

From: Roger Gough, Leader of the Council

Peter Oakford, Deputy Leader and Cabinet Member for Finance, Corporate and Traded Services

Dylan Jeffrey, Cabinet Member for Communications and Democratic Services
Amanda Beer, Chief Executive Officer

To: Policy and Resources Cabinet Committee – 15 January 2025

Subject: Performance Dashboard for the Chief Executive's Department and Deputy Chief Executive's Department

Classification: Unrestricted

Summary:

The Performance Dashboard for the Chief Executive's Department (CED) and Deputy Chief Executive's Department (DCED), shows performance against targets set for Key Performance Indicators (KPIs).

21 of the 27 KPIs achieved target for the latest month and were RAG (Red/Amber/Green) rated Green, two were below target but did achieve the floor standard (Amber), and four did not achieve the floor standard (Red).

Recommendation:

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for the Chief Executive's Department and Deputy Chief Executive's Department.

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 Cabinet Committee. To support this role performance dashboards are regularly reported to each Cabinet Committee throughout the year, and this is the second report for the 2024/25 financial year.

2. Performance Dashboard

2.1. The current Performance Dashboard for CED and DCED provides results up to October 2024 and is attached in Appendix 1.

2.2. The Dashboard provides a progress report on performance against target for the 27 KPIs for 2024/25. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

2.3. KPIs are presented with RAG 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 27 KPIs, the latest RAG status is as follows:

- Twenty-one are rated Green (one fewer than the last report) – the target was achieved or exceeded.
- Two are rated Amber (the same as the last report) – performance achieved or exceeded the expected floor standard but did not meet the target for Green.
- Four are rated Red (one more than the last report) – performance did not meet the expected floor standard. These are:
 - FN06: Percentage of sundry debt due to KCC under 6 months old
 - CS07: Complaints responded to in timescale
 - GL02: Freedom of Information Act requests completed within 20 working days.
 - GL03: Data Protection Act Subject Access Requests (SARs) completed within statutory timescales.

Three of these were rated Red in the last report (CS07, GL02 and GL03), with FN06 being an additional Red KPI this time.

3. Recommendation

The Policy and Resources Cabinet Committee is asked to NOTE the performance position for the Chief Executive's Department and Deputy Chief Executive's Department.

4. Contact details

Report Author:

Matthew Wagner
Chief Analyst
Chief Executive's Department
03000 416559
Matthew.Wagner@kent.gov.uk

Relevant Director:

David Whittle
Director of Strategy, Policy, Relationships & Corporate Assurance
03000 416833
david.whittle@kent.gov.uk