

From: Roger Gough, Leader of Kent County Council  
Peter Oakford, Deputy Leader and Cabinet Member for Finance,  
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Services

To: Policy and Resources Cabinet Committee – 29 July 2020

Subject: Strategic and Corporate Services Performance Dashboard

Classification: Unrestricted

**Summary:**

The Strategic and Corporate Services Performance Dashboard shows progress made against targets set for Key Performance Indicators (KPIs). This is the year end report. Also included are the proposed KPIs and targets for next year.

21 of the 25 KPIs achieved target and were RAG rated Green, 3 were below target but did achieve the floor standard (Amber) and 1 did not achieve the floor standard (Red). The Red indicator is Freedom of Information Act requests completed within 20 working days.

**Recommendation(s):**

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for Strategic and Corporate Services, and proposed KPIs for 2020-21.

**1. Introduction**

1.1. Part of the role of Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee. To support this role Performance Dashboards are regularly reported to each Cabinet Committee throughout the year, and this is the third and final report for the 2019/20 financial year.

**2. Performance Dashboard**

2.1. The Strategic and Corporate Services Performance dashboard provides year-end results to March 2020 and is attached in Appendix 1.

2.2. The Dashboard includes performance against target for the 25 Key Performance Indicators (KPIs) for 2019/20. These KPIs and targets came before the Cabinet Committee for comment in May 2019. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

2.3. KPIs 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.

2.4. Of the 25 KPIs, the latest RAG status are as follows:

- 21 are rated Green – the target was achieved or exceeded;
- 3 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet the target for Green;
- 1 is rated Red – performance did not meet the expected floor standard.

2.5. The Freedom of Information Act requests completed within 20 working days was the KPI RAG rated Red.

2.6. The proposed KPIs and targets for 2020-21 are attached in Appendix 2. These are largely unchanged from 2019-20, except for increases in floor standard for two indicators (CS04a, and CS04b).

### **3. Recommendation(s):**

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for Strategic and Corporate Services, and proposed KPIs for 2020-21

### **4. Contact details**

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