

From: Roger Gough, Leader of the Council  
Peter Oakford, Deputy Leader and Cabinet Member for Finance,  
Corporate and Traded Services  
Bryan Sweetland, Cabinet Member for Communications,  
Engagement, People and Partnerships  
David Cockburn, Corporate Director for Strategic and Corporate  
Services

To: Policy and Resources Cabinet Committee – 4 May 2022

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)

16 of the 25 KPIs achieved target for the latest month and were RAG rated Green, 2 were below target but did achieve the floor standard (Amber) and 6 did not achieve the floor standard (Red). 1 KPI remains 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 third report for the 2021/22 financial year.

**2. Performance Dashboard**

2.1. The current Strategic and Corporate Services Performance dashboard provides results up to February/March 2022 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 2021/22. 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:

- 16 are rated Green – the target was achieved or exceeded;
- 2 are rated Amber – performance achieved or exceeded the expected floor standard but did not meet the target for Green;
- 6 are rated Red – performance did not meet the expected floor standard:
  - CS04a: Daytime calls to Contact Point answered.
  - CS04b: Out of hours calls to Contact Point answered.
  - CS07: Complaints responded to in timescale.
  - GL02: Freedom of Information Act requests completed within 20 working days.
  - GL03: Data Protection Act Subject Access requests completed within statutory timescales.
  - FN06: Sundry debt due to KCC outstanding over 6 months old.
- 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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