

From: Roger Gough – Leader of the Council  
David Cockburn – Corporate Director, Strategic and Corporate Services

To: Cabinet – 23 March 2020

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 3, 2019/20**

Classification: Unrestricted

**Summary:** The purpose of the Quarterly Performance Report (QPR) is to inform Cabinet about the key areas of performance for the authority. This report presents performance to the end of December 2019 (Quarter 3 2019/20)

Of the 35 Key Performance Indicators (KPIs) contained within the QPR, 22 achieved target (Green) 9 achieved and exceeded the floor standard however not the target to achieve Green (Amber). 4 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, 2019/20 is attached at Appendix 1.
- 1.2. The QPR includes 35 Key Performance Indicators (KPIs) where results are assessed against Targets and Floor Standards agreed by Cabinet Members 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 35 KPIs included in the report, the latest RAG status are as follows:
  - 22 are rated Green - target was achieved or exceeded. A decrease of 6 on the previous quarter.
  - 9 are rated Amber - Performance achieved or exceeded the expected floor standard but did not meet the target for Green. 4 more than the previous quarter.
  - 4 are rated Red - Performance did not meet the expected floor standard. 2 more than the previous quarter.

- 2.3. During the quarter, 10 indicators had improved results, 7 had no change and 18 showed a fall in performance.
- 2.4. The 4 indicators where the RAG rating is Red, are in:
- Economic Development & Communities
    - Developer contributions received as a percentage of amount sought
  - Children, Young People and Education
    - Percentage of 16-18 year olds who start an apprenticeship
    - Percentage of Education, Health and Care Plans (EHCPs) issued within 20 weeks
  - Adult Social Care
    - Percentage of initial contacts resolved at first point of contact
- 2.5. The Corporate Management Team is monitoring the evolving situation regarding Coronavirus (COVID-19), including business continuity arrangements. The Public Health risk relating to chemical, biological, radiological, nuclear or explosives (CBRNe) incidents, communicable diseases and incidents with a public health implication has been escalated to the corporate risk register for Quarter 4.

### 3. Recommendation(s)

**Recommendation(s):**

Cabinet is asked to NOTE the Quarter 3 Performance Report.

### 4. Contact details

Rachel Kennard  
Chief Analyst  
Strategic Commissioning  
Telephone: 03000 414527  
[Rachel.Kennard@kent.gov.uk](mailto:Rachel.Kennard@kent.gov.uk)

Vincent Godfrey  
Strategic Commissioner  
Telephone: 03000 419045  
[Vincent.Godfrey@kent.gov.uk](mailto:Vincent.Godfrey@kent.gov.uk)