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## APPENDIX A

### Corporate Performance Management Report

2021/2022 — Quarter 4  
(January to March 2022)

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# Overview and Summary

## Introduction

This report sets out Corporate Performance for Q4 of 2021/2022 and, where appropriate, the outturn for the year as a whole.

The report provides an overview of progress for the Corporate Delivery Plan actions that support the Council's three Corporate Priorities.

1. Make Mendip a fairer place
2. Deliver on our climate and ecological commitment
3. Protect and enhance our towns and rural communities

The Corporate Delivery Plan, agreed by Cabinet on 6<sup>th</sup> September 2021, outlines the areas of focus until April 2023. The high-level dashboards, detailing progress against these actions, can be found within this report.

In addition to reporting on how we are delivering against the Corporate Delivery Plan, this report includes performance against Key Performance Indicators (KPIs) for a number of services, including those provided via the 5 Councils Partnership and, where appropriate, the outturn for 2021/2022 as a whole.



## Senior Leadership Team (SLT) Comment

This year has yet again been challenging for our staff due to recovering from the impacts of the COVID pandemic, the change of corporate plan for the Council in September 2021, and the legal requirement to become a Unitary Authority, which was announced in July 2021.

Whilst working with the competing pressures of delivering the local government reorganisation (LGR) programme for the Unitary Authority, our staff have achieved 3 of the Corporate Delivery Plan actions by the end of Q4 2021/2022. Although there are a few priority actions slightly off target this quarter, due to complex reasons such as licences or other legal requirements, the majority remain on target to be achieved.

In relation to the Government statistics for Major/Minor and other planning applications, SLT is pleased to see our Planning Service is in the top 10 of Councils in the Southwest for the percentage of decisions issued in time, with or without a time extension.

To support our communities, the Council has also increased the number of Disabled Facility Grants completed compared to last year, from 47 to 69, and there has also been a welcome 17% reduction of fly tips collected across the district since 2020/2021.

SLT would like to take this opportunity to praise staff as they continue to show resilience and provide good services across our community.



# Corporate Delivery Plan

This report indicates performance in relation to the priorities within the Corporate Delivery Plan.

At present there is a total of **17 priority actions**. This number may change during the lifetime of the plan as actions are achieved.

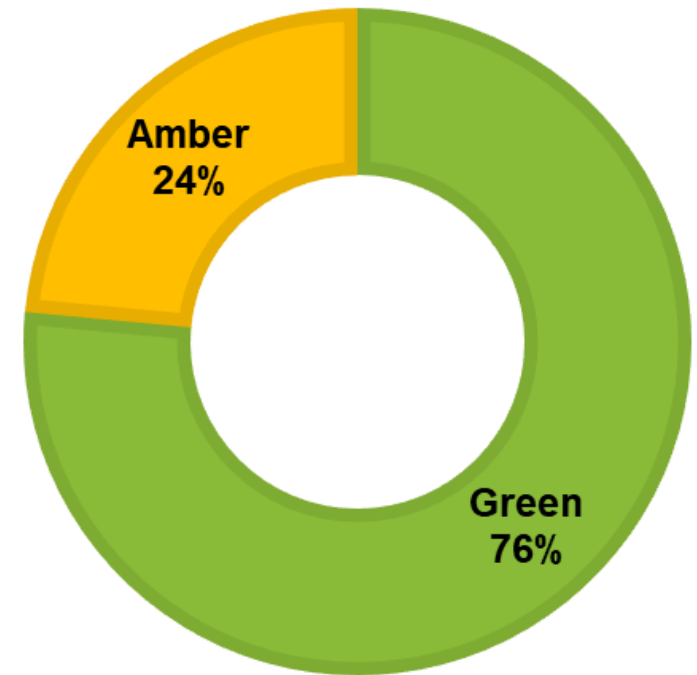
The status of these actions at the end of Q4 2021/2022 is as follows;

As at 31 March 2022, 13 (76%) are green, 4 (24%) are amber, 0 (0%) are red, and 0 (0%) are not yet due to start.

## Completed or new actions:

When priority actions are completed, they will be removed from this report and replaced with any new priority actions, where appropriate.

Completed priority action(s) during Q4 2021/2022 are noted in the table below and do not form part of the total percentage.



Completed corporate delivery plan actions:

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

Completed Corporate Delivery Plan priority action or sub-action	
Priority action/sub-action	Reason for being completed
<b>ASSET AND LAND DEVOLUTION:</b> Bishops Barn and Recreation Ground in Wells	This priority action has now been completed as, at a meeting of Mendip District Council's Cabinet (Monday 7th February 2022), Members approved the transfer of trusteeship of the Wells Recreation Ground charity to Wells City Council.
<b>STREET SWEEPER:</b> To increase street sweeping provision across the district on a 10-week sweeping cycle.	This priority action has now been completed as an additional street sweeper commenced sweeping roads in February 2022 and the Council are receiving regular updates as to how much detritus is being collected.
<b>FLY-TIPPING:</b> Source and apply an additional fly-tipping crew to increase the response times of fly tipping collection given the increased volumes seen within the district.	This priority action has now been completed as an additional fly tipping crew has been sourced to collect fly tips across the district.
<b>CLIMATE CHANGE AND RESILIENCE:</b> The appointment of a second climate change resilience officer for Mendip District.	This priority action has now been completed as an officer commenced in post in Q4 2021/2022 to bolster the Climate Change and Resilience team.

## Key for Corporate Delivery Plan

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

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



## Local Government Reorganisation (LGR)

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>To transition into a Single Unitary Council for Somerset by vesting date, 1<sup>st</sup> April 2023, working with all District Councils and Somerset County Council.</b>	Q4 2022/2023	n/a	n/a	Green	Green
<p><b>Q4 Update:</b> Following consideration by both Houses of Parliament, the Secretary of State has made the Somerset Structural Changes Order 2022, which paves the way for the new Somerset Council to be established on 1<sup>st</sup> April 2023.</p> <p>The Order comes into effect immediately and gives approval to the local elections on 5<sup>th</sup> May 2022 for 110 councillors to the County Council and to the elections for city, town, and parish councils across Somerset. It also hands responsibility for building the single unitary council to a new Implementation Executive, while setting the legal basis for the new council that will replace Somerset County Council and four district councils (Mendip, Sedgemoor, Somerset West and Taunton and South Somerset) on 1<sup>st</sup> April 2023.</p> <p>Mendip District Council has increased resource during Q4 2021/2022 to support the transition phase, which will increase as the programme evolves. In addition, staff continue to deliver statutory services and the Council's Corporate delivery plan, however, this continues to be monitored closely with the increasing workload associated with the Single Unitary Council formation.</p>					



## Asset and Land Devolution

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<p><b>Respond to requests from Town and Parish Councils to transfer Council assets prior to vesting date on 1<sup>st</sup> April 2023.</b></p> <p>The main activities featured for this priority are listed below, along with their respective updates.</p>	Q4 2022/2023	n/a	n/a	Green	Green
Bishops Barn and Recreation Ground in Wells	At Cabinet on 7 <sup>th</sup> February 2022, Members approved the transfer of trusteeship of the Wells Recreation Ground charity to Wells City Council. At transfer, Mendip District Council will no longer have any legal or financial responsibility for the Trust. Subject to the Charity Commission authorisation, the move means Wells City Council are set to become the new 'caretakers' of the Bishop's Barn and Wells Recreation Ground.				
Boyles Cross, Egford Lane Park and Broadway Allotments Site in Frome	Negotiations with Frome Town Council continue in regard to the transfer of the Broadway Allotments Site.				
Pomparles Bridge Lane in Glastonbury	Heads of Terms have been agreed, the District Valuer has been commissioned and work on the draft sales contract has commenced.				
Additional Parish/Town/City Councils requests	Several requests from Parish Councils have been withdrawn whilst the Property Team continue to progress those that have been approved and conduct due diligence checks in relation to those requests which will be presented to Members for initial consideration.				

## Social and Affordable Housing

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<p><b>Develop and deliver a programme of social housing, focusing initially on the potential of Council owned sites.</b> This priority action is being delivered in 3 main phases, as set out in the Corporate Delivery Plan.</p>	Q4 2022/2023	Green	Green	Green	Green
<p><b>Q4 Update:</b> In Q4 2021/2022, the planning applications submitted by Aster Housing on land at Cemetery Lane, Street and Norbins Road car park, Glastonbury continued to be monitored. Both applications are within the part of Mendip affected by the requirement for phosphate mitigation measures to be identified and implemented prior to a planning decision being issued. This is the main obstacle to progressing these applications.</p> <p>The proposed sale of land at West Shepton, Shepton Mallet to Live West was approved by Cabinet on 7<sup>th</sup> March 2022 and planning contracts were exchanged on 31<sup>st</sup> March 2022. Up to 15 new homes are proposed, all at social rent.</p> <p>Progress towards exchange of contracts with Stonewater Housing on part of North Parade, Frome car park has been delayed by the need to complete a land swap with the adjoining College. The legal work required to achieve this is well advanced.</p> <p>In Q1 2022/2023, the primary focus will be on exchanging contracts on the sale at North Parade, Frome plus assisting in the preparation of a planning application at West Shepton, Shepton Mallet.</p>					

## Multi-User Paths

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<p><b>Reduce the volume of commuter related vehicles on our roads through the creation of an integrated network of multi-user paths around Mendip.</b></p> <p>This priority action is being delivered in 3 main phases as set out in the Corporate Delivery Plan. In addition, the Council are supporting safe cycle crossing in Priory Road, Wells and a cycle training programme across the district.</p>	Q4 2022/2023	Green	Green	Green	Amber
<p><b>Q4 Update:</b></p> <p>A new section of a multi-user path in Dulcote was officially declared open at a special celebration on 4<sup>th</sup> March 2022. It marked the latest stage in a key section of the Strawberry Line which forms part of the Somerset Circle, now in construction. The path connects Wells to the Charlie Bigham's food kitchen at Dulcote quarry. Additional planting, landscaping, and benches are to be installed in Q1 2022/2023. The construction of the campus path has been delayed as the planning decision conditions have not yet been discharged. Officers have been working on the licence between Historic Railways England, Mendip District Council and Somerset County Council enabling the public to be able to legally pass under the Cannards Grave bridge. This will be completed in Q1 2022/2023. In addition, officers have completed the lease for the land adjacent to the bridge.</p> <p>All landowners on the Shepton Mallet to Wells Strawberry Line path have been contacted and work is underway to bring forward 2 planning applications in Q2 2022/2023. Officers continued to work on the procurement of land agent services for the Mendip section of the Wells to Cheddar Strawberry Line path and Glastonbury to Wells path with all engagement to be completed at the end of Q2 2022/2023. A planning application is in preparation for a section of the Wells to Cheddar Strawberry Line path.</p> <p>The Bath Road viaduct and Windsor Hill tunnels multi-user path planning application is still out for consultation, with Officers working on the licences for the various structures, to complete in Q2 2022/2023.</p> <p>Work continued with the purchase of land by St Andrews Stream in Wells to improve the existing footpath, where a public consultation with local residents was required. The consultation and review will be complete in early Q1 2022/2023.</p> <p>Officers developed the designs of Active Travel tranche 3 submission to Government by SCC and are waiting on a decision from the DfT.</p>					

## Economic Development

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>CREATIVE MENDIP:</b> Mendip District Council is supporting Take Art to deliver events in the rural parts of Mendip in tandem with project delivery in each of the main 5 towns, City and villages.	Q4 2021/2022	n/a	n/a	Green	Amber
<p><b>Q4 Update:</b> During Q4 2021/2022 the projects continued to be delivered in line with the agreements with events taking place across the district. One project has been delayed due to bad weather but is on target for delivery in Q1 2022/2023, when all of the projects will be complete. The commission for the sculpture / artwork near the Shape Campus to commemorate the efforts of the Mendip community during the pandemic will take place in Q2 2022/2023, due to delays to the construction of the multi-user path.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>THE LEVELLING UP FUND:</b> A fund to directly support communities across the UK, providing capital investment in local infrastructure that has a visible impact on people and their communities.	Q2 2022/2023	n/a	n/a	Green	Green
<p><b>Q4 Update:</b> Government guidance has now been received and the Council is working with Sedgemoor District Council and South Somerset District Council on commencing the two bids for Wells Constituency and Somerton and Frome. The bids have to be submitted by 6<sup>th</sup> July 2022.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>THE GLASTONBURY TOWN DEAL:</b> Part of a national initiative designed to 'level up' all parts of the country, by regenerating towns to boost businesses, improve infrastructure, encourage enterprise and bring communities together.	2026	Green	Green	Green	Green

**Q4 Update:**

A community-focused open day event was held on 25<sup>th</sup> February 2022 at the Town Hall in Glastonbury, giving local residents and businesses an opportunity to find out more about the Glastonbury Town Deal projects. Visitors to the event were encouraged to submit their comments and suggestions on the project proposals, providing input to the Business Case process currently underway. The event showcased the 12 projects that are set to benefit from the £23.6 million investment and highlighting some of the opportunities these could bring for the local community.

Progress continues with the Business Case process for the Glastonbury Town Deal Projects. A Scrutiny Task and Finish Group has been established to provide further review of the Business Cases, alongside the Glastonbury Town Deal Board review. An additional Cabinet meeting date has been agreed in June 2022, to complete the internal assurance process prior to 30<sup>th</sup> June 2022.

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>SAXONVALE:</b> A major town centre brownfield regeneration project in Frome.	2025	Green	Green	Green	Green

**Q4 Update:**

The Homes England Grant has been extended to 31<sup>st</sup> March 2023 to provide the opportunity for demolition works to proceed once planning consent is in place. Pending these works, the contractors have demobilised, and the construction site has closed following the successful completion of specified decontamination works. The Council has ensured the site remains secure with motion sensor cameras at key points both inside and outside the buildings. Any trespass is picked up immediately by Veritas Security who, after contacting officers of the council, will dispatch security staff to site, if necessary, on a 24-hour basis.

The s106 agreement for the planning application is expected to be completed during Q1 2022/2023, allowing the planning consent to be issued.

## Community Development

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>COMMUNITIES FUND:</b> A fund for projects that support community resilience, build capacity and promote wellbeing across the district.	Q4 2022/2023	Green	Green	Green	Green
<p><b>Q4 Update:</b> Funding agreements for large projects (up to 30k) are being finalised by the legal team and will be completed in early April 2022. Payments to those projects which have signed a legal agreement have commenced; these are provided as instalments, as per the funding agreement.</p> <p>The majority of the funding agreements for smaller projects (up to 2k) have all been signed (except for 3 which are being progressed with the applicant). In total 20 projects have been paid in full to deliver their projects.</p> <p>Successful projects have been promoted on the Mendip District Council website. Two of the projects funded, Frome Window Wanderland (4<sup>th</sup> -7<sup>th</sup> March 2022) and Shepton Mallet Snowdrop Festival (15<sup>th</sup> to 27<sup>th</sup> February 2022) have taken place during Q4 2021/2022.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>CLIMATE AND ECOLOGICAL EMERGENCY FUND:</b> A fund for projects that support climate change and ecological benefits across the district.	Q4 2022/2023	Green	Green	Green	Green
<p><b>Q4 Update:</b> Successful projects have been promoted on the Mendip District Council website. Payments to applicants, who have signed a funding agreement, have been made and monitoring will commence in Q1 / Q2 2022/2023.</p>					

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>TOURISM GRANTS:</b> A grant fund is to support tourism related businesses.	Q4 2021/2022	n/a	n/a	Green	Amber
<p><b>Q4 Update:</b> During Q4 2021/2022 the legal terms and funding arrangements for the agreements were completed and work commenced on all of the projects. The majority of the projects are on target for delivery as agreed, with 2 facing some delays due to staffing levels. The Mural Trail, The Gormley project and the Shepton Mallet Winter Series have been well supported and increased visitor numbers.</p> <p>In Q1 2022/2023, 6 out of the 7 projects will be active or complete, with the final one due for delivery in Q2 2022/2023 in line with the agreements. The project will be complete and drawn to a close in Q2 2022/2023.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>CHANGING PLACES:</b> The extended roll out of 'Changing Places' in the district, to make Mendip more accessible for disabled people.	Q4 2024/2025	Amber	Green	Amber	Green
<p><b>Q4 Update:</b> The Council has been successful in their bid for the 'Changing Places' fund from Government. Scoping for the Changing Places Toilet (CPT) project will commence in early Q1 2022/2023, which will include early discussions with Procurement, Legal, Finance, Glastonbury Town Fund, and key service areas.</p> <p>The next steps are to include the outcome of the Procurement process, and the allocation process for additional funds being donated for the further development of CPTs across the district.</p>					

## Greener and Cleaner Mendip

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>BUS SHELTERS:</b> The audit and repair of MDC owned bus shelters across the district, as well as the annual cleaning regime.	Q2 2022/2023	n/a	n/a	Green	Green
<p><b>Q4 Update:</b> All Mendip District Council's bus shelters were cleaned by the end of Q4 2021/2022 and IDverde have also completed their audit of the shelters. GW Shelter Solutions Ltd are carrying out their own audit, to give us an overall picture of what is required for the shelters and what is required to bring all our bus shelters up to specification. This will be progressed further in Q1 2022/2023 and completed by Q2 2022/2023.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>LITTER PICKING:</b> Increased contractual litter picking across the district to encompass known hot spots.	Q4 2022/2023	n/a	n/a	Green	Green
<p><b>Q4 Update:</b> The Council have identified all the major roads within the district of Mendip that require litter picking. IDverde are addressing the traffic management issues effectively splitting the major roads into manageable sections, to enable the litter pick to commence and have confirmation that IDverde have the additional crew required to complete the project. The physical litter pick should commence in Q1 2022/2023 and, to further support the project, the Council will have a schedule to evidence what roads are/have been litter picked and when.</p>					



Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>WILD MEADOW:</b> The facilitation of a community trial for wildflower application, looking specifically at MDC owned land and the issue of a license to allow community groups to develop offerings.	Q4 2022/2023	n/a	n/a	Green	Amber
<p><b>Q4 Update:</b> The Council have identified Wells as a pilot area for Mendip Ecological Areas (MEA) and mapped out Mendip owned land into a RAG rating system, depending on the availability and suitability of the land. The Council have discussed the project with Sustainable Wells and working with our Climate Change and Resilience team to provide further support for the project. A legal request has been submitted to approve the format for applying and maintaining a MEA and is currently being reviewed by Legal; hence the amber RAG for this action at the end of Q4 2021/2022. However, the Council are in constant dialogue with Legal and anticipate that the MEAs could be offered to community groups in Q2 2022/2023.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>STREET SWEEPER:</b> To increase street sweeping provision across the district on a 10-week sweeping cycle.	Q1 2022/2023	n/a	n/a	Green	Completed
<p><b>Q4 Update:</b> This priority action has been completed as an additional street sweeper commenced sweeping roads in February 2022 and the Council are receiving regular updates as to how much detritus is being collected, which is being recorded. To further support the project, the Council have a schedule that identifies what areas are/have been swept and when. The scheduled areas will continue to be swept during Q1 2022/2023.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>ECO CUTS:</b> Identify a trial of locations for eco cuts.	Q4 2022/2023	n/a	n/a	Green	Green

**Q4 Update:**

Ten areas have been identified as eco cut areas and are receiving reduced cuts.

Further areas have potential to be eco cut areas as part of the Mendip Ecological Areas (MEA) project. The Council will have further information as to whether there are further eco cut areas as part of the MEAs project in Q1 2022/2023.

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>TREES:</b> To continue to plant trees on MDC land, where appropriate to do so, and work with partners such as the Woodland Trust to support planting on non-Mendip land.	Q4 2022/2023	n/a	n/a	Green	Green

**Q4 Update:**

The Council has continued to work in partnership with the AONB, Reimagining the Levels and Somerset Wildlife Trust to plant trees following the “right tree right place” principle. As part of the treescapes project with the AONB, around 700 whips and 74 standards have been planted. AONB volunteers have supported the project giving approximately 240 hours of their free time. This doesn't include the help from Westbury-sub-Mendip Tree Group volunteers, who have focussed on planting a great number of the tree standards. The planting project with Reimagining the Levels has nearly been completed, with a small number left to plant in the Autumn of 2022/2023 and an estimated 4500 trees & hedgerow plants to be planted through the scheme. In addition, working in partnership with the Somerset Wildlife Trust in early 2022 around 500 hawthorn and hazel trees were planted in Edford Wood, Frome. This tree planting is part of the works to help this important semi-natural woodland recover from the devastating impacts of ash dieback. Furthermore, as part of the Queen's Green Canopy funding, an estimated 2500 whips are due to be planted in the Autumn / Winter 2022/2023 planting season.

The Council has also worked in partnership with the other Somerset Local authorities, Somerset AONB's and other stakeholders to submit a joint bid to the national 'Trees Call to Action' fund. Although the joint bid was unsuccessful, dialogue continues on how this can be delivered. An 'England Woodland Creation Accelerator' fund, administered by the Forestry Commission, is due to be launched in Q1 2022/2023 and discussions are due to take place with stakeholders to submit a joint bid.

Finally, the Council are working with The Woodland Trust to organise an educational event for tree wardens, parish, and district councillors in Q1 2022/2023.

Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>FLY-TIPPING:</b> Source and apply an additional fly-tipping crew to increase the response times of fly tipping collection given the increased volumes seen within the district.	Q4 2021/2022	n/a	n/a	Green	Completed
<p><b>Q4 Update:</b> This priority action has now been completed as an additional fly tipping crew has been sourced to collect fly tips across the district. In addition, the Council are working on a joint process to ensure there is a joined-up approach across all services within the council, and to evidence what has been collected and when, in addition to supporting enforcement where required. During Q1 2022/2023 the process will be finalised, and data will be readily available to highlight when the fly tips have been collected and action taken.</p>					
Priority Action	Completion date	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
<b>CLIMATE CHANGE AND RESILIENCE:</b> The appointment of a second climate change resilience officer for Mendip District.	Q4 2021/2022	n/a	n/a	Green	Completed
<p><b>Q4 Update:</b> This priority action has now been completed as an officer commenced in post in Q4 2021/2022 to bolster the Climate Change and Resilience team. The officer will provide expertise and advice on landscape and biodiversity, supporting various projects and actions across the Council.</p>					

# Corporate Finance

## Corporate Finance Dashboard

Priorities	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Revenue spending (over/under spend against budget)	Green	Green	Green	Green
Revenue spending: Write off to reserves	Green	Green	Green	Green
Capital Spending (over/under spend)	Green	Green	Green	Green
Capital Slippage (projected)	Amber	Amber	Amber	Amber
General Reserves: balance	Green	Green	Green	Green

### Key Message:

The revenue budget will be delivered on target for 2021/2022. This will involve the use of some earmarked reserves for items such as income lost due to COVID, Planning Policy, Glastonbury Town Deal, and the revised Corporate Priorities. These have all been agreed for use.

The capital programme has been revised during the year to remove further commercial investments. The remaining programme is on track, and accumulated underspends of Disabled Facilities Grant will be brought forward to 2022/2023, as per previous years.

# 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	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
		National/ service level Target	Total	%	Total	%	Total	%	Total	%	Total	%
Customer 1 <sup>st</sup> Stage Complaints Received	Total number 1 <sup>st</sup> stage justified / partially justified external complaints <b>received</b> in period	-	10	-	14*	-	10	-	22	-	57*	-
Customer 1 <sup>st</sup> Stage Complaints Responded	Total number 1 <sup>st</sup> stage justified / partially justified external complaints <b>responded</b> to in period	-	10	-	13*	-	11	-	20	-	55*	-
Customer 1 <sup>st</sup> Stage Average days to respond	Average number of days taken to respond to 1 <sup>st</sup> stage justified / partially justified external complaints in period	-	7 days	-	7 days	-	8 days	-	5 days	-	6 days	-
Customer 1 <sup>st</sup> Stage Percentage of Complaints responded	Percentage of Complaints Responded to within the 10 days target	10 days	-	80%	-	85%	-	73%	-	90%	-	78%

Praise	Total number of Praise received in period	-	12	-	11	-	13	-	12	-	48	-
Second stage Complaints	The total number of second stage complaints received in period	-	0	-	5	-	2	-	2	-	9	-
Local Government Ombudsman (LGO) complaints	The total number of LGO complaints received in period	-	2	-	2	-	5	-	2	-	11	-
LGO final decisions received	The total number of LGO final decisions received in period	-	2	-	0	-	3	-	4	-	9	-
<b>Key Message</b>	<p>Note: *There was an additional complaint received in September 2021 which was not added to the system until after the figures were provided. This was detected when compiling the Q4 2021/2022 data and has now been added to annual outturn total for number of complaints received and those responded to, hence the discrepancy by 1 when adding up each quarter.</p> <p>In summary the Council received 22 justified or partially justified external customer complaints during Q4 2021/2022 and logged 12 expressions of praise for council services during this time. There were 2 second stage external, justified or partially justified complaints received in Q4 2021/2022.</p> <p>Compared with 2020/2021, the Council has noticed an increase from 30 complaints received to 57 complaints received in 2021/2022. The annual percentage of complaints responded to within the 10-day target has improved marginally from 2020/21 (77% to 78%).</p>											

Two Local Government Ombudsman complaints were received in Q4 2021/2022, the service area the complaints relate to is noted in the table below.

<b>Service Area</b>	<b>Number of Complaints</b>
Planning and Growth Services	2

There were 4 final decisions received from the Local Government Ombudsman in Q4 2021/2022.

<b>Service Area</b>	<b>Final LGO Decision</b>
Planning and Growth Services x4	1 x Closed after initial enquiries - out of jurisdiction  2 x Closed after initial enquiries - no further action  1 x Upheld: Maladministration and Injustice – no further action, satisfactory remedy provided by the organisation

Compared to 2020/2021 there was a marginal increase from 10 to 11 LGO complaints received in 2021/2022.



## 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	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn	
		National/ service level Target	Total	%	Total	%	Total	%	Total	%	Total	%
FOI Received	The number of FOI requests received in period	-	107	-	126	-	119	-	187	-	539	-
FOI acknowledged	Percentage of FOI requests acknowledged within two days	2 days	-	92%	-	93%	-	91%	-	100%	-	95%
FOI Completed	The number of FOI requests completed in period	-	100	-	107	-	126	-	167	-	500	-

FOI Refused	The number of FOI requests refused in period – Full refusal	-	10	-	15	-	8	-	16	-	49	-
	The number of FOI requests refused in period – Partial refusal	-	14	-	17	-	7	-	12	-	50	-
FOI completed	Percentage of FOI requests completed within 20 working days	20 working days	-	90%	-	91%	-	71%	-	100%	-	89%
Internal reviews	The number of FOI internal reviews requested in period	-	3	-	7	-	2	-	3	-	15	-
FOI Outstanding	The number of FOI requests outstanding at the end of the period	-	61	-	72	-	19	-	36	-	36	-
<b>Key Message</b>	<p>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 four financial years. The number of FOI requests received in Q4 2021/2022 is significantly higher than in Q3 2021/2022, and when compared with the same quarter in 2020/2021 (168 requests).</p> <p>As anticipated, the process improvements in tracking and following up requests with services have seen the response rates recover substantially, to above normal levels. The response time of 71% requests responded to within 20 working days for Q3 2021/2022 has significantly improved to 100% in Q4 2021/2022.</p> <p>The total number of FOI requests received in 2021/2022 (539) was slightly lower than the total in 2020/2021 (548).</p>											

## 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 rights 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	-	8	-	17	-	46	-
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%	-	100%	-	100%	-	94%

	complex requests) in period											
<b>Key Message</b>	<p>The number of requests received in Q4 2021/2022 has increased from the previous quarter, and higher than the same period in 2020/2021 (11 requests). However, when compared with 2020/21 the total number of requests received is at the same level, 46, for both financial years.</p> <p>The number of requests being responded to in the 1-month timeframe continues at the same level as in Q3 2021/2022 and is significantly 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	-	193	-	198	-	198	-
FTE total	The total number of Full Time Equivalent (FTE) staff in period	-	165.7	-	174.25	-	176.93	-	179.12	-	*174 average	-
Starters	The total number of starters in period	-	8	-	13	-	4	-	10	-	35	-
Leavers	The total number of leavers in period	-	7	-	5	-	5	-	5	-	22	-

Vacancies	The total number of vacancies at the end of period	-	16	-	14	-	14	-	14.4	-	14.4	-
<b>Key Message</b>	<p>*The FTE Total for the annual outturn is an average based on the four quarter totals, which enables a more representative calculation of sickness across the year for the annual outturn.</p> <p>Staff turnover has remained steady for the last 3 quarters and the annual turnover in 2021/2022 has increased to 11.1%, this is up from 6.5% in 2020/2021. The reason for leaving the Council is monitored through exit interviews.</p> <p>Recruitment in Q4 2021/2022 has been successful with 10 new starters welcomed to the council.</p> <p>As at 31<sup>st</sup> March 2022, there are 14.4 vacancies of which 4 are filled on a temporary basis and 4 are either advertised or interviews are arranged. The remaining 6.4 are under active review by the relevant Heads of Service.</p>											

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	-	370 days	-	457 days	-	1724.5 days	-
	Long Term	-	221 days	-	532 days	-	256 days	-	286 days	-	1295 days	-
	Short Term	-	50.5 days	-	94 days	-	114 days	-	171 days	-	429.5 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	-	2.1 days	-	2.55 days	-	9.89 days	-
	Long Term	-	1.34 days	-	3.05 days	-	1.45 days	-	1.6 days	-	7.44 days	-
	Short Term	-	0.30 days	-	0.55 days	-	0.65 days	-	0.95 days	-	2.45 days	-
Number of staff sick	Total number of staff sick in period	-	18	9.7%	29	14.9%	50	25.9%	43	21.7%	140	-

	Long Term	-	6	3.2%	6	3.1%	5	2.6%	7	3.5%	24	-
	Short Term	-	12	6.5%	23	11.9%	45	23.3%	36	18.2%	116	-
Number of instances of sickness	Total number of instances of sickness in period	-	21	-	33	-	54	-	49	-	157	-
	Long Term	-	6	-	7	-	5	-	7	-	25	-
	Short Term	-	15	-	26	-	49	-	42	-	132	-
Average lost day per staff sick	Average number of days lost per actual staff sick	-	15.1 days	-	21.6 days	-	7.4 days	-	10.6 days	-	13.7 days	-
	Long Term	-	36.8 days	-	88.7 days	-	51.2 days	-	40.9 days	-	54.4 days	-
	Short Term	-	4.2 days	-	4.1 days	-	2.3 days	-	4.8 days	-	3.9 days	-
<b>Key Message</b>	<p>There has been an increase in short-term absence and a doubling of the number of staff off sick on a short-term basis, but the average number of days taken per employee has reduced. 57% of short-term absence was due to virus infections or COVID.</p>											
	<p>Both long and short-term absence has increased this quarter and the absence rate per FTE is 2.55 days, exceeding the national target of 2.2 days. Short-term absence continues to be impacted by COVID and the Council had 16 cases in the period, 12 of which were in March 2022, reflecting the national picture showing the virus being more prevalent in our communities. Long-term absence cases have increased to 7 due to serious illness, bereavement, personal and work-related stress. The Council continue to support these employees with referrals to occupational health &amp; counselling and regular contact from line managers.</p>											



The annual absence rate is 9.89 days per FTE which exceeds the national target of 8.8 days per annum. 75% of absence was defined as long-term and due to serious illness. A small number of these employees have been absent from work for 3 or more quarters this year which has had a considerable impact on these figures.

**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%	8	88%	3	100%	34	72%
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%	203	93%	248	93%	996	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%	49	94%	39	90%	144	93%

**Key Message**

According to the Government statistics for Major/Minor/Other planning applications, Mendip is in the top 10 of Councils in the Southwest for the percentage of decisions issued in time, with or without a time extension.

When comparing the Major Planning Decisions against the same period last year, the number of decisions received have decreased (14 received) and the percentage outturn has increased significantly from 71% to 100%. In total, the number of Major Planning Decisions received compared with 2020/2021 has reduced from 45 to 34. However, phosphates continue to be a major issue in terms of granting permission for residential schemes.

Non-Major Planning Decisions has seen an increase in the number of applications made compared with Q3 2021/2022 and the decisions made in time or extended time has once again met the service level agreement target. There has been a slight increase in the total number of applications received during 2021/2022 (996) from 945 in 2020/2021, and the percentage outturn of decisions made in time or extended time have also increased from 86.5% in 2020/2021 to 90% in 2021/2022.

The number of listed building consents received in Q4 2021/2022 has decreased compared with Q3 2021/2022. Also, during Q4 2021/2022 the percentage of decisions made in time or extended time decreased, however, the service level target continued to be exceeded. Overall, the number of listed building consents received has slightly increased compared with 2020/2021 (137) and also the percentage outturn has increased significantly, from 82.5% to 93%.

Given the pressures on the Planning Service in 2021/2022, the performance has been very good and the service endeavours to improve the major decision performance in 2022/23.

## Housing Services:

Performance Indicators	Calculation Methodology	Target	Q1 21/22		Q2 21/22		Q3 21/22		Q4 21/22		Annual Outturn			
		National/ service level Target	Total	%	Total	%	Total	%	Total	%	Total	%		
Homelessness successful preventions	Average % of cases closed with successful prevention in period <b>(National Average = 58%)</b>	>=65%	-	60%	-	53%	-	61%	-	63%	-	59%* average		
Homelessness successful reliefs	Average % of cases closed with successful prevention in period <b>(National Average = 40%)</b>	>=42%	-	44%	-	44%	-	48%	-	47%	-	46%* average		
Numbers of households in temporary accommodation	Number of households in temporary accommodation at the end of the period	<= 8	9	-	9	-	3	-	10	-	8* average	-		
Disabled Facility Grants (DFGs)	The total number of DFGs completed within the reporting period.	No target set	9	11	-	44	10	-	18	-	30	-	69	-

**Key Message**

**Housing Options:**

\* Annual outturn is an average of the 4 quarters

Homelessness has followed its normal increase for Q4 2021/2022 with 10 households in temporary accommodation at the end of the quarter. This is despite successful prevention of 63% and successful relief of 47%. Both of these figures exceed the national average. Increasing food and energy costs are making their way into household budgets and we predict an increased number of households needing to re-evaluate their expenditure in the coming year. A good standard of affordable private rented accommodation remains expensive and in short supply and many parts of the district are unaffordable.

**Disabled Facility Grants (DFG):**

Cases are being progressed through to completion following acceptance of Occupational Therapy (OT) referrals. The Council continue to recover from COVID, and this is demonstrated in the delivery achieved for Q4 2021/2022 which is very positive (30 DFG's completed). The Council are, however, still experiencing the knock-on effects of the various lockdowns and disruptions to the pipeline. Contractors remain very busy and there has been a noticeable increase in material costs, which continues across the country and the building sector. Both Somerset Independence Plus (our home improvement agency) and Adult Social Care OTs are facing challenges with recruitment of staff despite their best efforts to increase their staffing to cope with the current high demand in cases that are coming through. Higher risk clients are prioritised as needed, to ensure resources are dedicated appropriately. Fasttrack DFGs are being utilised where the need exists, as is rapid deployment of modular ramps to ensure clients can access their homes. The Council continue to liaise closely with our partners to ensure the process is as smooth and as quick as possible for residents.

When compiling the Q4 2021/2022 data, errors were detected in the Q1 and Q2 outturns and these have now been corrected and added to annual outturn total for number of DFGs completed.

Overall, the number of DFGs completed for 2021/2022 (69 DFGs) has increased compared to 2020/2021 (47 DFGs).

## 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	-	438	-	521	-	1896	-
Fly tip collections	The % of fly tips collected within 3 working days after reported to the contractor	3 working days	-	91%	-	93%	-	97%	-	98%	-	95%
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%	217	85%	203	92%	472	86% *average

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%	64	96%	80	91%	172	93% *average
Street cleansing	The total miles of road swept within period	-	825 miles	-	849 miles	-	901 miles	-	932 miles	-	3507 miles	-
Street cleansing	The total tonnage of debris collected from road sweeping within period	-	580.92 tonnes	-	387.29 tonnes	-	572.78 tonnes	-	765.65 tonnes	-	2307 tonnes	-
Street cleansing projects	The number of community litter picking projects carried out within period	-	11	-	14	-	24	-	37	-	86	-
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	-	182.03 tonnes	-	174.70 tonnes	-	744.52 tonnes	-
<b>Key Message</b>	<p><b>Fly tipping:</b> There has been an increase in fly tips since Q3 2021/2022 and compared with the previous three quarters of 2021/2022. However, the outturn for Q4 2021/2022 is lower than in Q4 2020/2021 (620 fly tips). There has been a reduction of 17% of fly tips collected since 2020/2021 (2283), although fly tips continue to be higher than pre COVID levels.</p>											

The Council continues to work with enforcement to target large scale fly tippers to decrease the number of fly tips collected.

**Street cleansing and ground care:**

Note \*the percentage is an average of the 3 quarter periods.

The effects of the second sweeper are being represented in the proactive inspection scores, with higher scores comparative to previous quarters for Street Cleansing. Both street cleansing and ground care inspections are exceeding service level agreement targets.

Whilst the number of miles swept has increased slightly, the tonnage of debris collected has increased significantly compared to Q3 2021/2022, and this is the highest level over the preceding quarters.

The number of community litter picks has been experiencing a seasonal increase, and as we move into the summer months the Council anticipate this number to rise.



## 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	%
All Service Requests	Service requests received and responded to within the 5-day service standard	95%	722	96%	702	97%	511 (was 492)	96%	562	98%	2497	97%
Enforcement - CPWs	Number issued in period	n/a	14	-	12	-	4	-	11	-	41	-
Enforcement - CPWs	Number conformed/withdrawn in period	n/a	3	-	5	-	3	-	3	-	n/a	-
Enforcement - CPWs	Number active in total at end of the period	n/a	25*	-	37	-	33	-	34	-	n/a	-
Enforcement - CPNs	Number issued in period	n/a	2	-	4	-	2	-	2	-	10	-

Enforcement - CPNs	Number active in total at end of the period	n/a	2	-	6	-	6	-	6	-	n/a	-
Enforcement - CPNs	Number being progressed for further enforcement action at the end of the period	n/a	2	-	0	-	0	-	0	-	n/a	-
Enforcement – Abatement Notices	Number of abatement notices served during the period	n/a	1	-	0	-	0	-	0	-	1	-
Enforcement – Abatement Notices	Number of abatement notices withdrawn during the period	n/a	0	-	1	-	0	-	0	-	n/a	-
Enforcement – Abatement Notices	Number of abatement notices being progressed for further enforcement action at end of the period	n/a	0	-	0	-	0	-	0	-	-	-
Enforcement - FPNs	Number of FPNs issued in period	n/a	8	-	9	-	5	-	1	-	23	-

## Key Message

### **Service Requests:**

Service requests for the group during Q4 2021/2022 have increased compared to Q3 2021/2022, which reflects the pattern normally seen each year. The figures for Q4 2021/2022 show a decrease overall when comparing with 2020/2021 and this is almost entirely due to the drop off in COVID enquiries received by the Public Protection Team. Notwithstanding this, continuing high demand in some areas has increased the overall service request when comparing the current year with the previous year 2020/2021. The service has maintained performance targets in Q4 2021/2022 and overall, despite periods of staff absence, by temporary suspending some other work areas, and with the continued assistance from our environmental health apprentice within the Environment and Community Protection (ECP) Team. Over two thirds of Community Health Service requests for Q4 2021/2022, as well as for the full year, were attributable to the ECP team.

### **Enforcement:**

During Q4 2021/2022 the ECP Team progressed with an additional “Stop and Search” joint operation with the Police to tackle illegal transfer of waste and gained compliance from those services with corrective notices as well as resuming joint patrols to tackle street drinking. Due to staff resourcing issues, the ability to go out and issue Fixed Penalty Notices (FPNs) was significantly constrained. However, by the end of Q4 2021/2022 all outstanding FPNS issued during the year were pursued for successful payment, except one which is part of a pending prosecution for waste related offences. The percentage of service requests currently involving enforcement steps, either solely by the team or with assistance of other partners during Q4 2021/2022, was 6% (similar to Q3 2021/2022), compared to an annual percentage of 8% for the whole year. Many issues continue to be resolved informally and this has consistently been the case for above 50% of all issues raised for the ECP team to consider, throughout the year. 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.

The Public Protection Team served 80 Informal Notices, issued to encourage food businesses to secure improvements to ensure compliance with food safety legislation. The Licensing Team have worked with the responsible authorities, interested persons and applicants for several TEN's (four) and licence applications (two), mediating to avoid the need for resource heavy hearings.

Note: CPW means Community Protection Warning and CPN means Community Protection Notice.

## 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%	-	65.9%	-	65.3%	-	65.6%
Land Charges PI001	99.5% of Local Authority searches sent/returned in 8 working days (in period)	99.5%	-	100%	-	100%	-	100%	-	100%	-	100%
<b>Key Message</b>	<p>KPI001 has marginally decreased in performance compared to Q3 2021/2022, however it continues to be above the target set for the indicator for 2021/2022.</p> <p>PI001 continues to exceed the service level target at 100% and has done throughout 2021/2022.</p>											

## Revenues and Benefits – Annual Returns for Mendip District Council

Performance Indicators	Calculation Methodology	Target National/ service level Target	2018/2019		2019/2020		2020/2021		2021/2022	
			Total	%	Total	%	Total	%	Total	%
Council Tax	Council Tax – in year collection (BVPI 9 PI004)	98.03%	-	97.7%	-	97.7%	-	94.5%	-	96.31%
Business Rates	Business Rates – in year collection (BVPI 10 PI005)	99%	-	99.1%	-	98.9%	-	91.7%	-	95.88%
<b>Key Message</b>	<p>The annual target for both the Council Tax in year collection and Business Rates in year collection has not met the target threshold for 2021/2022, but collections have increased compared with last financial year 2020/2021.</p> <p>The target thresholds have not been met as this Council has not carried out full recovery actions, in particular limiting the number of referrals made to enforcement agents and limiting recovery on households that receive council tax support.</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%	-	58.21%	-	54.73%
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%	-	2.91%	-	3.99%

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%	-	98.62%	-	99.87%
<b>Key Message</b>	<p>* 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 one quarter.</p> <p>For NI 192, the recycling rate decreased during Q3 2021/2022, which was due to the reduction in garden waste being collected. The benefit of increased tonnage due to Christmas usually appears in Q4 2021/2022, post the holiday season.</p> <p>For NI193, there was an increase in the municipal waste being sent to landfill during Q3 2021/2022, although this is very much dependant on the type of waste. For example, certain things, including the majority of larger fly-tips, cannot go to the recovery facility at Avonmouth. The outturn is still significantly lower than in Q1 2021/2022 at around 50% of that quarter's rate.</p> <p>A very high percentage of recycling continues to remain in the UK, with approximately 43 tonnes being sent abroad for reprocessing, and all within the EU.</p>									