

From: Roger Gough – Leader of the Council  
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To: Cabinet – 31 March 2022

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 3, 2021/22**

Classification: Unrestricted

**Summary:** The purpose of the Quarterly Performance Report (QPR) is to inform Cabinet about key areas of performance for the authority. This report presents performance to the end of December 2021 (Quarter 3, 2021/22).

Of the 33 Key Performance Indicators (KPIs) contained within the QPR, 27 achieved target (Green), 3 achieved and exceeded the floor standard but did not meet target (Amber). 3 KPIs did not meet the floor standard (Red).

**Recommendation(s):** Cabinet is asked to NOTE the Quarter 3 Performance Report.

## 1. Introduction

- 1.1. The Quarterly Performance Report (QPR) is a key mechanism within the Performance Management Framework for the Council. The report for Quarter 3, 2021/22 is attached at Appendix 1, and includes data up to the end of December 2021.
- 1.2. The QPR includes 33 Key Performance Indicators (KPIs) where results are assessed against Targets set at the start of the financial year.

## 2. Quarter 3 Performance Report

- 2.1. Results for KPIs compared to Target are assessed using a Red/Amber/Green (RAG) status.
- 2.2. Of the 33 KPIs included in the report, the latest RAG status are as follows:
  - 27 are rated Green – the target was achieved or exceeded. An increase of 1 on the previous Quarter.
  - 3 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet target.
  - 3 are rated Red – Performance did not meet the expected floor standard. The same as the previous Quarter.
- 2.3. With regards to Direction of Travel, 11 indicators show a positive trend, 18 are stable or with no clear trend, and 4 are showing a negative trend.

2.4. The 3 indicators where the RAG rating is Red, are in:

- Customer Services
  - Percentage of phone calls to Contact Point which were answered.
  - Percentage of complaints responded to within timescale.
- Children, Young People and Education
  - Percentage of Education, Health Care Plans (EHCPs) issued within 20 weeks.

### 3. Recommendation(s)

Cabinet is asked to NOTE the Quarter 3 Performance Report
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