

**From:** Mark Dance, Cabinet Member for Economic Development  
Mike Hill, Cabinet Member for Community Services  
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**To:** Growth, Economic Development and Communities Cabinet Committee – 2 December 2014

**Subject:** Performance Dashboard

**Classification:** Unrestricted

**Summary:**

The Growth, Economic Development and Communities Performance Dashboard shows progress made against targets set for Key Performance Indicators.

**Recommendation:**

The Growth, Economic Development and Communities Cabinet Committee is asked to CONSIDER and NOTE the report.

## **1. Introduction**

- 1.1. Part of the role of the Committee is to review the performance of services for which the Committee has oversight.
- 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 September 2014.

## **2. Performance Dashboard**

- 2.1. The Growth, Economic Development and Communities Performance Dashboard is attached at Appendix 1.
- 2.2. The Dashboard provides a progress report on performance against target up to the end of September 2014 for the Key Performance Indicators (KPIs) included in this year's Strategic Priority Statement.
- 2.3. The Dashboard also includes a range of activity indicators which help give context to the Key Performance Indicators.
- 2.4. Key Performance Indicators 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.
- 2.5. The Dashboard now includes for the first time user satisfaction measures for Libraries, Registration and Archives.

### **3. Recommendation:**

The Growth, Economic Development and Communities Cabinet Committee is asked to consider and NOTE this report.

### **4. Background Documents**

The Council's Strategic Priority Statements

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/strategic-priority-statements>

### **5. Contact details**

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