

From: Roger Gough, Leader of the Council

Peter Oakford, Deputy Leader and Cabinet Member for Finance,  
Corporate and Traded Services

Bryan Sweetland, Cabinet Member for Communications, Engagement  
and People

David Cockburn, Corporate Director for Strategic and Corporate  
Services

To: Policy and Resources Cabinet Committee – 13 July 2021

Subject: Strategic and Corporate Services Performance Dashboard

Classification: Unrestricted

**Summary:**

The Strategic and Corporate Services Performance Dashboard shows results against targets set for Key Performance Indicators (KPIs)

17 of the 25 KPIs achieved year-end targets and were RAG rated Green, 5 were below target but did achieve the floor standard (Amber) and 2 did not achieve the floor standard (Red), 1 KPI is currently suspended due to Coronavirus.

**Recommendation(s):**

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for Strategic and Corporate Services, and COMMENT on proposed KPIs for 2021/22

## **1. Introduction**

- 1.1. Part of the role of Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee. To support this role Performance Dashboards are regularly reported to each Cabinet Committee throughout the year, and this is the third and final report for the 2020/21 financial year.

## **2. Performance Dashboard**

- 2.1. The current Strategic and Corporate Services Performance dashboard provides results up to the end of March 2021, or the latest available month and is attached in Appendix 1.
- 2.2. The Dashboard provides a progress report on performance against target for the 25 Key Performance Indicators (KPIs) for 2020/21. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

2.3. KPIs are presented with RAG (Red/Amber/Green) alerts to show progress against targets. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.

2.4. Of the 25 KPIs, the latest RAG status is as follows:

- 17 are rated Green – the target was achieved or exceeded;
- 5 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet the target for Green;
- 2 are rated Red – performance did not meet the expected floor standard:
  - GL02: Freedom of Information Act requests completed within 20 working days.
  - GL03: Data Protection Act Subject Access requests completed within statutory timescales.
- 1 is currently suspended due to Coronavirus and has no RAG rating.

3. KPIs proposed for use in the 2021/22 dashboard are detailed in Appendix 2.

#### **4. Recommendation(s)**

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for Strategic and Corporate Services, and COMMENT on proposed KPIs for 2021/22

#### **5. Contact details**

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