

From: Roger Gough – Leader of the Council  
Amanda Beer – Chief Executive Officer

To: Cabinet – 21 March 2024

Decision No: n/a

Subject: **Quarterly Performance Report, Quarter 3, 2023/24**

Classification: Unrestricted

**Summary:** The purpose of the Quarterly Performance Report (QPR) is to inform CMT and Cabinet about key areas of performance for the authority. This report presents performance to the end of December 2023 (Quarter 3, 2023/24).

Of the 38 Key Performance Indicators (KPIs) contained within the QPR, 17 achieved target (Green), 12 achieved or exceeded the floor standard but did not meet target (Amber). 9 KPIs did not meet the floor standard (Red).

**Recommendation(s):** Cabinet is asked to NOTE the Quarter 3 Performance Report and the actions being taken to address areas where performance is not as targeted.

## 1. Introduction

- 1.1. The Quarterly Performance Report (QPR) is a key mechanism within the Performance Management Framework for the Council. The report summary for Quarter 3, 2023/24 is attached at Appendix 1, and includes data up to the end of December 2023.
- 1.2. The QPR includes 38 Key Performance Indicators (KPIs) where results are assessed against Targets set 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 38 KPIs included in the report, the latest RAG status are as follows:
  - 17 are rated Green (two more than the previous Quarter) - the target was achieved or exceeded.
  - 12 are rated Amber (three fewer than the previous Quarter) – performance achieved or exceeded the expected floor standard but did not meet target.
  - 9 are rated Red (one more than the previous Quarter) – performance did not meet the expected floor standard.

2.3. The 9 indicators where the RAG rating is Red, are in:

- Customer Services
  - Percentage of complaints responded to within timescale
- Governance and Law
  - Percentage of Freedom of Information Act (Fol) requests completed within 20 working days
  - Percentage of Data Protection Act (DPA) Subject Access requests completed within statutory timescales
- Children, Young People and Education
  - Percentage of Education, Health Care Plans (EHCPs) issued within 20 weeks
  - Percentage of pupils (with EHCP's) being placed in independent or out of county special schools
  - Percentage of case holding posts filled by permanent qualified social workers
  - Percentage of foster care placements which are in-house or with relatives and friends (excluding UASC)
- Adult Social Care
  - Percentage of new Care Needs Assessments delivered within 28 days
  - Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes

2.4. With regards to Direction of Travel, seven indicators show a positive trend (the same as the previous Quarter), 20 are stable or with no clear trend (one more than the previous Quarter), and 11 are showing a negative trend (one fewer than the previous Quarter).

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

Cabinet is asked to NOTE the Quarter 3 Performance Report
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### **4. Contact details**

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