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To: Cabinet – 19 March 2012

Subject: Quarterly Performance Report, Quarter 3, 2011/12

Classification: Unrestricted

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## **Summary**

The purpose of the Quarterly Performance Report is to inform Cabinet about key areas of performance for the authority.

Members are also asked to NOTE the report.

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## **Introduction**

1. The KCC Quarterly Performance Report for Quarter 3, 2011/12 is attached at Appendix 1.
2. There are 30 Key Performance Indicators included in the Performance Report and a range of other key management information including complaints, consultations, a financial summary and staffing data.
3. This process contributes to the management of the overall performance of the authority and the reports are to be published on the external web site as part of KCC's transparency agenda.

## **Quarter 3 Performance Report**

4. An executive summary of performance for quarter 3 is provided on pages 4 to 5 of Appendix 1.
5. A visual summary dashboard of performance across the 30 Key Performance Indicators is shown on pages 8 to 9 of Appendix 1.

## **Recommendations**

6. Members are asked to NOTE this report.

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