Area

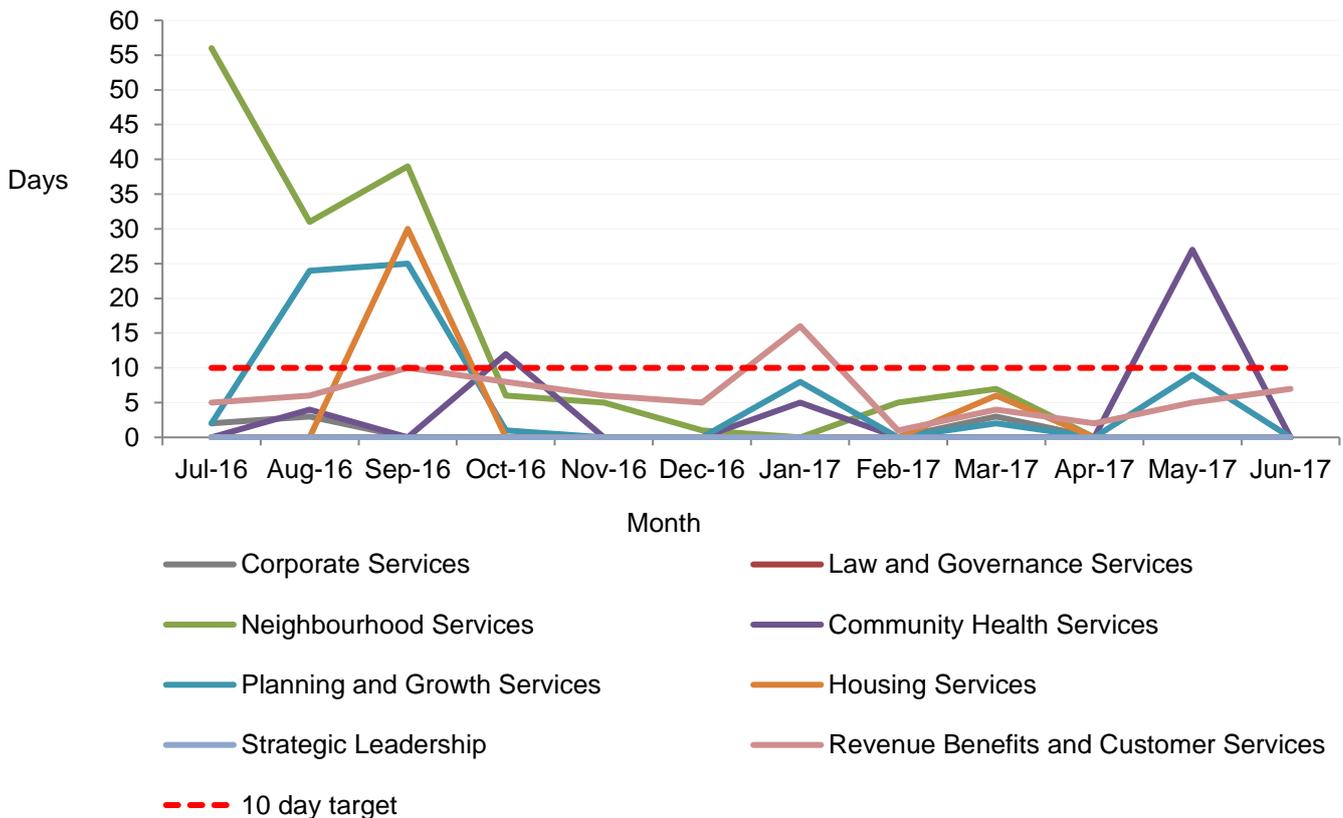
	Apr-17	May-17	Jun-17	Q1 Total
Corporate Services	0	0	1	1
Law and Governance Services	0	0	0	0
Neighbourhood Services	1	0	1	2
Community Health Services	1	0	0	1

Planning and Growth Services	0	1	1	2
Housing Services	0	0	0	0
Strategic Leadership	0	0	0	0
Revenue Benefits and Customer Services	7	3	2	12

### Average Number of Days to Close Complaints

The Graph below shows the average number of days to close complaints per month and per service area.

Complaints that were resolved in quarter 1 were generally within the 10 day target, two complaints were resolved outside the 10 day target.



## Second Stage Complaints

- There were no second stage justified, external complaints received in Q1. There is however 1 second stage complaint that was received in June for which investigations are still underway to determine if this is justified or unjustified. Depending on the outcome this figure may increase by 1 if found to be justified.

Second Stage complaints are logged where the complainant is not satisfied with the response they received for their initial complaint. This low number shows that initial complaints have been generally resolved exclusively at Stage 1.

## Q1 Local Government Ombudsmen Complaints

- One Local Government Ombudsmen Complaint was received in Quarter 1 for Revenue Benefits and Customer Services

## Q1 Local Government Ombudsman Final Decisions

- There were two final decisions received from the Local Government Ombudsman.

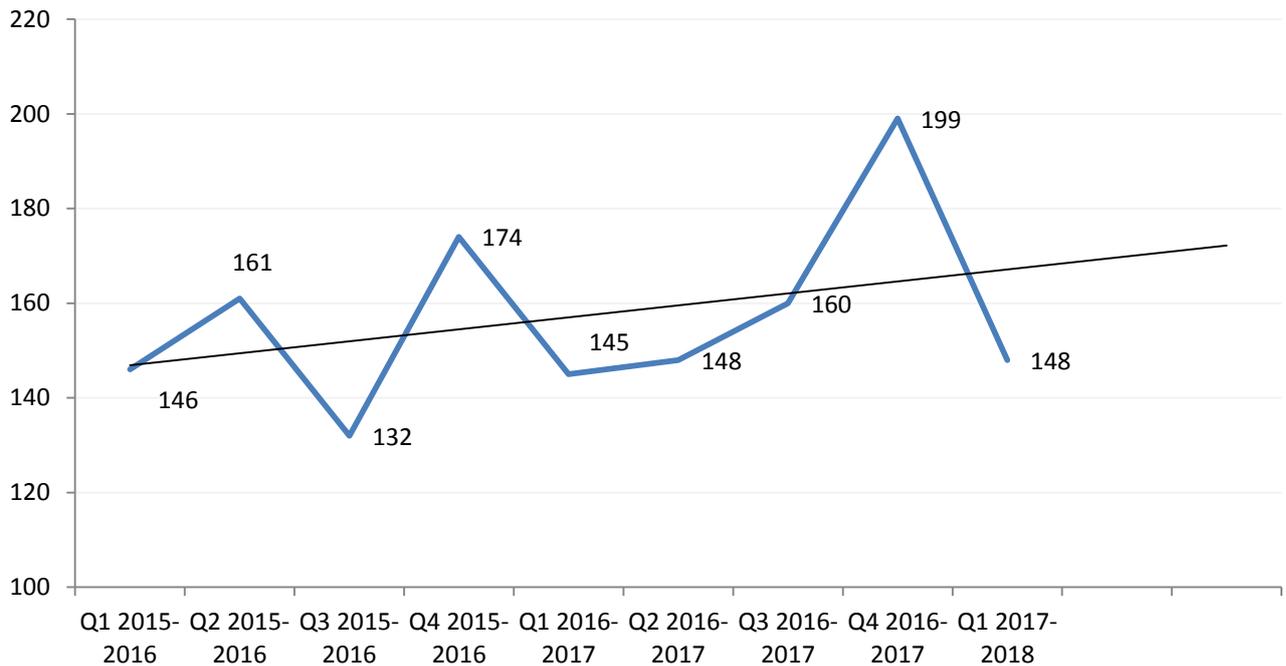
Service Area	Number of Complaints	Decision
2016 Planning & Growth Services	1	Upheld: maladministration no injustice
2016 Community Health Services	1	Not upheld: no maladministration

### Quarter 1 2017-2018 (1<sup>st</sup> April – 30<sup>th</sup> June 2017)

Mendip District Council deals with a significant number of Freedom of Information (FOI) requests per quarter, with a range of between 132 and 199 per quarter over the last two fiscal years. In quarter 1 the number of FOI requests received was 148, this is lower than in the previous two quarters.

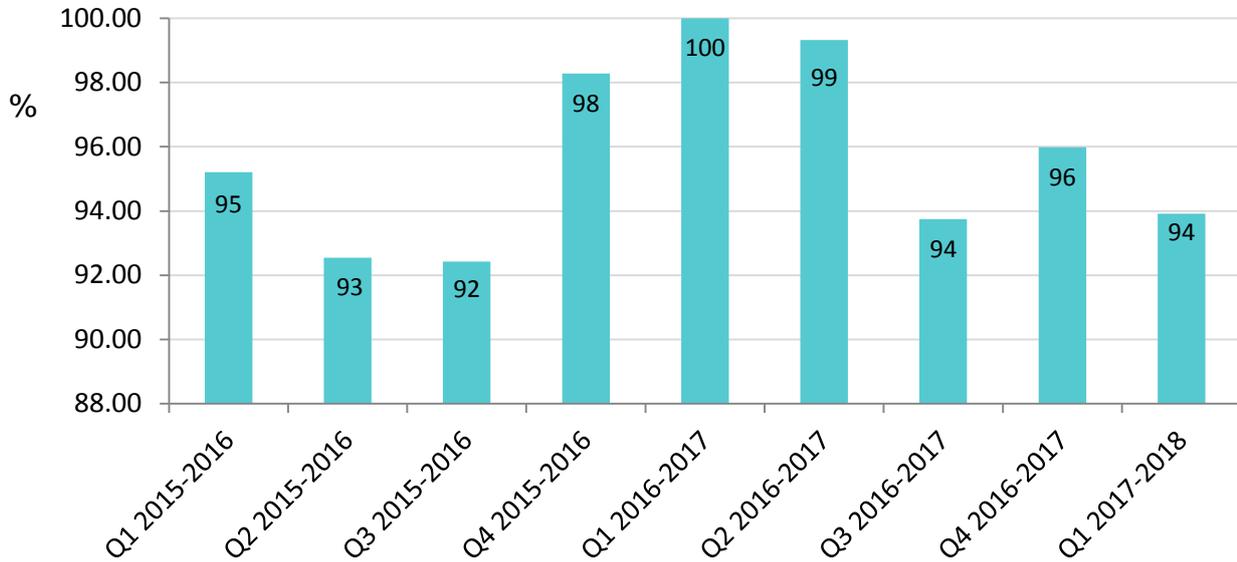
The trend line on the graph in black shows a gradual increase in FOI requests over time. In the fiscal year 2015-2016 the Council received 613 FOI requests and in 2016-2017 there were 652 FOI requests.

**Freedom of Information Requests Received**



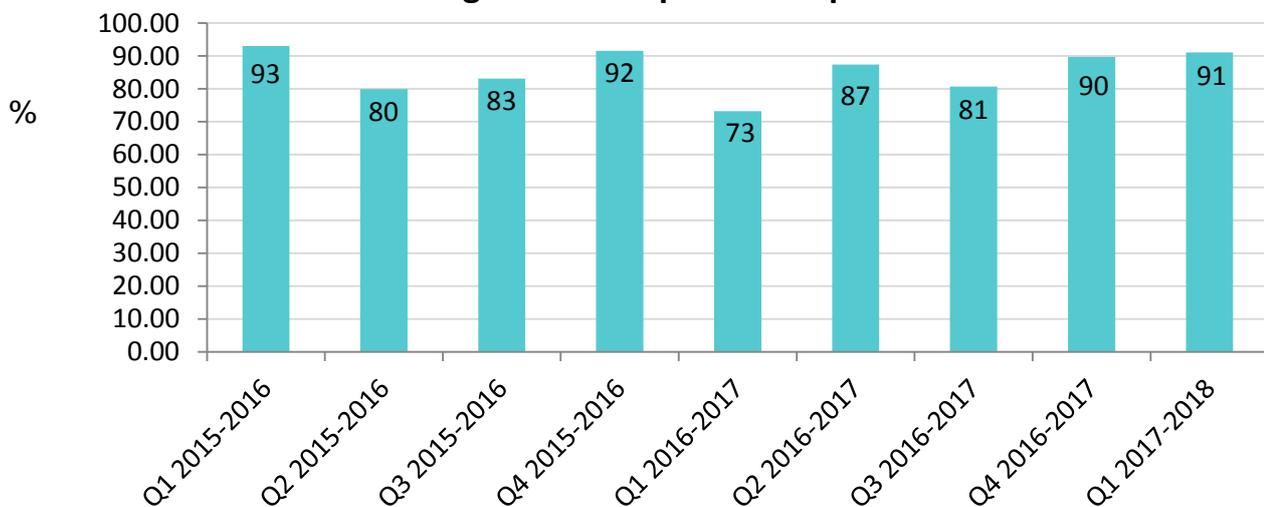
In general, FOI requests are acknowledged within two days, in quarter 1 the Council achieved a 94% success rate in acknowledging FOI requests within the Service Level Agreement.

**Percentage of FOI Requests Acknowledged within 2 days**



91% of Freedom of information requests were completed within the Service Level Agreement (SLA) of 20 days in Quarter 1.

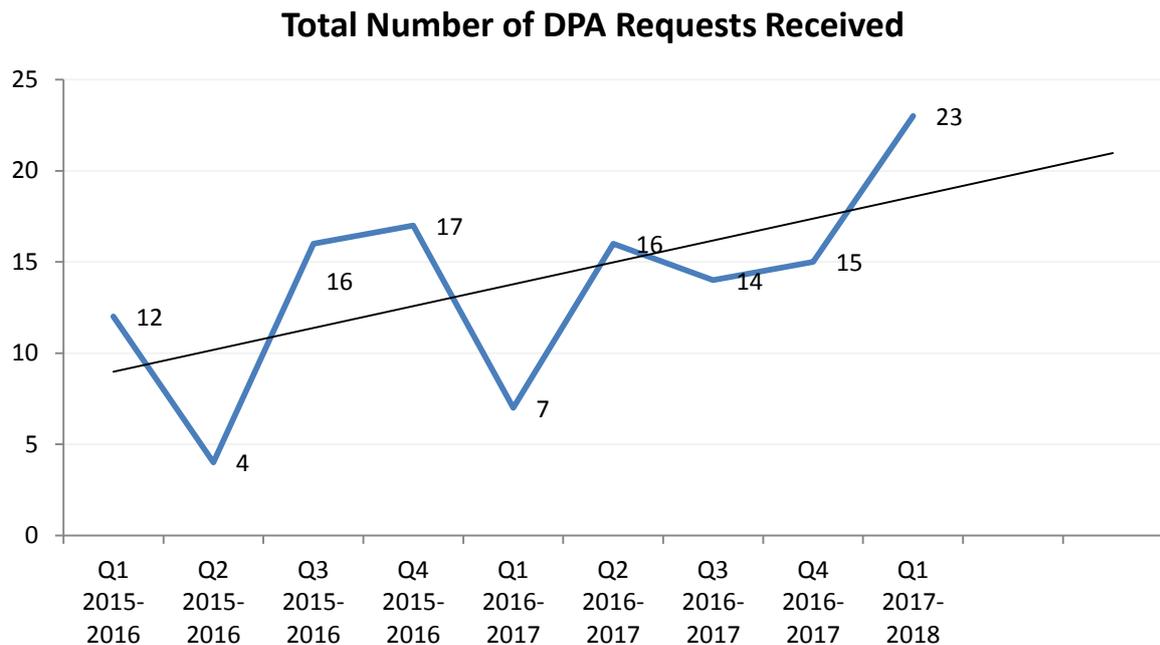
**Percentage of FOI Requests Completed within SLA**



## Information Requests that have a Data Protection Act Requirement

### Quarter 1 2017-2018 (1<sup>st</sup> April – 30<sup>th</sup> June 2017)

Mendip District Council deals with a number of information requests regarding personal data that are handled under the Data Protection Act (DPA). Requests per quarter are ranging from between 4 and 23. In quarter one 23 DPA requests were received, which is higher than normal.



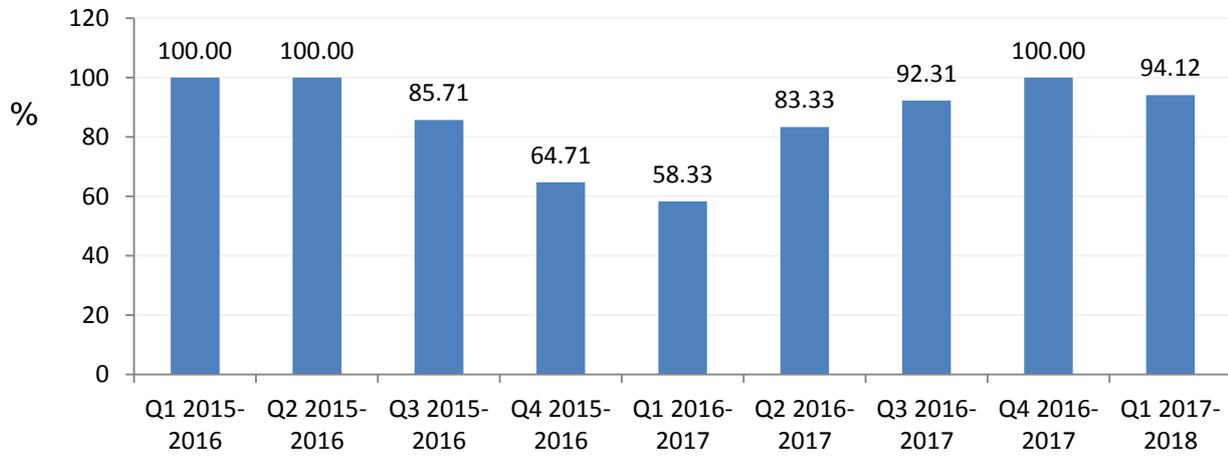
The graph above shows the trend line in black, illustrating an increasing number of Data Protection Act requests being received by the Council. In the fiscal year 2015-2016 there were 49 requests, while in 2016-2017 there were 52 requests. The number of requests received in quarter 1 2017-2018 is significantly higher than normal, equating to almost as much as 50% of the total requests received in 2015-2016.

The Data Protection Act (DPA) enquiries are often very complex, generally they are time consuming, require a significant amount of investigation and information governance is a key issue with the sensitive information; these factors can influence time to resolve a DPA request.

The following graph shows the percentage of DPA Requests completed within the target.

In quarter 1, 94% of DPA requests completed were resolved within the allocated time.

### Percentage of DPA FOIs Completed Within Deadline



## Human Resources Figures

### Quarter 1 2017-2018 (1<sup>st</sup> April – 30<sup>th</sup> June 2017)

#### HR Employee Figures

	Q1 2017/2018
Total Employees	153
Full Time Equivalent	135.5
Starters	6
Leavers	11

#### HR Sickness Figures

Q1 2017/2018	Overall	Long Term	Short Term
Total Number of Sickness Days Lost	443.96	374.6	69.33
Average Number of Days Lost per FTE	3.28	2.76	0.51
Number of instances of sickness	48	13	35
Number of staff sick	40	12	29
Average Number of Days Lost per Actual Staff Sick	11.1	31.22	2.3
Percentage of Staff that have taken Sick Leave	26.1%	7.8%	19%

The sickness absence data for Q1 2017/18 shows a slight deterioration when compared with the 2016/17 Q4 figure.

If the Q1 figure were to be extrapolated across the 2017/18 reporting period then the number of working days per employee would be in the order of 13 days per FTE (based on long term sickness at 11 days and short term sickness at 2 days).

The Local Government Workforce Survey for 2015/16 (published in March 2017) has reported the average number of sickness absence days per FTE as 8.8 and therefore the current MDC rate of sickness absence is significantly higher. The long term sickness figures are higher than expected, even during a period of significant change, and managers are taking action to address this.

## **Local Government Ombudsman Complaints Review 2016/17**

The Council receives an annual review letter from the Local Government Ombudsman (LGO). It includes a summary of statistics on the complaints made to the LGO about the Council for the year ended 31 March 2017 (see table A overleaf).

During 2016/17, the LGO received 19 queries and complaints in relation to MDC. This continues a slight downward trend from previous years.

During the same period, the LGO made decisions on 17 queries and complaints. This compares to 33 in 2015/16, 20 in 2014/15 and 49 in 2013/14.

The LGO carried out detailed investigations on 3 complaints in 2016/17, of which 1 was upheld and remedied by the LGO.

Table A shows how LGO complaints and queries are categorised and provides comparison with the two previous years. Table B shows the categories that the LGO uses to define management of the complaint. A description of the category meaning is below Table B.

**Table A LGO Complaints and enquiries received**

<b>Year</b>	<b>Adult Care Services</b>	<b>Benefits and tax</b>	<b>Corporate and other services</b>	<b>Education and children's services</b>	<b>Environmental services and public protection and regulation</b>	<b>Highways and transport</b>	<b>Housing</b>	<b>Planning and development</b>	<b>Total</b>
2016/17	0	4	1	0	4	0	1	9	19
2015/16	0	3	3	0	5	1	1	10	23
2014/15	0	1	3	0	3	0	3	21	31
2013/14	0	10	5	0	1	1	3	27	47

**Table B Decisions made**

<b>Year</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Advice given</b>	<b>Closed after initial enquiries</b>	<b>Incomplete / invalid</b>	<b>Referred back for local resolution</b>	<b>Total</b>
2016/17	1	2	0	7	0	7	17
2015/16*	13	4	0	4	1	11	33
2014/15	2	5	0	2	4	7	20
2013/14	4	3	0	11	4	27	49

\* There were significantly more Decisions than Queries and Complaints in 2015/16 due to ten complaints being received in 2014/15 but determined in 2015/16.

How LGO complaints and enquiries were dealt with is explained below:

- **Upheld:** These are complaints where the LGO has decided that an authority has been at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where an authority has accepted that it needs to remedy the complaint before the LGO makes a finding on fault. If the LGO has decided there was fault and it caused an injustice to the complainant, usually it will have recommended the authority take some action to address it.
- **Not upheld:** Where the LGO has investigated a complaint and decided that a council has not acted with fault, the LGO classifies these complaints as not upheld.
- **Advice given:** These are cases where the LGO gives advice about why it would not look at a complaint because the body complained about was not within the LGO's scope or the LGO had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.
- **Closed after initial enquiries:** These complaints are where the LGO has made an early decision that it could not or should not investigate the complaint, usually because the complaint is outside LGO's jurisdiction and it either cannot lawfully investigate it or it decides that it would not be appropriate in the circumstances of the case to do so. The LGO's early assessment of a complaint may also show there was little injustice to a complainant that would need an LGO investigation of the matter, or that an investigation could not achieve anything, either because the evidence we see shows at an early stage there was no fault, or the outcome a complainant wants is not one we could achieve, for example overturning a court order.
- **Incomplete/invalid:** These are complaints where the complainant has not provided the LGO with enough information to be able to decide what should happen with their complaint, or where the complainant tells the LGO at a very early stage that they no longer wish to pursue their complaint.
- **Referred back for local resolution:** The LGO works on the principle that it is always best for complaints to be resolved by the service provider wherever possible. Furthermore, the Local Government Act 1974 requires LGO to give authorities an opportunity to try and resolve a complaint before we will get involved. In many instances, authorities are successful in doing this.