

From: Paul Carter, Leader and Cabinet Member for Business Strategy, Audit and Transformation
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To: Policy and Resources Cabinet Committee – 23 April 2014

Subject: Strategic and Corporate Services Directorate Dashboard

Classification: Unrestricted

Summary:

The Directorate Dashboard shows progress made against targets set for Key Performance Indicators.

Recommendation(s):

The Policy and Resources Cabinet Committee is asked to NOTE the report.

1. Introduction

- 1.1. The Directorate Dashboard is provided to assist the Committee in its role in relation to reviewing performance.
- 1.2. Performance Dashboards are regularly reported to the Cabinet Committee throughout the year, and the current report includes data up to the end of February 2014.

2. Directorate Dashboard

- 2.1. The Strategic and Corporate Services Performance Dashboard, attached at Appendix 1, includes results up to the end of February 2014 for the Key Performance Indicators (KPIs) included in this year's Divisional Business Plans.
- 2.2. Key Performance Indicators are presented with RAG (Red/Amber/Green) alerts to show progress against business plan targets. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.
- 2.3. The Dashboard now contains indicators for the Customer Relationship Team and Communication and Engagement, both having transferred into the Directorate on 1 April 2014.
- 2.4. All indicators are either ahead of target or are at acceptable levels above the floor standard for the year to date position.

2.5. The following indicators had a Red RAG rating for the month of February:

- User satisfaction with the KCC website
- Percentage of calls to the Contact centre answered in 20 seconds

2.6 Both areas have recently been negatively impacted by the aftermath of flooding and related weather events, with increased demand and volumes of phone calls and enquiries. Many of these additional enquiries related to Highways with increased demand for attention to a range of issues including potholes and drainage. Special funding has been awarded by government to deal with these Highways issues. Demand and expectations from the public on these issues continues to be high at the present time.

3. Recommendation(s)

Recommendation(s):

The Policy and Resources Cabinet Committee is asked to Note this report.

4. Background Documents

4.1 KCC Business Plans 2013/14

http://www.kent.gov.uk/your_council/council_spending/financial_publications/business_plans_2013-14.aspx

5. Contact details

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