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APPENDIX A

Corporate Performance Management Report

2021/2022 — Quarter 2
(July to September 2021)

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Overview and Summary

Introduction

This report sets out Corporate Performance for Q2 of 2021/2022.

The report provides an overview of progress of the actions that support the Council's three Corporate Priorities:

- Make Mendip a Fairer Place
- Deliver on our Climate and Ecological Commitment
- Protect and enhance our Towns and Rural Communities

In addition, it also reports on high level milestones for the major projects reflected in the Corporate Plan. These projects are being delivered through collaborative working across service areas, and each project will have its own plan, objectives, detailed milestones, interdependencies, and risk logs. Should Members wish to receive more detail in relation to any of the projects or priority actions, they are asked to contact the Performance and Improvement Officer or Head of Corporate Services in advance of the committee meeting so that full briefings can be provided. In addition to reporting on how we are delivering against major priority projects and priority actions, the report includes performance against Key Performance Indicators (KPIs) for a number of services, including those provided via the 5 Councils Partnership.



Senior Leadership Team (SLT) Comment

In July 2021 The Secretary of State announced all Councils within Somerset will become a Single Authority by April 2023 (vesting date). The Council has therefore, during Q2, realigned its Corporate Priorities to enable work on the transition to unitary and deliver key priorities. Cabinet approved the new Corporate Delivery Plan, appendix E, on 6th September 2021.

Whilst services to our customers and communities will continue to be delivered, our corporate priority projects are being realigned with the Corporate Delivery Plan and the unitary transition work. This will be reflected in the Q3 Performance Report.

There has been positive progress throughout the Council with the Local Plan Inspectors Report Part II: Policies and Sites being received from the Inspector and brings the examination to a close. The Government Green Home Grant Local Authority delivery programme to improve the energy rating of park homes in Somerset has been completed. Numerous grants have been offered throughout this period such as the Communities and Climate Ecological and Emergency grants, which is now closed, and Business Revitalisation and Tourism grants, which close in Q3 2021/2022.

SLT acknowledge the continued work of the services within the Council to maintain good performance throughout and note the improvement by Planning and Growth Services with Major Planning Decisions being made in time or extended time compared with Q1 2021/2022.



Corporate Plan Priorities and Supporting Actions

This report indicates performance in relation to the three Priorities within the Corporate Plan. As at 30 September 2021 one priority is green and two are amber.

These priorities are being delivered through a number of priority actions. At present there is a total of **24 actions**. This number may change during the lifetime of the plan as actions are achieved and new ones are identified, see new, merged, rephrased, completed, or moved action tables below.

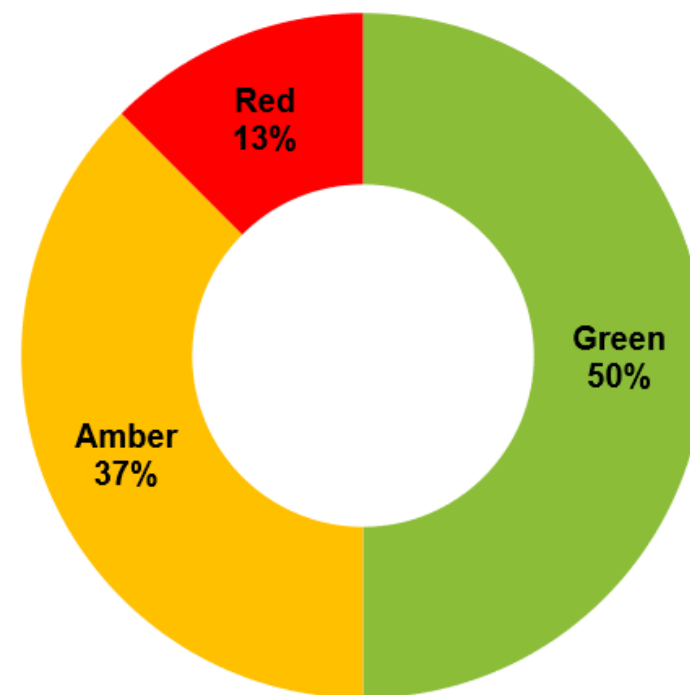
The status of these actions at the end of Q2 2021/2022 is as follows;

As at 30 September 2021, 12 (50%) are green, 9 (37%) are amber, 3 (13%) are red, and 0 (0%) are not yet due to start.

New, merged, rephrased, completed, or moved priority action(s):

When priority actions are completed, they will be removed from these reports and replaced with any new emerging priority actions, where appropriate. In Q2 2021/2022, 1 action has been moved from the corporate plan due to unitary decision.

New, merged, rephrased, completed, or moved priority action(s) during Q2 2021/2022 are noted in the tables below.



Completed or moved priority actions:

If the priority action has been marked as ‘completed’ it is because the key deliverable outcome has been achieved.

If the priority action has been marked as ‘moved’ from the Corporate Plan this is because the priority action is now being taken forward as business as usual by the relevant service(s). This is normally because the main key deliverable(s) has been achieved, and the action will be monitored at an operational level.

Less frequently, it may be that a corporate plan priority action is removed from the Corporate Performance report because it has been superseded or is no longer relevant. In such cases this will be explained within the report.

Priority Action Reference	Priority action	Reason for completed, or moved
Moved actions		
F12	Undertake reviews of all our services, including those that are delivered by contractors, in order to ensure that they are the best solution for meeting customer needs and providing value for money.	The Secretary of State announced the Unitary arrangements for Somerset in July 2021. This priority action is closed as all services and contracts will be reviewed during transition phases.

The tables overleaf provide an oversight of how the Corporate Plan Priorities are performing each quarter and the direction of travel. Further details on the progress of each priority action can be found within **Appendix B**.

Keys for Corporate Plan Priority Dashboards

Key: RAG (Red, Amber, Green, Blue)

Colour	Alert Symbol Key
Blue	Moved
Green	On Target / completed
Amber	Some Issues / currently off target
Red	Unlikely to be achieved
Grey	Not yet due to start / scoping

Key: Direction of Travel

Arrow	Direction meaning
↑	Increase in progress
→	No change in progress
↓	Decrease in progress
-	N/A



Corporate Plan Priority Dashboard

Corporate Plan Priorities	Direction of Travel over the quarters			
	↑	↓		
Priorities	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Make Mendip a Fairer Place	Amber	Amber		
Deliver on our Climate and Ecological Commitment	Green	Amber		
Protect and Enhance our Towns and Rural Communities	Green	Green		

Corporate Plan Priority Actions Dashboard

Make Mendip a Fairer Place	Direction of Travel over the quarters			
	↓	↑		
Priority Action	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
F1: Strengthen the Local Plan and support developers to meet social and affordable housing objectives.	Amber	Green		
F2: Support the availability and accessibility of broadband across the district.	Amber	Amber		
F3: To support and work with local councils, businesses, and the wider community in being more resilient, against major changes; to improve investment and growth, across all sectors, (including tourism, agricultural and manufacturing sectors); create a fairer environment for trading; and to ensure our City, town and village centres remain the multi-purpose economic and social heart of our communities, where people access most services.	Green	Green		
F7: Work towards a real living wage for all council employees and those of our contractors	Green	Amber		
F8: Work to strengthen trust and relationships with our City, Town and Parish councils and in the wider community, to identify ways to work together to address local needs and aspirations.	Amber	Amber		

F11: Review and develop our access channels, including the website and social media output, to provide services, advice and information in ways that best meet customer need.	Red	Red		
F12: Undertake reviews of all our services, including those that are delivered by contractors, in order to ensure that they are the best solution for meeting customer needs and providing value for money.	Amber	Moved		
F13: Encourage the establishment of, and support for, Youth Councils in Mendip so that young people can influence their future in the district.	Red	Red		
F14: Champion approaches to raise awareness of mental health and wellbeing within our communities and with our staff and councillors.	Green	Green		
F16: Extend the roll out of 'Changing Places' in order to make Mendip more accessible for disabled people.	Amber	Green		

Corporate Plan Priority Actions Dashboard

Deliver on our Climate and Ecological Commitment	Direction of Travel over the quarters			
	↑	↓		
Priority Action	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
CC1: Identify and use the potential of the Local Plan to contribute to meeting our climate and ecological commitment, including requiring developers on large-scale projects to install carbon-neutral equipment (solar panels, car charging points, access to cycle routes, etc).	Amber	Amber		
CC2: Work with other local authorities to call for increased powers to set higher sustainability standards for all new housing.	Green	Amber		
CC3: Work with local groups, Parish, City, Town Councils and other partners towards achieving a range of objectives including: <ul style="list-style-type: none"> o Creating a network of local and walking and cycling routes o Encouraging carbon sequestration through tree-planting schemes o Encouraging people to buy local food 	Amber	Green		
CC4: Develop and deliver a programme of communications and events to raise awareness, create links across communities and support and encourage local action to address Climate Change.	Green	Green		
CC6: Protect our local ecology and find ways to enhance biodiversity.	Amber	Amber		

CC7: Encourage and support residents and landlords to make their homes more energy efficient.	Green	Green		
CC8: Increase the availability of electric car charging points across the district.	Green	Amber		
CC9: Refit the Council's buildings where possible to improve energy efficiency and lower carbon footprint and, wherever possible, eliminate single-use plastics in Mendip's offices.	Green	Green		
CC10: Explore investments in renewable energy and infrastructure, including community run schemes.	Amber	Red		

Corporate Plan Priority Actions Dashboard

Protect and Enhance our Towns and Rural Communities	Direction of Travel over the quarters			
	↑	↑		
Priority Action	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
E1: Support and facilitate City, Town and Parish Councils to develop and adopt Neighbourhood Plans and Village Design statements.	Amber	Green		
E2: Promote innovative and quality building design.	Green	Green		
E5: Actively recognise and protect the Mendip landscape and natural environment through the Planning framework. Encourage and facilitate the planting and protection of trees, hedgerows and green spaces, and net gain for biodiversity, including through planning conditions.	Green	Green		
E7: Work with communities and partners to help maintain and enhance valued local amenities and facilities.	Amber	Amber		
E8: Strengthen our approach to enforcement to ensure a high-quality built environment and to tackle environmental crime and fly-tipping.	Green	Green		
E10: Review the role of our car parks in supporting our city, towns and villages and helping people access local services.	Amber	Amber		

Note: Further details on the progress of each priority action can be found within **Appendix B**.

Corporate Plan Priority Projects

Introduction

Major projects cut across and support the delivery of a number of priorities. All of these projects support delivery of the Corporate Plan. High level quarterly monitoring updates (key message) for each priority project are provided in the dashboard below.

Each major project has its own interdependencies, challenges, and milestones to meet the expected objectives.

Corporate Plan Priority Projects Dashboard

Corporate Plan Priority Projects	Start Date	Expected Delivery Date	Direction of Travel over the quarters			
			↑	↑		
Projects			Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Renew and Strengthen Local Plan A comprehensive review of the adopted 2014 Mendip Local Plan Part I.	2020	2023	Amber	Green		
Key Message: The Inspectors report Local Plan part II has been received and will be presented to Cabinet on 4 th October 2021. Once Cabinet has endorsed the report it will be progressed to Full Council, recommending adoption.						
Cycle and walking paths Reducing the volume of commuter related vehicles on our roads through the creation of an integrated network of multi-user paths around Mendip.	2020	2023	Green	Green		
Key Message: The Local Cycling Walking Infrastructure Plan (LCWIP) prescribed stages (1 and 2) have been completed. In Q3 2021/2022 stage 3 of the prescribed stages will commence. The path at Dulcote has now been completed and in Q3 2021/2022 the Council will purchase tools for volunteers for future maintenance. Procurement with land agents is in progress ahead of the landowner engagement in Q3 2021/2022. The Network Rail licence for Frome Missing Links has been funded and the licence has been agreed. In addition, the Frome Schools Streets scheme consultation commenced.						

Saxonvale A major town centre regeneration project in Frome	2016	2025	Green	Green		
Key Message: The local planning authority reconsidered and approved the outline planning application, subject to conditions on 15 th September 2021. Consent will be issued once the s106 agreement has been agreed by all parties. Non planning related remediation works, funded by the Homes England Local Authority Accelerated Construction Grant have continued, with the main focus this quarter being the removal of asbestos and a soft strip of redundant materials from the derelict buildings.						
Affordable and Social Housing Initiatives Develop and deliver a programme of social housing, focusing initially on the potential of council owned sites.	2020	2023	Green	Green		
Key Message: At Cabinet on 6 th September 2021 Members unanimously agreed to push forward ambitious efforts for this much-needed provision. Members heard more than 1,600 families in Mendip are currently on our housing register. A social housing report was noted and approved by Members. The paper provided an update on a number of social housing projects progressing across the district. The scheme - the first for two decades - promises to create jobs, boost skills and the local economy, while leaving a lasting legacy of social homes offering fair rents for residents.						
Glastonbury Living Spaces To understand and quantify the range, nature and accommodation need in the area.	2019	2023	Green	Green		
Key Message: Extensive land searches have been undertaken and investigations into old and new potential opportunities to develop a range of sites to find solutions. We have been consulting with other authorities and organisations on a range of aspects of site development, delivery and management and types of site. There is limited suitable land available in the Glastonbury area which we are continuing to work on, but we have identified potential plots on which further work, such as a flood assessment, continue. We have commenced work on the Glastonbury Town Deal enabling project business case (https://www.mendip.gov.uk/towninvestmentplan). Consultation with Glastonbury Town Council has been taking place to look at design solutions in the town to make hot spots less conducive and remove ongoing issues of illegal encampments, this is going in hand with work to find sites, in line with the terms of reference of Glastonbury Living Spaces. A presentation to Glastonbury Town Council from the multi-agency group (SCC, MDC, GTC and Police) in September laid out possible options and solutions.						

Development of Community & Parishes To strengthen our relationship with our community and parishes	2020	2023	Amber	Amber		
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Key Message:

The launch of the new electronic information pack for Parish, Town and City clerks has been delayed due to resources, it is anticipated the packs will be launched in Q4 2021/2022.

The Council's one-off Community and Climate and Ecological Grants closed for applications on 30th September 2021. All applications will be assessed by the Grants Panel during Q3 2021/2022 prior to awarding any funding.

Virtual Parish Forums have been held in Q2 2021/2022. Further Forum events have been advertised and scheduled until March 2022.

Work continued in Q2 2021/2022 on the Communities Framework with regular meetings being held.

The Council continues to work with other district councils, partner agencies and County Council on Covid-related activities.

Corporate Finance

Corporate Finance Dashboard

Corporate Finance	Direction of Travel over the quarters			
	↑	→		
Priorities	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Revenue spending (over/under spend against budget)	Green	Green		
Revenue spending: Write off to reserves	Green	Green		
Capital Spending (over/under spend)	Green	Green		
Capital Slippage (projected)	Amber	Amber		
General Reserves: balance	Green	Green		
<p>Key Message: As at the end of Q2 2021/2022, the Council is on track to achieve a balanced outturn position. There continues to be pressure on income budgets due to the impact of the Pandemic, but these are being managed through Covid grants and earmarked reserves specifically set aside for this purpose. The Capital programme has been revised and the latest projections will be taken to Cabinet on 4th October 2021. The commercial investment programme has now been ceased, pending Local Government Reorganisation, and there is a risk of further slippage on the Saxonvale enabling works due to Planning issues.</p>				

Performance Indicators

Customer Feedback

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.

An unjustified complaint is when a complaint that has been logged on the system has been investigated by the manager and deemed not to be reasonable or the process the staff followed is within regulation / policy.

A partially justified complaint is when a complaint that has been logged on the system has been investigated by the manager and deemed to be reasonable in part but not all areas.

Second stage complaints are logged where the complainant is not satisfied with the response they received for their initial complaint.

Response times are extended with consultation and agreement of the complainant

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Customer 1 st Stage Complaints Received	Total number 1 st stage justified / partially justified external complaints received in period	-	10	-	14	-						
Customer 1 st Stage Complaints Responded	Total number 1 st stage justified / partially justified external complaints responded to in period	-	10	-	13	-						
Customer 1 st Stage Average days to respond	Average number of days taken to respond to 1 st stage justified / partially justified external complaints in period	-	7 days	-	7 days	-						
Customer 1 st Stage Percentage of Complaints responded	Percentage of Complaints Responded to within the 10 day target	10 day	-	80%	-	85%						

Praise	Total number of Praise received in period		12	-	11	-												
Second stage Complaints	The total number of second stage complaints received in period	-	0	-	5	-												
Local Government Ombudsman (LGO) complaints	The total number of LGO complaints received in period	-	2	-	2	-												
LGO final decisions received	The total number of LGO final decisions received in period	-	2	-	0	-												
Key Message	<p>In summary the Council received 14 justified or partially justified external customer complaints during Q2 2021/2022 and logged 11 expressions of praise for council services during this time. There were 5 second stage external, justified or partially justified complaints received in Q2 2021/2022.</p> <p>Two Local Government Ombudsman complaints were received in Q2 2021/2022, the service area the complaint relates to is noted in the table below.</p> <table border="1"> <thead> <tr> <th>Service Area</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Planning and Growth Services</td> <td>1</td> </tr> <tr> <td>Neighbourhood Services</td> <td>1</td> </tr> </tbody> </table> <p>There were no final decisions received from the Local Government Ombudsman in Q2 2021/2022.</p>												Service Area	Number of Complaints	Planning and Growth Services	1	Neighbourhood Services	1
	Service Area	Number of Complaints																
	Planning and Growth Services	1																
Neighbourhood Services	1																	

Freedom of Information and Data Protection

Freedom of Information Requests:

Mendip District Council deals with a significant number of Freedom of Information (FOI) requests per quarter

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
FOI Received	The number of FOI requests received in period	-	107	-	126	-						
FOI acknowledged	Percentage of FOI requests acknowledged within two days	2 days	-	92%	-	93%						
FOI Completed	The number of FOI requests completed in period	-	100	-	107	-						

FOI Refused	The number of FOI requests refused in period – Full refusal	-	10	-	14	-						
	The number of FOI requests refused in period – Partial refusal	-	14	-	17	-						
FOI completed	Percentage of FOI requests completed within 20 working days	20 working days	-	90%	-	91%						
Internal reviews	The number of FOI internal reviews requested in period	-	3	-	7	-						
FOI Outstanding	The number of FOI requests outstanding at the end of the period	-	61	-	72	-						
Key Message	The Council deals with a significant number of Freedom of Information (FOI) requests, with a range between 89 and 204 received each quarter over the last two financial years. The number of FOI requests received in Q2 2021/2022 was slightly higher than in Q1 2021/2022 but lower than the same quarter in 2020/2021 (147 requests). The response time of 91% requests responded to within 20 working days is up very slightly on the previous quarter but is equal to the same period in the same period in 2020/2021 (91%).											

Information Rights Requests under the General Data Protection Regulation or Data Protection Act 2018

GDPR / Data Protection requests:

Mendip District Council deals with a number of information right requests regarding personal data that are handled under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA18).

Data Protection requests are often complex and generally time consuming, requiring a significant amount of investigation, and good information governance is paramount when dealing with sensitive information. This can have an impact on the time taken to resolve a request.

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Information Rights Requests received	Total number of requests received in period	-	13	-	8	-						
Information Rights Requests completed	The percentage of requests completed within the required 1 month (this can be extended by up to a further 2 months for	1 month	-	100%	-	75%						

	complex requests) in period											
Key Message	<p>The number of requests received in Q2 2021/2022 has reduced quite significantly compared to the previous quarter, although this figure is similar to the number of requests seen in the same period in 2020/2021 (9 requests).</p> <p>After a significant recover to the response time in Q1 2021/2022, Q2 2021/2022 has seen a decrease in the number of requests being responded to in the 1-month timeframe to 75%. The response time for Q2 is slightly higher than the response rate seen in the same period in 2020/2021 (67%).</p>											

Human Resources

In this section we measure the size of the organisation, starters, and leavers and long and short-term sickness absence

HR Employee Figures:

Performance Indicators	Calculation Methodology	Target National/service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Employee Total	Total number of employees in period	-	186	-	194	-						
FTE total	The total number of Full Time Equivalent (FTE) staff in period	-	165.7	-	174.25	-						
Starters	The total number of starters in period	-	8	-	13	-						
Leavers	The total number of leavers in period	-	7	-	5	-						

Vacancies	The total number of vacancies at the end of period	-	16	-	14	-						
Key Message	As at 30 th September 2021, there are 14 vacancies of which 3 are filled on a temporary basis and 6 is either advertised or interviews are arranged. The remaining 5 are under active review by the relevant Heads of Service.											

Note: Small discrepancies may appear for the total number of employees if a starter / leaver for the end of a quarter is processed at any point after the report is issued.

HR Sickness Figures:

Performance Indicators	Calculation Methodology	Target National/service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Sickness days lost	Total number of Sickness days lost in period	-	271.5 days	-	626 days	-						
	Long Term	-	221 days	-	532 days	-						
	Short Term	-	50.5 days	-	94 days	-						
FTE average days lost	Average number of days lost per FTE in period	2.2 days per quarter 8.8 per annum	1.64 days	-	3.6 days	-						
	Long Term	-	1.34 days	-	3.05 days	-						
	Short Term	-	0.30 days	-	0.55 days	-						
Number of staff sick	Total number of staff sick in period	-	18	9.7%	29	14.9%						

	Long Term	-	6	3.2%	6	3.1%						
	Short Term	-	12	6.5%	23	11.9%						
Number of instances of sickness	Total number of instances of sickness in period	-	21	-	33	-						
	Long Term	-	6	-	7	-						
	Short Term	-	15	-	26	-						
Average lost day per staff sick	Average number of days lost per actual staff sick	-	15.1 days	-	21.6 days	-						
	Long Term	-	36.8 days	-	88.7 days	-						
	Short Term	-	4.2 days	-	4.1 days	-						
Key Message	Both long- and short-term absence have increased in Q2 2021/2022 and absence this quarter is above the national target of 2.2 days per FTE, at 3.6 days. Long term absence has significantly impacted on the overall figure – 3 of our 6 employees on long term absence have returned to work and another is currently being supported in their return. We also saw a spike in short term absence during September 2021 due to viral infections.											

Note: Long Term sickness is 20 plus days, pro rata for part-time employees

Service Performance Indicator Dashboards

Planning and Growth Services:

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Major Planning Decisions	Major Planning Decisions total and % in time or extended time. Outturn is over the reporting period	60%	9	33%	14	93%						
Non Major Planning Decisions	Non Major Planning Decisions total and % in time or extended time. Outturn is over the reporting period	70%	277	85%	268	90%						
Listed Building Consent	Total and % of decisions in time and / or extensions of time. Outturn is over the reporting period.	70%	31	90%	25	100%						

Key Message

The performance outturn for the Major Planning Decisions has improved compared to Q1 2021/2022. When comparing against the same period last year (Q2 2020/2021) both the number received, and the percentage outturn are the same.

The number of Non-Major Planning Decisions has increased compared with Q2 2020/2021 (232 decisions received) and has decreased compared to Q1 2021/2022. The percentage outturn when compared to the same period last year has increased from 83% to 90%.

Listed building consent decisions for Q2 2021/2022 is lower compared to Q1 2021/2022, which reflects the loss of one member of staff during this period, despite this, the accomplishment of 100% of decisions within target is a good achievement.

Housing Services:

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Homelessness successful preventions	Average % of cases closed with successful prevention in period (National Average = 58%)	>=65%	-	60%	-	53%						
Homelessness successful reliefs	Average % of cases closed with successful prevention in period (National Average = 40%)	>=42%	-	44%	-	44%						
Numbers of households in temporary accommodation	Number of households in temporary accommodation at the end of the period	<= 8	9	-	9	-						
Disabled Facility Grants (DFGs)	The total number of DFGs completed within the reporting period.	No target set	9	-	11	-						

Key Message

Housing Options:

We have seen a large uptick in new cases in Q2 2021/2022 compared with previous years. While this has not impacted on temporary accommodation figures within this quarter it is possible it will show up in Q3 2021/2022. Successful preventions for the last quarter are down to 53% in Q2 2021/2022 (while the target is 65%). The team have reported that accessing private rented property over this period had become increasingly difficult and expensive. Despite this, most of our clients are prevented from becoming homeless by finding accommodation in the private rented sector.

Disabled Facility Grants (DFG):

Cases are being progressed and after some challenges with dealing with previous backlogs we are starting to get through cases and progress them to completion. Most cases are active and there are only one or two that remain on hold due to clients wishes. Social care has increased their resources to allow for cases to be pushed through quicker and this has led to a higher number of referrals. Contractors remain very busy and there has been a noticeable increase in material costs which is being seen across the country and the building sector. Cases are being progressed as quickly as we are able, and higher risk clients are prioritised as needed to ensure resources are dedicated appropriately, and this has been seen in the higher number of Fasttrack DFGs that we have processed recently. We continue to liaise closely with our partners to ensure the process is as smooth and as quick as possible for residents.

Neighbourhood Services:

The Street Cleansing and Groundcare proactive inspection figures indicate how many randomly selected inspections have been carried out by MDC officers and the contractor for both service streams within the Core Services Contract. There are 'up to' 960 inspections carried out each month for the whole of the contract service streams including, but not limited to, facilities and asset maintenance.

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Fly tip collections	The overall total number of fly tips collected during the reporting period	-	464	-	473	-						
Fly tip collections	The % of fly tips collected within 3 working days after reported to the contractor	3 working days	-	91%	-	93%						
Street Cleansing - Inspections	The total number of proactive inspections carried out during the period for Street Cleansing and the % of those graded A or B	80%	-	0%	52	80%						

Ground care - Inspections	The total number of proactive inspections carried out during the period for Groundcare and the % of those graded A or B	80%	-	0%	28	92%						
Street cleansing	The total miles of road swept within period	-	825 miles	-	849 miles	-						
Street cleansing	The total tonnage of debris collected from road sweeping within period	-	580.92 tonnes	-	387.29 tonnes	-						
Street cleansing projects	The number of community litter picking projects carried out within period	-	11	-	14	-						
Street cleansing waste disposal	Total tonnage of waste disposed of within period. Includes litter bins, dog bins, fly tipping, litter picks except for special clearances	-	160.66 tonnes	-	227.13 tonnes	-						
Key Message	<p>Fly tipping: The number of fly tips has increased slightly compared with Q1 2021/2022. When comparing against the same period last year (Q2 2020/2021, 454 fly tips collected) the number of fly tips collected in Q2 2021/2022 continues to be higher than expected levels. The Council continues to work with enforcement to target large scale fly tippers.</p>											

Street cleansing and ground care:

Inspections resumed in September 2021, with expected results. The minimum score reached for street cleansing is due, (in part), to the time of the year, with leaf fall beginning to impact those scores. It is expected that the annual additional street sweeper will be engaged soon to back up the main street sweeping efforts.

The number of miles swept are similar to Q1 2021/2022, with the increasing leaf fall volume reducing the tonnage weights overall.

Traffic Management controlled litter picks were paused during Q2 2021/2022. This was due to the grass verges being long, and increased volume of traffic would mean significant delays, given the need to pause more frequently due to the traffic count when working under Stop and Go traffic management conditions.

Community Health Services:

Performance Indicators	Calculation Methodology	Target National/service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Service Requests	Service requests received and responded to within the 5 day service standard	95%	722	96%	702	97%						
Enforcement - CPWs	Number issued in period	n/a	14	-	12	-						
Enforcement - CPWs	Number conformed/withdrawn in period	n/a	3	-	5	-						
Enforcement - CPWs	Number active in total at end of the period	n/a	25*	-	37	-						
Enforcement - CPNs	Number issued in period	n/a	2	-	4	-						

Enforcement - CPNs	Number active in total at end of the period	n/a	2	-	6	-						
Enforcement - CPNs	Number being progressed for further enforcement action at the end of the period	n/a	2	-	0	-						
Enforcement – Abatement Notices	Number of abatement notices served during the period	n/a	1	-	0	-						
Enforcement – Abatement Notices	Number of abatement notices withdrawn during the period	n/a	0	-	1	-						
Enforcement – Abatement Notices	Number of abatement notices being progressed for further enforcement action at end of the period	n/a	0	-	0	-						
Enforcement - FPNs	Number of FPNs issued in period	n/a	8	-	9	-						

Key Message

Service Requests: Service requests during Q2 2021/2022 have decreased slightly compared to Q1 2021/2022, however, the number of requests are continuing to be high. Despite this continuing high demand, the overall service has maintained performance despite the temporary reduction in staff resource in the Environment & Community Protection (ECP) team. The use of an agency worker and our environmental health apprentice helped to meet the general increased demand on the service.

Enforcement: During Q2 2021/2022 the team progressed ideas to consolidate an effective strategy to tackle waste crime which culminated in a paper being presented at Cabinet in September 2021. The endorsement facilitated a journey to establish stronger partnerships with other agencies alongside a toolkit approach to address behaviours which can make a significant difference to the environment, safety, health and wellbeing.

The first Stop and Search joint operation with the police to tackle illegal transfer of waste was successfully conducted in Q2 2021/2022. Additionally, in Q2 the Council procured body worn video and have been working on the relevant procedures to provide deployment to assist staff safety and record interventions.

Appropriate use has continued to be made of community protection warnings and community protection notices during Q2 2021/2022 to tackle anti-social behaviours. The number of fixed penalty notices relating to waste offences in this period maintained the momentum of Q1 with an income of £1250 received and £1200 outstanding (total £2450). The number of service requests which are being resolved informally within ECP team remain a significant majority at around 50% of all requests. The percentage of service requests currently involving enforcement steps either solely by the team or with assistance of other partners, has been maintained at the same elevated level of Q1, above 10% of all service request cases. By excluding general enquiries and cases which cannot be actioned from the data set, the split is the same as for Q1: Formal action 18% / Informal action 82%. The data continues to support the mantra and corporate wishes that fair effective proportionate and robust enforcement is being taken to tackle issues affecting the community.

*figure previously reported as 12 however peer review has identified an inconsistency in recording that now shows this as 25 active CPWs.

Note: CPW means Community Protection Warning and CPN means Community Protection Notice. All other acronyms can be found within Appendix E.

5 Councils Partnership:

Please note the Key Performance Indicators (KPIs) for the 5 Councils Partnership are presented as aggregated figures at a partnership level, rather than for Mendip alone, as per the agreed contract monitoring regime.

Local Land Charges:

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
			Total	%	Total	%	Total	%	Total	%	Total	%
Land Charges KPI001	50% of Local Authority searches sent/returned within 5 working days (in period)	50%	-	64%	-	67.2%						
Land Charges PI001	99.5% of Local Authority searches sent/returned in 8 working days (in period)	99.5%	-	100%	-	100%						
Key Message	<p>KPI001 continues to improve and has increased compared with Q1 2021/2022 and with the same period last year (61.1%).</p> <p>PI001 continues to exceed the service level target at 100%.</p>											

Somerset Waste Partnership:

Somerset's Local Authorities work together as the Somerset Waste Partnership ensuring that our household waste is reduced, collected, reused, recycled and effectively treated. The data is Somerset wide, unless otherwise stated.

Please note: Data is provided by SWP and there will be a delay reporting outturns by one quarter.

Performance Indicators	Calculation Methodology	Target National/ service level Target	Q4 20/21		Q1 21/22		Q2 21/22		Q3 21/22	
			Total	%	Total	%	Total	%	Total	%
NI 192 - The percentage of hhld waste that is sent for reuse, recycling or composting (quarterly)*	The % of all household waste reused, recycled or composted (Somerset wide) High % is good	53.0%	-	52.36%	-	56.48%				
NI 193 – The percentage of municipal waste sent to landfill (quarterly)*	The % of residual municipal waste going to landfill - (Tonnes) (Somerset wide) Low % is good	N/A	-	7.30%	-	8.26%				
Percentage of waste recycled in the UK (quarterly)*	The % of all recycling collected which is reprocessed in the UK (Somerset wide) High % is good	N/A	-	96.99%	-	97.27%				

Key Message

* MDC is part of the Somerset Waste Partnership. At present the performance data relating to waste services is supplied by SWP and is not available at a district level. Please note there is a delay in reporting outturns by 1 quarter.

NI192 is significantly higher compared to Q1 2020/2021 last year, as for part of Q1 2020/2021 the garden waste collections were suspended, and recycling sites were closed. Once these reopened there were restrictions on what we allowed users to recycle, giving an artificially low rate for 2020/2021. There has been increases, up to 20% in the volume, of kerbside materials collected during the pandemic. Plus Recycle More in Mendip has contributed towards the rate of almost 56.5% in Q1 2021/2022.

NI193 continues to remain fairly low as the majority of our residual waste continues to go to energy recovery at Avonmouth.

The percentage of waste recycled in the UK remains very high, as our collections contract stipulates materials should only be reprocessed abroad as a last resort, mainly if there is not enough capacity available within the UK. The small amount sent outside of the UK was 1,114 tonnes of mixed paper and cardboard from recycling sites.