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To: Corporate Policy Overview and Scrutiny Committee – 20 March 2012

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

Classification: Unrestricted

Summary

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

Members are also asked to NOTE this report.

Introduction

1. The KCC Quarterly Performance Report for Quarter 3, 2011/12 was presented to Cabinet on 19 March 2012.
2. The Quarter 3 report is attached in Appendix 1.
3. There are 30 Key Performance Indicators (KPIs) included in the Performance Report and a range of other key management information including complaints, consultations, a financial summary and staffing data.
4. This process contributes to the management of the overall performance of the authority and the reports are published on the external web site as part of KCC's transparency agenda.

Quarter 3 Performance Report

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

Recommendations

7. Members are asked to NOTE this report.

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