

From: Roger Gough, Leader of the Council
Peter Oakford, Deputy Leader and Cabinet Member for Finance, Corporate and Traded Services
Shellina Prendergast, Cabinet Member for Communications, Engagement and People
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To: Policy and Resources Cabinet Committee – 6 November 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)

15 of the 25 KPIs achieved target and were RAG rated Green, 5 were below target but did achieve the floor standard (Amber) and 4 did not achieve the floor standard (Red), 1 KPI is currently suspended due to Coronavirus.

Recommendation(s):

The **Policy and Resources Cabinet Committee** is asked to **note** the performance position for Strategic and Corporate Services.

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 first report for the 2020/21 financial year.

2. Performance Dashboard

2.1. The current Strategic and Corporate Services Performance dashboard provides results up to the end of September 2020, or the latest available month and is attached in Appendix 1.

2.2. The Dashboard provides a progress report on performance against target for the 25 Key Performance Indicators (KPIs) for 2020/21. These KPIs and targets came before the Cabinet Committee for comment in July 2020. 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 is as follows:

- 15 are rated Green – the target was achieved or exceeded;
- 5 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet the target for Green;
- 4 are rated Red – performance did not meet the expected floor standard:
 - GL02: Freedom of Information Act requests completed within 20 working days.
 - GL03: Data Protection Act Subject Access requests completed within statutory timescales.
 - FN02: Retirement benefits paid within 20 working days of all paperwork received.
 - FN07: Invoices received by Accounts Payable within 30 days of KCC received date.
- 1 is currently suspended due to Coronavirus and has no RAG rating.

3. Recommendation(s):

The **Policy and Resources Cabinet Committee** is asked to **note** the performance position for Strategic and Corporate Services

4. Contact details

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